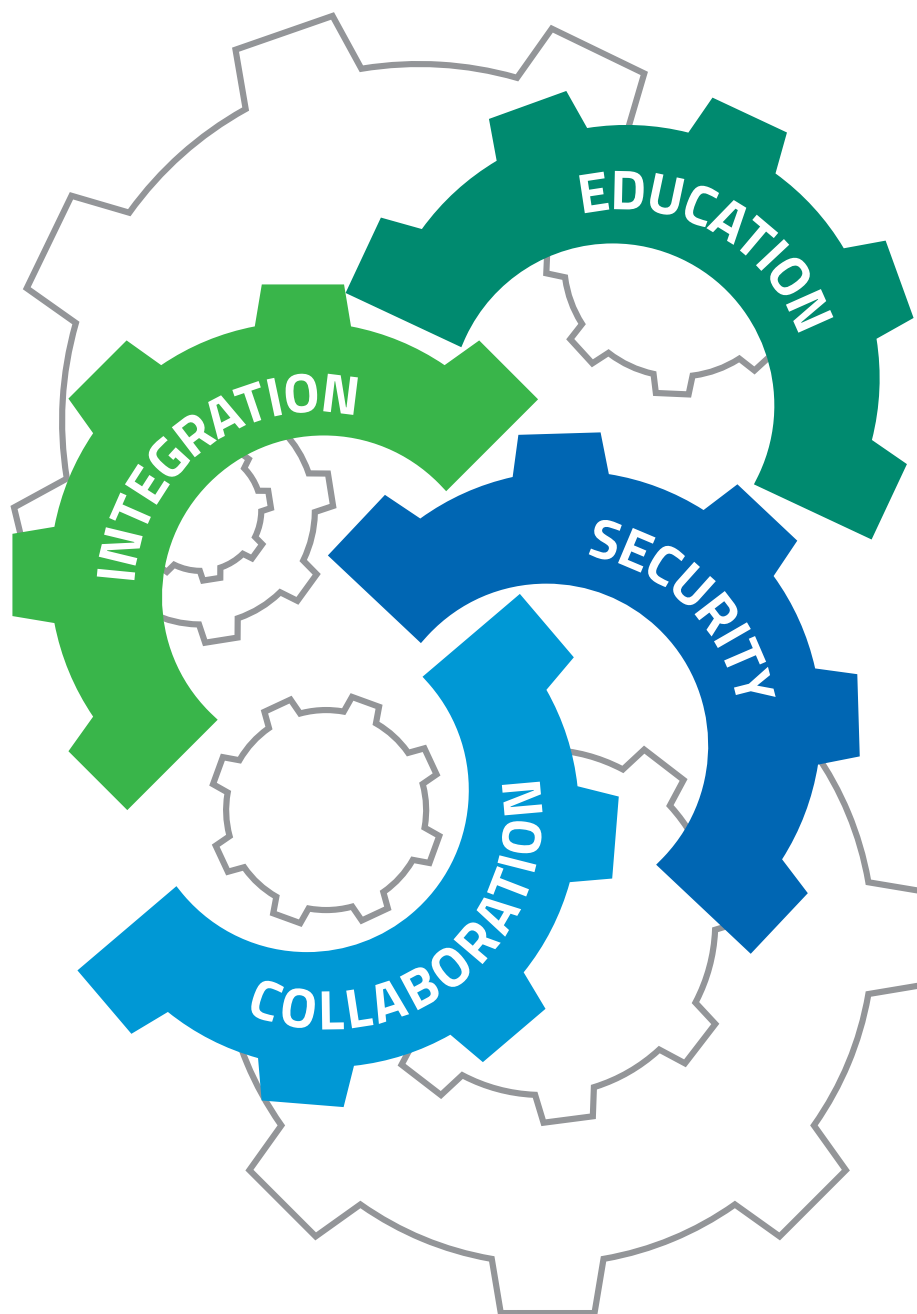


STRATEGY FOR THE INTERCULTURAL DIALOGUE IN WROCŁAW

project



Wrocław
miasto spotkań

Table of contents

1. Introduction and justification of the strategy	3
2. Statistical and demographic data	6
3. Sociological research - conclusions	12
4. Background for the creation of the strategy	13
5. Participatory model of building the strategy	14
6. Stages of work over the strategy	14
7. Legal basis	17
8. Methodology assumptions and goals structure	19
9. Implementation of the strategy, monitoring and evaluation	20
10. Detailed structure of goals	22

Introduction and justification of the strategy

„Daj, ać ja pobruszę, a ty poczywaj”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. The 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 collaboration 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 origin of understanding and the "Kaleidoscope of Cultures" - the foundation uniting national and ethnic minorities. The capitol 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 Evangelical church, a 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 an 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).

¹ In 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.

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 a low unemployment rate and an open job market. It's important that Wrocław is very well connected to the World, thanks to a modern airport and good railway and road connections.

The city chosen by foreigners

An increase of the 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 in competition for local employees. Foreign specialists and management are essential to an innovative economy of Wrocław, similar to qualified and motivated employees in industry, trade and services. Those factors cause the increase of a 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

The 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 a 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 the 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. Experience of multiculturalism for the Polish citizens and the newcomers is often something brand new, gained throughout the different stages of life.

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 collaboration. 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 for other cultures and their representatives.

Strategy and vision

That's why the Strategy for the Intercultural Dialogue is the tool that will support efforts of citizens to build social bonds and a 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. 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 strategy's vision.

Statistical and demographic data

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.

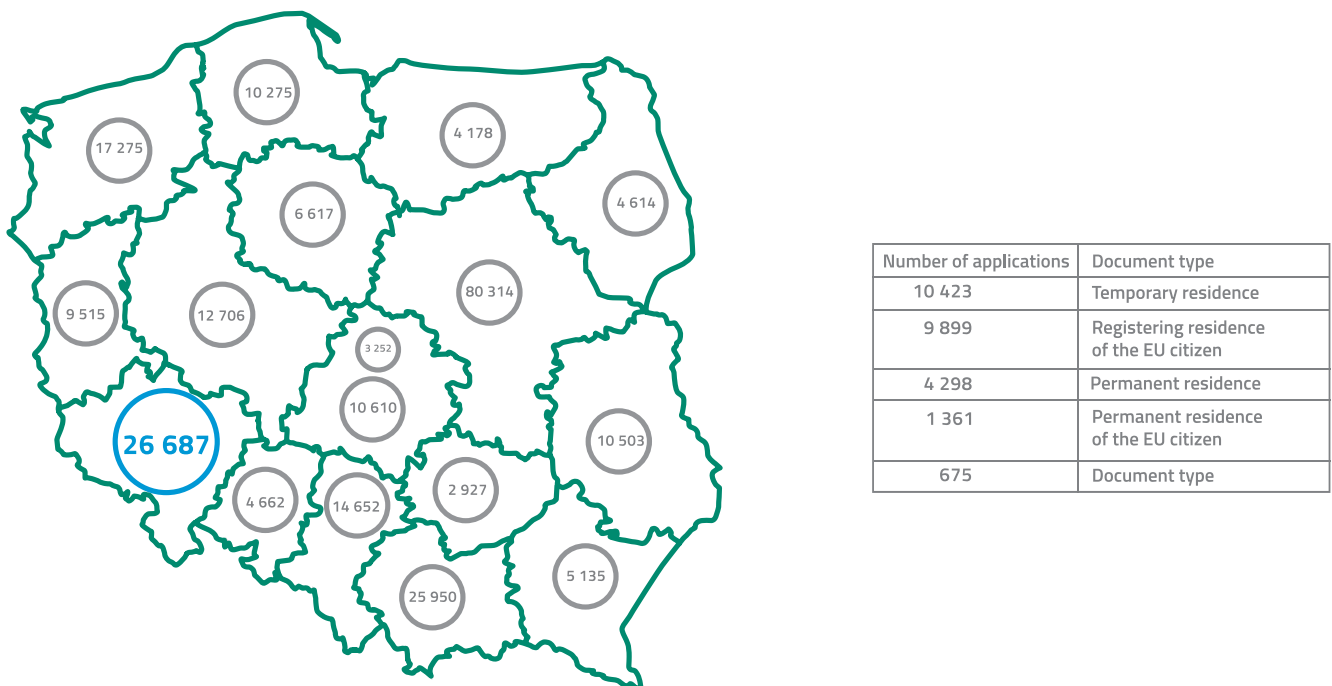
2.1 Data concerning the number of migrants in Lower Silesia and Wrocław

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, a 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 the 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. The majority of them have come to Wrocław for a job. Detailed statistical data is included in points 2.1.1 -2.1.7.

2.1.1 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 to the 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.

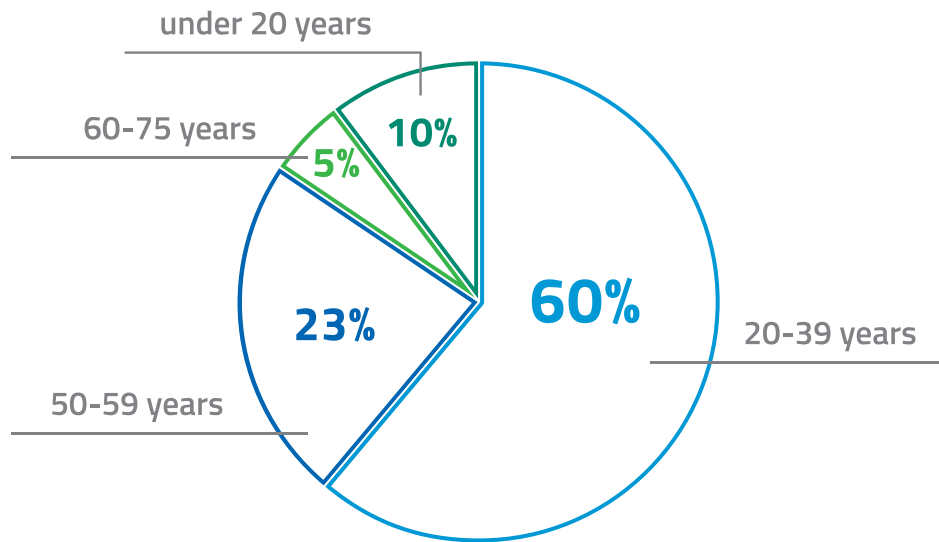
Figure 1. Applications for legalisation registered in the Lower Silesian Governor's Office in 2016.



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

The most legalisation applications in Lower Silesia have been registered by foreigners at a 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

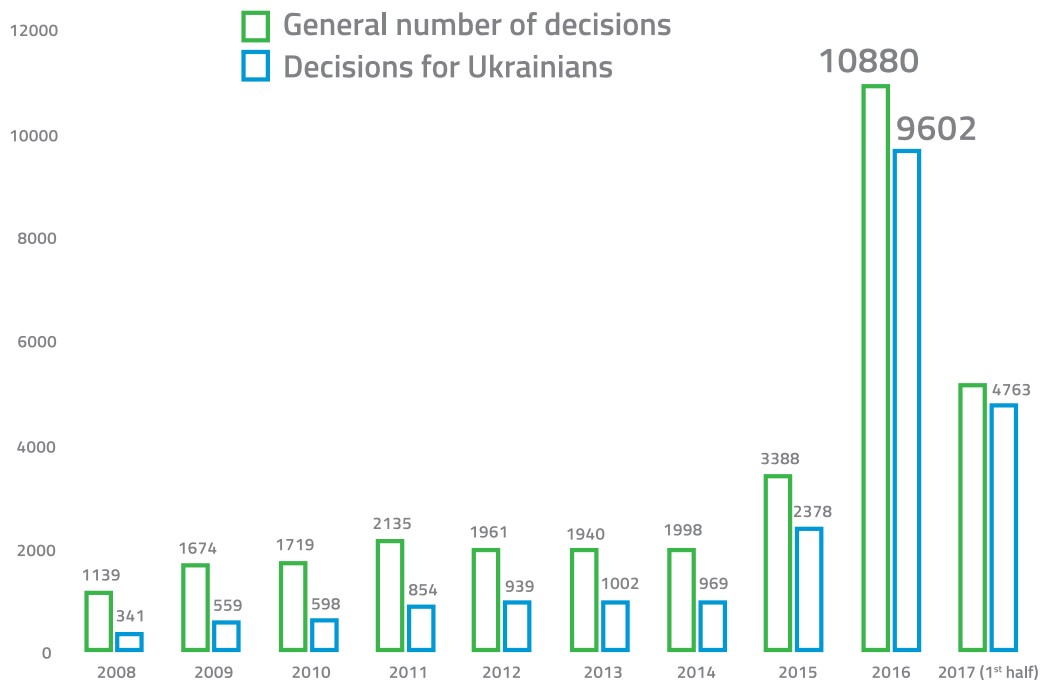


Source: Office for Foreigners, migracje.gov.pl

2.1.2 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 general 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: www.mpips.gov.pl.

2.1.3 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 a 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 Agency in Wrocław.

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

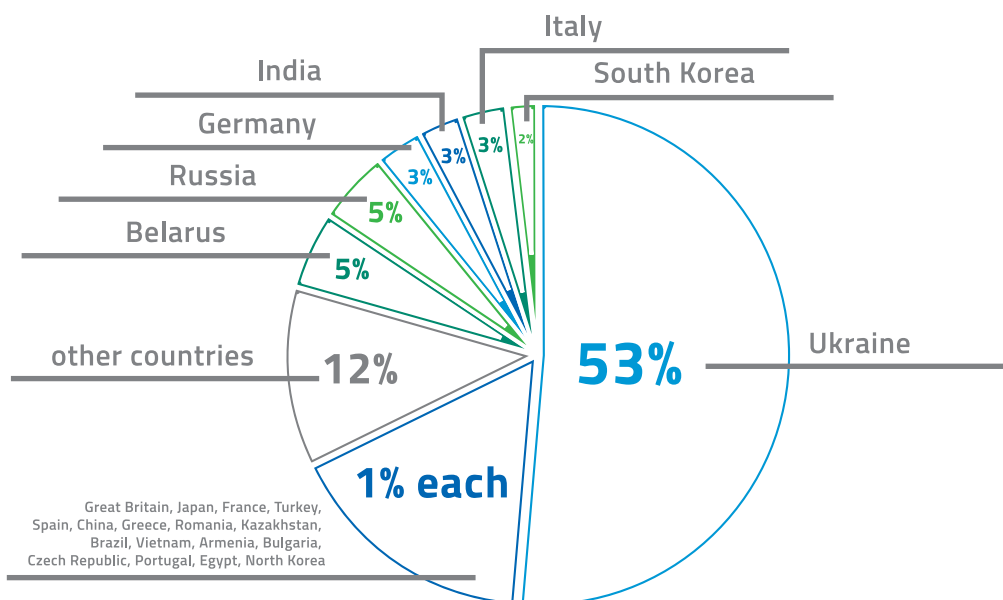
2.1.4 Number of tourists visiting Wrocław

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

2.1.5 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 Department of the Wrocław City Office. State as per August 2017.

2.1.6 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.

2.1.7 Students in kindergartens and universities in Wrocław in academic year 2017/2018

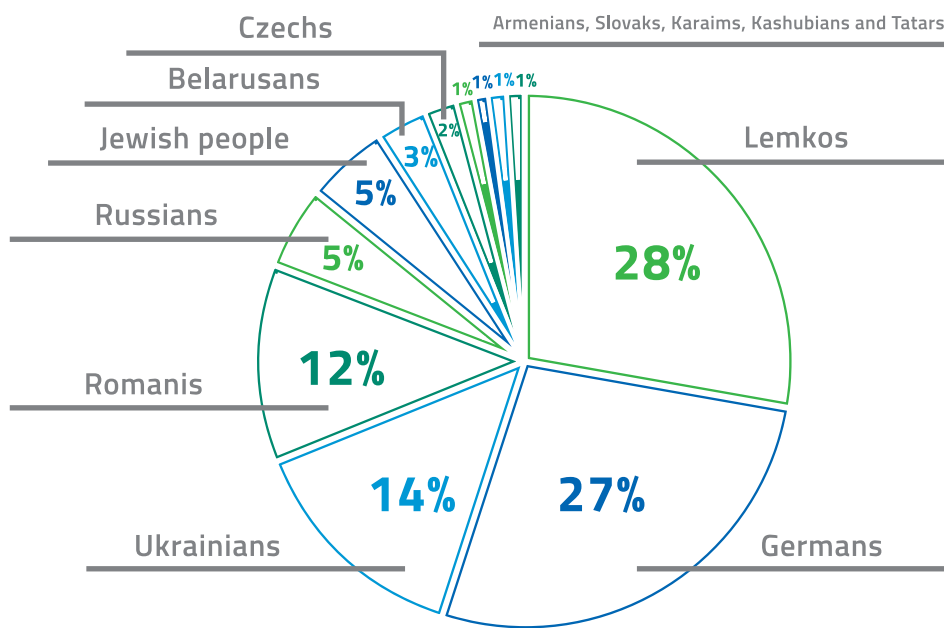
According to the data of Department of Education of the Wrocław City Office, 1263 foreign children and young people attend educational facilities in Wrocław (state as per 3 November 2017), including:

- 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.

2.2 National and ethnic minorities registered in Lower Silesia

According to the data of the 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 belong 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 of National Census from 2011.

3

Sociological research - conclusions

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

3.1 Citizens of Wrocław perceived by foreigners

Survey conducted among foreigners employed in Wrocław and foreign students help with making a few important conclusions for the strategy. 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

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

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 fourth 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 experience 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.

3.2 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 allows 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 immigrants 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 strategy

Strategy for the Intercultural Dialogue in Wrocław was created because of the social need. Works over this project were initiated by the President 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 live, 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 are more visible.

Non-governmental organisations, churches and religious associations and representatives of national and ethnic minorities has undertaken actions to support new coming foreigners. During the intersectoral cooperation it became more frequent to report the need of creating a strategic document 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.

5

Participatory model of building the strategy

At the basis of the *Strategy for the Intercultural Dialogue in Wrocław* there was **dialogue**. The document was created in close collaboration with the non-governmental organisations, institutions, people engaged in the topic of multiculturalism, migration and integration. Existing collaboration 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. Thanks to the systematic participation of foreigners in organising meetings and forums, two key areas were identified that set the direction of actions for the next five years.

Strategy for the Intercultural Dialogue in Wrocław has participatory nature. The Social community played a key role at every stage of the process in its creation. The community is aware of the needs resulting from social changes and strives for fulfilling it by inspiring specific actions. Responsibility for the community, its harmonious growth and safety encouraged representatives of non-governmental organisations, people engaged in the dialogue and the migrants themselves to join directly into the process of the document creation.

6

Stages of work over the strategy

In January 2017, the President of Wrocław has appointed the Council of Intercultural Dialogue, including the representatives of social organisations, churches and religious associations, universities, and the business sector.

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, Social Welfare Centre in Wrocław), Kaleidoscope of Cultures (2007),
- INFOLINK team (2013, Wrocław Centre for Social Development),
- Team of intercultural dialogue (2014, Wrocław Centre for Social Development),
- Team of the “Education at Sites of National Memory” program (2014, the Teacher Training Center),
- Social Dialogue Group for Refugees and Migrants (2015, at the Office of Social Participation of Wrocław City Office),
- 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 strategy during different stages of its formation.

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

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, collaboration.

- **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 collaboration 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 strategy.

- On 29 May 2017, by the ruling of the President of Wrocław, the **Team for the Intercultural Dialogue** Strategy was appointed. Its goal is to integrate actions and collaboration as a part of creation and implementation of Intercultural Dialogue Strategy. Members of the Team represent organisational units of the Wrocław City Office, organisational local authorities and city partnerships executing tasks from the area of security, education, social development, integration, social communication, international collaboration, 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 collaboration, 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 Wrocław City Office. It was aimed to consolidate the community and reinforce the collaboration 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 collaboration, information flow and communication. Potential collaboration 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 Director of Educational Facilities of all teaching levels took place. Directions of works in relation to the strategy 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.

The following actions were conducted from May to 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 is in preparation and will constitute a separate document to be using during works of the team implementing the strategy.

In September and October 2017 gathered data and recommendations were analysed, allowing us to utilize all actions for the strategy. Strategic goals were formed, operational goals were specified and actions for the next five years were planned.

A consultation meeting took place on 23 October 2017 at the Wrocław Centre for Social Development where the material created so far was presented, based on four strategic goals in the following area: education, integration, security and collaboration 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 strategy.

On 13 November 2017 the Council of Intercultural Dialogue was presented with integrated material concerning strategic and operational goals and planned actions.

From 27 November 2017 to 20 December 2017 - social consultation of the strategy project.

January 2018 - planned date of accepting the strategy.

7

Legal basis

Strategy for the Intercultural Dialogue in Wrocław is consistent with the Wrocław 2030 Strategy, especially with priority 6: Open city, mission: The city that unites, actions: 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.

³ See www.socjologia.uni.wroc.pl/Projekty-naukowe/Wroclawska-Diagnoza-Spoleczna# [last accessed on: 22.11.2017].

- 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.
- 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 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 President 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

As a result of the conducted analyses, research and consultations, four area of needs have been distinguished, and strategic goals were indicated within them:

- 1) EDUCATION** - raising the knowledge level and reinforcing intercultural competences,
- 2) INTEGRATION** - building a sense of social belonging,
- 3) SECURITY** - reinforcing safety of citizens,
- 4) COLLABORATION AND COMMUNICATION** - creating the collaboration platform and reinforcing communication processes.

Strategic goals set the action plan for 5 years (2018-2023). There is no hierarchy between them, they are equal. Applied enumeration and sequencing is the result of organising the content.

Operational goals, referring to the specific social problems, are the subject to the strategic goals. The execution of operational goals is secured by the broad catalogue of action, resulting in the creation of new projects, initiatives, products, etc. Numeral values were proposed as the measurement instruments at the stage of the creation of strategy. They will allow to determine the following values for each calendar year: how many actions were executed, how were they executed and how many recipients did they have. Other factors (allowing to evaluate efficiency) are taken under consideration in the process of implementation and execution of respective projects.



Setting operational goals and actions was of participatory nature. Each participant of consultation meetings had a chance to report propositions, remarks, suggestions, and they were reflected in the project of the strategy.

Actions included in the strategy will be executed by the Team for Intercultural Dialogue in collaboration with other entities with statutory organisational and personal competences allow to reach assumed goals. We will invite to collaboration and we will strive for that collaboration. Execution of the strategy requires determination and harmony in collaboration between many entities. Intersectoral collaboration between the following entities will be a very important element of the whole project: local authorities, government administration (Lower Silesia Province Office, 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. Integration of knowledge about actions taken by all partners is an important element of the collaboration. Current engagement of the entities and further collaborations will allow us to effectively implement the strategy.

Wrocław Centre for Social Development will coordinate the process of implementation for *Strategy for the Intercultural Dialogue in Wrocław* under the supervision of the Department of Human Services of the Wrocław City Office. The strategy will mostly provide the implementation of actions as a part of local authorities executing tasks concerning the intercultural dialogue.

All citizens of Wrocław - Poles (the receiving society), and foreigners will be the **Recipients of actions**. As a part of the structure of goals and respective actions, the groups of recipients are distinguished as follows: children, youth, students, representatives of different occupational and social groups.

Description of all strategic goals with the specification of operational goals and actions, recipient groups, measuring instruments and collaborating entities is included in the detailed structure of goals (point 10).

Implementation of the strategy, monitoring and evaluation

The strategy will be implemented in 2018-2023. The monitoring and evaluation will be conducted in the annual system for the current calendar year.

Four factual teams will be appointed as a part of strategic goals, supervising the implementation of the strategy in four areas: education, integration, security, collaboration

and communication. They will be coordinated by the representatives of organisational units of the Wrocław City Office. They will include representatives of non-governmental organisations, churches and religious associations, services, universities and the sector business.

The teams will analyse the needs and will accept the actions for execution for the given calendar year. The schedule will be prepared based on the reported propositions; the same applies for the annual budget and funding sources. Then they will be presented for consultation to the Council of Intercultural Dialogue. The Council will recommend the action program for the given fiscal year to the President of Wrocław. During the implementation of the strategy executed actions will be systematically monitored. Decisions concerning justification for continuation of respective projects in the following years will be decided upon in the process of evaluation and verification. Annual reports concerning the implementation of the strategy will be presented to the Council of Intercultural Dialogue. Actions schedule for 2018 will be presented in January 2018.



Detailed structure of the goals





Execution of the first 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 all the people in Wrocław. Development of social competences is an essential part of the integration process. 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 the adaptation and integration process. All activities are directed at building and supporting the community of people living with mutual respect for each other.

Operational goal 1

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 collaboration 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.

* While referring to the Board of Education, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 1.2

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

In collaboration 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 collaboration 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.

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 collaboration with:

Schools, kindergartens, local authorities, NGOs (non-governmental organisations), entities responsible for extra-curricular activities, universities, Erasmus 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 collaboration 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, students.

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 collaboration 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.

* While referring to the Board of Education, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

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 collaboration with:

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

Recipients:

Children and youth, students.

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 collaboration 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, students.

Measuring instruments:

Number of trainings, number of participants.

Action 1.9

Collaboration in favour of increasing legal and civil competences among children and youth within the aspect of intercultural competences.

In collaboration 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

Collaboration on executing trainings, workshops, out-of-school education forms conducted by cultural institutions.

In collaboration 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 1.11

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

In collaboration 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.

* While referring to the Board of Education, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 1.12

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 collaboration with:

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

Recipients:

School community - staff, parents, pupils.

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.

Recipients:

Schools, kindergartens, nurseries, local authorities, the Teacher Training Centre of Wrocław, 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 collaboration with:

Schools, kindergartens, local authorities, the Teacher Training Centre of Wrocław, 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 and youth.

In collaboration with:

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

Recipients:

Pupils, kindergarten children, parents, staff.

Measuring instruments:

Number of events..

* While referring to the Board of Education, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

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 collaboration with:

Local authorities, the Teacher Training Centre of Wrocław, 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 collaboration 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 immigrant families.

In collaboration 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 collaboration 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 created solutions, number of partners.

* While referring to the Board of Education, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

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 collaboration with:

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

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

Collaboration on organising specialist conferences and thematic conferences with experts from Poland and abroad, study visits.

In collaboration with:

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

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 collaboration with:

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

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

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

In collaboration with:

Universities, the Teacher Training Centre of Wrocław, local authorities.

Recipients:

Pupils, staff.

Measuring instruments:

Number of partners, number of training offers.

Operational goal 4

Collaboration on developing intercultural competences of public services representatives.

Action 4.1

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

In collaboration with:

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

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

Collaboration on organising specialist and thematic conferences with experts from Poland and abroad, study visits.

In collaboration with:

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

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 collaboration on creating new materials, tools, online trainings.

In collaboration with:

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

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 collaboration with:

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

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.

Action 5.1

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

In collaboration with:

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

Recipients:

Citizens, target audience.

Measuring instruments:

Number of trainings, number of participants.

Action 5.2

Organising open conferences, debates and meeting with foreigners or specialists, seminars.

In collaboration 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 collaboration with:

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

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 collaboration with:

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

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 collaboration 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 collaboration 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 by the organisation of trainings and workshops.

In collaboration 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, including schools, community councils.

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 collaboration 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

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

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of people.

Action 5.10

Series of education and culture events concerning other cultures (e.g. "Get to know national and ethnic minorities in Wrocław").

In collaboration 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

Creating and popularising handbooks, including online versions, in foreign languages for foreigners learning about Polish culture, generally applicable law, education system, healthcare and social services.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of created documents and informatory materials.

Action 5.12

Organising trainings concerning Polish law, Polish culture, basic cultural differences, history of Poland and other topics making the adaptation and integration in Wrocław easier.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of trainings.

Action 5.13

Collaboration in favour of promoting cultural events among foreigners - strengthening information in foreign languages and development of informatory platform.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of informatory materials, tools.

Action 5.14

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

In collaboration 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 5.15

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

In collaboration 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.

Operational goal 6

Supporting people and institutions engaged in increasing intercultural competences in Wrocław.

Action 6.1

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

In collaboration with:

Local authorities, the business sector.

Recipients:

NGOs (non-governmental organisations).

Measuring instruments:

Contests, number of organisations.

Action 6.2

Organising annual Intercultural Education Fairs.

In collaboration 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 collaboration 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 factual support, consultations and the organisation of trainings and seminars for intercultural competences coaches in Wrocław.

In collaboration with:

Local authorities, the Teacher Training Centre of Wrocław, 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 an online library resources database (increasing knowledge and competences), class scenarios, training materials, research.

In collaboration 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 collaboration 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, patronage).

In collaboration with:

Local authorities, the business sector.

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 collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of projects, exchanges, partnerships.



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

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

Multilateral collaboration of various entities and active participation of citizens, including national and ethnic minorities and foreigners, constitutes the warranty for success of integrational actions. Wrocław has been executing a series of multicultural events for many years. Conducting diversity identification analysis of migrant diasporas and their needs, constitutes the basis of planning and executing actions concerning the process of increasing social awareness for foreigners in regards of their rights, duties and basic rules of social coexistence in the community. Supporting the development of language and intercultural competences of public services and removing barriers in institutional services will simplify the process of foreigners' adaptation and integration, 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 the threat of social exclusion as a part of an existing supportive program constitutes one of the key elements of the strategy to address real needs. Planned actions will be executed in public-social partnerships, with the engagement of the business sector and academic community, especially during a strengthened adaptation and integration process. Efficiency of actions will be supported by creating and maintaining international collaboration and building partnerships network.

Operational goal 1

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

Action 1.1

Supporting initiatives of non-governmental organisations which conduct consultation activities to extend their offer to foreigners.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of counselling entities, number of benefiting foreigners.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 1.2

Conducting periodical trainings and adaptation meetings concerning: legalisation of the stay, security, health, communication and Polish culture.

In collaboration 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 collaboration with:

Local authorities, NGOs (non-governmental organisations).

Recipients:

Foreigners.

Measuring instruments:

Number of served foreigners, number of website visits.

Action 1.4

Preparing informational materials - a starting package as a part of an intersecting collaboration including case catalogues: security, health, legalisation of the stay, communication, Polish culture and information about Wrocław.

In collaboration with:

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

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 collaboration 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 collaboration with:

Local authorities, universities, the business sector.

Recipients:

Foreigners, coordinators.

Measuring instruments:

Number of topical trainings, number of participants.

Action 1.7

Increasing the contribution of the Ukrainian language in informational materials.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of materials shared in Ukrainian.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 1.8

Development of the Infolink website.

In collaboration with:

Local authorities, task force.

Recipients:

Foreigners.

Measuring instruments:

Functional website.

Action 1.9

Support in the creation of modern, easily accessible informational tools (e.g. mobile application) as a part of an intersecting collaboration.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Created tools.

Operational goal 2

Supporting the development of language competences among foreigners and reducing barriers in institutional services

Action 2.1

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

In collaboration 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 collaboration with:

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

Recipients:

Foreigners, political services.

Measuring instruments:

Number of trainings, number of participants, informational materials.

Action 2.3

Informational and legal counselling within the scope of foreigners' official cases.

In collaboration 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

Increasing intercultural competences among employees in the public service.

In collaboration with:

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

Recipients:

Public officials, consultants.

Measuring instruments:

Number of trainings, workshops, number of participants.

Action 2.5

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

In collaboration with:

Local authorities, NGOs (non-governmental organisations).

Recipients:

Foreigners, public officials.

Measuring instruments:

Number of informational materials, number of customers served.

Action 2.6

Increasing access to materials concerning basic official information, procedures and administrative instructions in key languages for petitioners.

In collaboration with:

Local authorities.

Recipients:

Foreigners, public officials.

Measuring instruments:

Number of shared materials.

Action 2.7

Organising and co-organising topical adaptation trainings for foreigners in the presence of institutional employees.

In collaboration with:

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

Recipients:

Foreigners, institutional employees.

Measuring instruments:

Number of trainings, number of participants.

Action 2.8

Supporting the creation of modern information and communication tools as a part of an intersecting collaboration.

In collaboration with:

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

Recipients:

Foreigners.

Measuring instruments:

Number of created tools, number of entities engaged in tools creation processes.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Operational goal 3

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

Action 3.1

Monitoring reports and research, intersectoral collaboration.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Analysed documents, number of engaged entities.

Action 3.2

Participating in meetings, forums and consultation seminars with national and ethnic minorities and migrant diaspora and collaboration with the organisation of initiatives.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of events, number of participants.

Operational goal 4

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

Action 4.1

Supporting activities of national and ethnic minorities.

In collaboration 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 collaboration 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.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 4.3

Activating citizens to act in favour of integration.

In collaboration 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 4.5

Supporting local culture-forming initiatives and festivals.

In collaboration 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 4.6

Organising intercultural workshops with participation of the receiving society.

In collaboration 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 4.7

Supporting the organisation of sporting events in an integrative nature.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of prepared and distributed informatory materials.

Action 4.8

Supporting participation of foreigners in cultural life and sporting events by preparing informational materials in different languages.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of prepared and distributed informatory materials.

Action 4.9

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

In collaboration 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.

Operational goal 5

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

Action 5.1

Execution of support programs for repatriates, pursuant to the resolution of the City Council of Wrocław of 18 October 2012.

In collaboration 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 collaboration 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 collaboration 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 collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of actions, number of recipients.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Action 6.2

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

In collaboration with:

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens.

Measuring instruments:

Number of organisations, undertaken activities.

Action 6.3

Supporting actions in favour of the development of emergency mediatory.

In collaboration with:

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens.

Measuring instruments:

Number of organisations, number of participants.

Action 6.4

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

In collaboration with:

Local authorities, NGOs (non-governmental organisations).

Recipients:

Citizens, organisations, institutions.

Measuring instruments:

Number of consultations, information and education materials.

Action 6.5

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

In collaboration 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 in conflict situations.

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 collaboration 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 collaboration 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 collaboration with:

Local authorities, government administration*.

Recipients:

Citizens, including foreigners.

Measuring instruments:

Number of foreigners benefiting from social help.

Action 7.4

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

In collaboration 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

Collaboration with the academic community with activities directed at supporting the integration process

Action 8.1

Collaboration with preparing and executing adaptation, information and integration programs.

In collaboration 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

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

In collaboration 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.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

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 collaboration 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 collaboration 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

Collaboration directed at searching and implementing innovative and differentiated adaptation and integrational forms (e.g. mobile application).

In collaboration 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 collaboration network between universities in the area of foreign students.

In collaboration with:

Local authorities, universities, research institutes.

Recipients:

Universities, academic community.

Measuring instruments:

Number of collaborating universities, undertaken initiatives.

Operational goal 9

Collaboration 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 collaboration 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

Popularising starting packages which simplify the adaptation process for foreign employees.

In collaboration with:

Local authorities, Wroclaw 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 regards to the Polish labour law among employers and employees.

In collaboration with:

Local authorities, Wroclaw 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.

Action 9.4

Public trainings concerning the labour law, employer's responsibilities, agreements, etc. for foreigners.

In collaboration with:

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

Recipients:

Citizens, the business sector, employers, employees, students.

Measuring instruments:

Number of trainings, number of participants.

Action 9.5

Increasing competences of counsellors and coordinators within the area of providing support to foreign employees.

In collaboration with:

Local authorities, , Wroclaw Agglomeration Development Agency, the business sector, The National Labour Inspectorate, NGOs (non-governmental organisations), police, City Guard.

Recipients:

The business sector, employers, employees.

Measuring instruments:

Number of undertaken actions.

Operational goal 10

Creating and maintaining international collaboration and building a 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 collaboration 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

Collaboration within the scope of international projects.

In collaboration 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

Collaboration with the sister cities of Wrocław.

In collaboration with:

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

Recipients:

Mieszkańcy miast, społeczność międzynarodowa.

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 collaboration with:

Local authorities.

Recipients:

Citizens, international community.

Measuring instruments:

Number of executed actions, number of participants.



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

We want every person in Wrocław to feel safe.

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

Operational goal 1

Raising awareness in obeying the applicable law for citizens

Action 1.1

Educational and informational activity directed at increasing competences concerning respect for basic human rights, regardless of origin, cultural difference, language or religion.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of consultations, information and education materials.

Action 1.2

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

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Number of consultations, information and education materials.

Operational goal 2

Building a sense of common responsibility in 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 collaboration 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 the hate speech" program (monitoring the public space for inscriptions and graphic symbols encouraging to hate, insulting religious, national and other beliefs, and reacting by removing those).

In collaboration with:

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

Operational goal 3

Reinforcing the feeling of safety in public space

Action 3.1

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

In collaboration 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 for diagnosed needs.

In collaboration 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 collaboration with:

Police, City Guard, local authorities.

Recipients:

Citizens.

Measuring instruments:

Number of six-month data analyses.

Action 3.4

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

In collaboration 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

Collaboration in monitoring events, race and ethnic crimes, etc. and undertaking an intervention and their results by keeping registers, reports and other sources.

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Database of information related to occurring events and undertaken interventions.

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

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 reaction (e.g. motivating to report incidents, providing information on where and how to do that).

In collaboration 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 information concerning sensitivity and reaction to signs of discrimination and violence motivated by prejudice.

In collaboration 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 reaction attitude (e.g. in public transport).

In collaboration with:

Local authorities, 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 collaboration with services (types of services, emergency numbers, police stations, procedure and forms of accepting reports).

In collaboration 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.e. infographics, translation of expressions).

In collaboration 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 collaboration 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

Collaboration with increasing intercultural competences of services.

In collaboration 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 collaboration with:

Local authorities (i.a. Safety and Emergency Management Department).

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 time, including the communication of local authorities' status as soon as possible from the moment of the event.

In collaboration with:

Police, City Guard, local authorities.

Recipients:

Citizens.

Measuring instruments:

Created procedure.

Action 5.2

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

In collaboration with:

Local authorities.

Recipients:

Citizens, sister cities.

Measuring instruments:

Number of initiatives within the scope of the partnerships.

Action 5.3

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

In collaboration with:

Local authorities.

Recipients:

Government administration*.

Measuring instruments:

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

* While referring to the government administration, execution concerns activities which are the result of its statutory competences and offered forms of collaboration.

Operational goal 6

Psychological 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 collaboration 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 collaboration with:

NGOs (non-governmental organisations), medical centres.

Recipients:

Citizens.

Measuring instruments:

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



The fourth strategic goal is directed at the development of collaboration 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 the communication process and creating new tools.

“Collaboration” area and related to it “communication” includes, as per the assumptions of the strategy, institutions working for 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 multi-cultural 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 an undertaking of new initiatives, diagnosing needs more efficiently and developing a sense of belonging. Greater cooperation with engaged people - citizens, leaders of local communities, academic communities, creators and representatives of the business sector will contribute to a better utilisation of the potential of their activity.

Operational goal 1

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 collaboration 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 council, 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 collaboration with:

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

Recipients:

NGO, parafie, związki wyznaniowe, lokalni liderzy, 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 collaboration 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 collaboration with:

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

Recipients:

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

Measuring instruments:

Liczba partnerstw, spotkań, konsultacji, liczba działań.

Action 1.5

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

In collaboration 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 collaboration 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 collaboration with:

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

Recipients:

Citizens - participants of the project.

Measuring instruments:

Number of executed projects, consultations, meetings.

Operational goal 2

Creating tools for cooperation and communication

Action 2.1

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

In collaboration with:

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

Recipients:

Citizens, all entities and institutions.

Measuring instruments:

Website, number of users.

Action 2.2

Appointing a task force as a part of an execution of the 4 strategic goals, within the area of education, security, integration and cooperation, and communication (including already engaged entities and people working to the benefit of intercultural dialogue).

In collaboration 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:

Task forces.

Action 2.3

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

In collaboration with:

Task forces.

Recipients:

Task forces.

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 collaboration 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 collaboration with:

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

Recipients:

Local leaders, informal groups, teams, community councils.

Measuring instruments:

Created and implemented tools.

Action 2.6

Collaboration 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 collaboration with:

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

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 collaboration in promotion of actions which enhance participation of citizens.

In collaboration with:

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

Recipients:

Citizens

Recipients:

Citizens.

Measuring instruments:

Promotional and informational 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 collaboration with:

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

Recipients:

Executors of tasks, citizens

Measuring instruments:

Tools.

Action 3.3

Sharing good practices and new solutions.

In collaboration with:

Task force, 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 a certification system for schools, kindergartens, institutions and other entities executing tasks as a part of the intercultural dialogue.

In collaboration with:

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

Recipients:

Citizens, partners.

Measuring instruments:

System of certification.

Action 3.5

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

In collaboration with:

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

Recipients:

Citizens, partners.

Measuring instruments:

Seminars, conferences, debates, fairs.

Action 3.6

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

In collaboration with:

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

Recipients:

Citizens.

Measuring instruments:

Media materials, understandings, partnerships, publications.