

**RESOLUTION NO.  
LII/964/16 OF THE CITY  
COUNCIL OF KRAKOW**

of 14 September 2016

**on the adoption of the "Open Krakow" Programme.**

Pursuant to Article 18, electronics and appliance chainssec. 1, Article 30 sec. 2 point 1 of the Act of 8 March 1990 on Municipal Self-Government (uniform text: Journal of Laws of 2016, item 446), Article 4 sec. 1 points 5 and 5a, 13, 20, 22 of the Act of 24 April 2003 on Public Benefit Activity and Voluntary Activity (uniform text: Journal of Laws of 2016, items 239, 395) and Resolution No. XXXI/523/15 of the Krakow City Council of 2 December 2015 on the adoption of the Krakow Municipal Cooperation Programme for 2016 with non-governmental organisations and entities referred to in Article 3 sec. 3 of the Act of 24 April 2003 on Public Benefit and Voluntary Activities, the City Council of Krakow adopts the following:

- § 1. The "Open Krakow" Programme, constituting an attachment to the resolution.
- § 2. The implementation of the resolution is entrusted to the Mayor of the City of Krakow.
- § 3. The resolution enters into force on the day of adoption.

Chairman of the City  
Council of Krakow

**Bogusław Kośmider**

## **Open Krakow Programme**

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## Introduction: Substantiation for the programme

Krakow is a city with a rich cultural heritage and significant historical values. It owes these attributes both to its native residents (born in Krakow) and to visitors from other parts of the country and abroad.

However, apart from its outstanding and unique individuals, Krakow has always attracted ordinary immigrants who brought diverse cultural influences to the city's tissue and at the same time contributed to its socio-economic development. As a result, Krakow - despite the tragic events of the Second World War - preserved its traditions of a multicultural city whose history is related to the stay of Jews, Germans and Armenians. The multicultural heritage of the city translates into its tourist appeal, thanks to which Krakow is annually visited by millions of foreigners.

Throughout the time of the Polish People's Republic and after 1989 both Krakow, as well as Poland, remained a region of intense emigration, people most frequently went away, and much less came from abroad. However, with the development of the city, and in particular the dynamic expansion of the business services sector and tourist services in the 21st century, new immigrants began to appear in Krakow, adding to the arrivals in the transformation period of the 1990s (Armenians, Ukrainians and Vietnamese). It can also be expected that Poland, like Spain or Italy, will become a migration transition destination, and that the country of intense emigration will become an area of intense influx. At that time, Krakow will become a place to which foreigners will arrive on a large scale.

The dynamic public discussion on migration in Poland, with some xenophobic arguments and reluctance to aliens, shows how great the need for information and education is in this regard. Most Poles' fears of foreigners start with the lack of knowledge about them.

Immigration and **the phenomenon of multiculturalism must first be seen in terms of a chance and new opportunities**, not just as a threat. However, this requires adequate management and preparation by the host society, authorities and institutions - not only at the state level but above all at the regional and local level. Importantly, the experiences of other countries accepting foreigners allows us to conclude that these activities should not be delayed until the immigrants appear in large numbers – but rather **planned in advance, when the group of newcomers is still relatively small**. Krakow is in such a situation, which provides an opportunity for relevant early preparation of the city and its residents to appropriately respond to the influx of foreigners.

Krakow has for years experienced a significant increase in the number of foreigners arriving in the city as well as refugees from Ukraine and repatriates, so it is important to prepare and develop mechanisms that will provide them with comprehensive services in public offices and institutions, and all residents will create conditions for the participation in the life of the city and region.

Social and demographic processes lead to the need to better utilize the human, economic and cultural potential of the representatives of other cultures, nationalities and worldviews, contributing to the idea of Krakow as an open and friendly city capable of creating social capital that has grown out of cultural diversity and an atmosphere open to the multicultural environment.

For this purpose, the joint work of the bodies of local government and government, non-governmental organisations, universities, police, prosecutors, border guards, education authorities, cultural institutions and labour market institutions is necessary to support and develop the potential of the national and ethnic minorities and foreigners.

The following Programme is adopted to ensure a high quality of life for all the inhabitants of Krakow and to strengthen the solidarity and sense of community responsible for the fortunes of the City, active participation in decision-making on addressing current community issues and the challenges that favour the development of Krakow.

## **Chapter I**

### **Diagnosis of the socio-demographic situation of the representatives of the national and ethnic minorities and foreigners in Krakow**

The official number of foreigners in the Małopolska Region at the end of 2013 amounted to 9,096 people<sup>i</sup> of which about two thirds (about 6,000) live in Krakow. The information on the integration of these people in the social, cultural and economic aspects was provided by the Małopolska Region's project "Analysis of situations and needs related to the integration of foreigners with Polish society based on the example of third-country nationals settling in the region of Lesser Poland", implemented in 2014<sup>ii</sup>. The project included the four groups of foreigners most represented in Krakow and in the Małopolska Region, namely: Armenians, citizens from North Africa and the Middle East, Ukrainians and Vietnamese. Before summarizing the results of research on the integration of these individuals, it should be clearly stated that the results should be treated with some caution. The study included persons with regulated legal status, in addition, the method of selecting respondents (the so-called snowball method) meant that immigrants who were successful in integration were represented more than in the general population. More attention should be paid to the barriers they signal in the integration process, because they can occur in much greater intensity for the entire immigrant population in Krakow, thus delaying or even preventing effective adaptation in our city.

Armenians are a group that can be a model example of integration. Citizens of Armenia began to arrive in Krakow and the Małopolska Region in the early nineties, driven from their homeland by a difficult economic situation and a military conflict. In Poland, they mainly deal with wholesale and retail trade in shopping malls and marketplaces. Initially, a significant proportion of these immigrants was operating in the grey zone, but in the 2000s and, most of all, after the introduction of new regulations in 2012 and 2013 (the so-called immigration abolition and the new Foreigners Act), a significant part of them benefited from the legalisation of their stay. Most Armenians are well integrated into Polish society in terms of culture: they are bilingual,

maintain social contacts both within their own ethnic group and with Poles. Their economic integration should also be assessed positively - most of them run their own businesses or work in their relatives' and compatriots' companies, earning comparable incomes to the average Polish people.

Armenians are, however, a special group - they have the status of a national minority in our country, which gives them the opportunity to provide institutional and financial support from the Polish state. As a result, the Armenian Cultural Association and the Armenian Saturday School in Krakow actively support the immigrants of this group in the integration process.

Citizens from North Africa and the Middle East (hereinafter referred to as MENA) are a heterogeneous group in terms of their origin and time of residence in Krakow and Małopolska Region. The first representatives of this group came from the Middle East - they were mostly Arab students who decided to stay in Poland during the economic transition. This group is strongly integrated in Poland both in cultural (excellent knowledge of Polish but also Polish customs, holidays), social (social and professional ties with Poles, frequent mixed marriages) as well as economic terms (they own businesses in the gastronomy and tourism sectors). The second group is much more diverse, mainly including the people from North Africa. These are mainly young men who started to come to Krakow and Małopolska Region intensively after 2004, mainly motivated by personal reasons (marriages or relationships with Poles). Integration problems exist in this group, especially in the economic field. These people, often with a higher education, have difficulty finding satisfactory employment both in terms of earnings and the use of their formal qualifications. Potential problems are also related to the cultural differences and lack of the acceptance of mixed associations on the part of the families of Polish citizens, although their short stay in Poland does not allow for in-depth conclusions in this respect. However, the often cited problematic issue is the lack of institutional support - a socio-cultural organisation capable of bringing together members of this group.

The largest group of foreigners in Krakow, but also throughout Poland, are undoubtedly Ukrainians. With the deepening political crisis in this country and the ongoing military conflict there has been an intensification of arrivals in the last two years. However, the vast majority of Ukrainians coming to Krakow do not apply for refugee status but want to take up a job here. A very large group is also the Ukrainian youth, studying at Krakow universities - it is the most numerous among foreign students in Krakow, and in the case of two colleges – the Andrzej Frycz Modrzewski Krakow University and the Krakow University of Economics – the minority is very visible, representing respectively 17% and 4% of the total. Ukrainians, due to their cultural proximity to Poland, are relatively well-integrated, particularly in terms of culture (knowledge of Polish, customs and holidays), economics (most have formal employment) and social aspects (the highest proportion of marriages and relationships with Polish citizens). However, the deteriorating economic situation of Ukraine also influences the situation of immigrants in Poland. Some of them have to provide more financial support than the others for their families back in the homeland. This is especially true in the case of students, initially financially supported by families from the country, this means the need to work to be able to continue their education in Krakow. The responding Ukrainian students also indicated a fairly high level

of discrimination they experience at the university (15% claimed that such practices were quite frequent) and on the labour market (50% of respondents<sup>iii</sup>). Considering that in the near future one should expect an intensive flow of immigrants from Ukraine to Krakow, it would be worth paying more attention to this particular problem.

The most interesting group of immigrants in Krakow is the Vietnamese community. The Vietnamese arrived in the Małopolska Region at the beginning of the Polish transformation in the 1990s. Due to the manner of arriving (a large proportion of illegal arrivals) and the activities undertaken (mainly trade in markets and work in restaurants, Vietnamese restaurants), this group remained in the grey zone. At present, a large proportion of Vietnamese live in Krakow legally, conducting their own business or working in retail outlets in Krakow. This group, as the only one in the analysed population, shows some geographic concentration - most of them live around the former "Tandeta" (the Płaszow market), especially along Krzywda Street. However, due to their very intensive work - average Vietnamese people declared 52 hours of work per week – the foreigners have very limited opportunities to interact with the Polish society and organise themselves. There is often a separation strategy in their case, i.e. sporadic contacts with Poles and limited knowledge of Polish. Interestingly, communication problems occur not only on the line Vietnamese-Poles, but also in Vietnamese families – the immigrant children born in Krakow generally speak Polish very well, but they do not necessarily speak the ethnic language of their parents as fluently.

The most frequently encountered problems of integration, concerning all of the above-mentioned groups, include:

- ambiguity of regulations and the constantly changing regulations, combined with the lack of accurate information from the authorities - resulting in problems of a significant proportion of immigrants, especially those who run businesses, often without awareness;
- poor flow of information between offices and institutions serving foreigners, often resulting in the need to present the same documents and certificates simultaneously to several offices;
- language problems in offices - lack of the basic information in foreign languages concerning the basic formalities required by foreigners working or conducting business activity, the offices also lack translators or officials who can communicate in foreign languages;
- Availability of language courses - many immigrants expressed the willingness to learn Polish, but the problem is the availability of such an educational offer. The courses offered by language schools are mainly aimed at foreign students or holiday makers (intensive courses), but there is no more flexible offer, suitable for working people (weekend and evening courses) and anything more financially accessible (possible co-financing from public funds).

At the same time, the foreigners participating in the project presented some suggestions for changes in the functioning of offices and institutions in Krakow and the Małopolska Region<sup>iv</sup>. The most interesting postulates include:

- the need for appointing a plenipotentiary for foreigners in the city office - an official (or officials) specialising in advising foreigners, who can communicate in the most popular foreign languages (English, Russian, and Vietnamese) among the immigrants living in Krakow;
- the need for creating an information centre for foreigners in the city office - with qualified staff (knowledge of foreign languages and the basic formalities which foreigners must complete) and the creation of a special welcome package - a brochure with basic information enabling learning about the Polish reality in several language versions);
- organisation of trainings and workshops promoting intercultural competencies of the officials working with foreigners;
- the need for creating a common consultation platform - a body of the city and key stakeholders: the representatives of institutions dealing with foreigners, the representatives of immigrant communities and the academic community of Krakow. Cyclical meetings of this body would make it possible to share experiences concerning the current problems of immigrant integration and to make it easier to take joint actions in this area;
- in the case of educational immigrants, especially students, it is necessary not only to deepen cooperation in the promotion of the educational offer of Krakow universities in the international arena (which is already taking place), but also to exchange experiences between the universities and public institutions responsible for their service. The cyclical meetings of academics and public administrators will help to capture the most important issues in integration, and to undertake joint actions particularly in the field of information and education, for example via the organisation of festivals, artistic events, lectures and other events to bring immigrants' culture closer to Krakow. This is particularly important given the fact that the problem of the aging population is also related to the Małopolska Region, and keeping at least some of the educated foreigners in Krakow gives an opportunity for further development of the city and the region;
- there is a need for systematic support for foreigners in the field of Polish language learning - such support is currently provided for school-age children of foreigners, while adult immigrants can only benefit from commercial language courses in language schools. However, it is worthwhile to consider co-financing (offering fully free-of-charge courses is not the right solution) courses of Polish for adults, adjusted to their time constraints (weekends, evenings);
- foreigner-friendly housing policy of the municipality - creating opportunities for the provision of accommodation to cultural and educational associations of immigrants (language schools that allow them to learn the mother tongue) at preferential rates, which will support immigrants in their self-organisation and thus easier integration in Krakow and Poland;

- creating multicultural centre - an umbrella institution for various initiatives involving foreigners - both immigrant associations and non-governmental organisations and academic environments. There should also be a consultative and training centre at the site providing information on the availability of European funds in the context of financing local initiatives related to foreigners and the phenomenon of multiculturalism. The institution should serve not only immigrants but also the residents of Krakow, conducting educational and cultural activities through the organisation of lectures, exhibitions, vernissages, film shows, organisation of courses and festivals devoted to other ethnic groups, their culture and customs;
- promoting the culture of the foreigners living in Krakow - getting to know the culture of immigrants is one of the essential elements of integration, because it allows native residents to become used to the newcomers' culture and thereby eliminate at least some of the most harmful stereotypes in this area. The aid of the city of Krakow in this respect may include the organisation of cyclical festivals devoted to the culture of particular ethnic groups, or the financial support of non-governmental organisations, public cultural institutions (especially district cultural centres) and intensive co-operation with schools and other educational establishments (including universities).

## **Chapter II**

### **General provisions**

#### § 1

The "Open Krakow" Programme, hereinafter referred to as the Programme, implements a series of actions at the institutional and social levels to create a society living in a community, employing the economic and cultural potential of the representatives of national and ethnic minorities and foreigners, while maintaining harmony and mutual respect.

#### § 2

Whenever this Programme refers to:

- 1) Municipality – this should be understood as the Municipality of Krakow;
- 2) Office – this should be understood as the the City Office of Krakow;  
non-governmental organisations – are the entities referred to in Article 3 sec. 2 and 3 of the Act of 24 April 2003 on Public Benefit and Voluntary Activities, the statutory purpose of which is to combat discrimination, racism, xenophobia, the protection of the rights of foreign nationals, activities for national and ethnic minorities and work for multiculturalism and the promotion of tolerance;
- 3) private entities - are non-public entities performing public tasks (e.g. private health care institutions, private schools and kindergartens), natural persons and legal persons (e.g. limited liability companies, joint stock companies, associations, foundations, cooperatives) and organisational units not being legal entities (e.g. not having legal personality of a commercial law company).



## **Chapter III**

### **Programme Objectives**

#### § 3

1. The main objective of the Programme is to implement and execute the policy of the openness of the city of Krakow to the representatives of national and ethnic minorities and foreigners through:
  - 1) building a sense of solidarity and awareness and knowledge about the culture and customs of other nationalities among the residents of Krakow;
  - 2) shaping a tolerant attitude towards foreigners, national and ethnic minorities;
  - 3) action aimed at identifying and solving problems related to functioning in the community of an intercultural society.
2. The specific objectives of the Programme are:
  - 1) creating an Office friendly to foreigners, national and ethnic minorities through equal access to the services and benefits offered by the Municipality;
  - 2) building an institutional framework for cooperation between the representatives of national and ethnic minorities and foreigners and the Municipality;
  - 3) creating a social platform for consultation and the development of openness and multiculturalism policies;
  - 4) shaping the social responsibility of private actors in the municipal politics;
  - 5) implementing mechanisms for responding to racist and xenophobic incidents as part of an inclusive policy and building intercultural awareness of the population;
  - 6) caring for the quality and aesthetics of public space.
3. The programme contributes to the implementation of the Krakow's vision constituting part of the Krakow Development Strategy.

## **Chapter IV**

### **Tasks of the Programme**

#### § 4

The programme objectives will be implemented through the implementation of the following tasks:

1. Creating an Office friendly for foreigners, national and ethnic minorities through equal access to the services and benefits offered by the Municipality through:
  - 1) launching an information point where advice will be given in foreign languages on the following issues:
    - a) legal regulations,
    - b) opportunities to start business activities,
    - c) improving professional qualifications,
    - d) obtaining social assistance, housing and social benefits,
    - e) education for children and adults,
  - 2) translating and publishing the administrative procedures with which foreigners may come in contact in the Public Information Bulletin of the City of Krakow;
  - 3) starting cooperation with partners with the aim of preparing a welcome package for foreigners, including a brochure on, among others:
    - a) getting certain benefits,
    - b) rules of using health care and education,

- c) manners of dealing with crimes when one is a victim, compensation for traffic and work-related injuries,
  - d) rules of doing work and undertaking business activity,
  - e) renting, leasing or hiring premises from the Municipality resources,
  - f) obtaining a driving license and registering a car,
- 4) conducting training for self-government employees concerning building an office friendly to foreigners, national and ethnic minorities and trainings in intercultural communication.
2. Building an institutional framework for cooperation between the representatives of national and ethnic minorities and foreigners and the Municipality by:
- 1) establishing an interdisciplinary team on cooperation for the implementation of the Programme, whose composition and tasks will be determined by the Mayor of Krakow by a regulation;
  - 2) indicating, by the Mayor of Krakow, the organisational unit of the Office responsible for supporting initiatives and cooperation with the representatives of national and ethnic minorities and foreigners;
  - 3) cooperation of the organisational unit of the Office, as referred to in point 2) and other organisational units of the Office and municipal organisational units, non-governmental organisations and other institutions and services operating on the territory of the Municipality, including cultural and educational institutions and higher education institutions.
3. Creating a social platform for consultation and development of the policy of openness to multiculturalism and integration by:
- 1) developing a social awareness campaign concerning how the local community benefits from diversity and multiculturalism together with the creation of a separate web site devoted to immigration;
  - 2) appointing a chapter which will grant the "multicultural logo" to institutions acting for the benefit of tolerance and the prevention of incidents of a discriminatory nature in the Municipality.
4. Shaping the social responsibility of private actors in the municipal politics by:
- 1) introducing mandatory anti-discrimination clauses applicable to all contracting parties into lease, rent and lending agreements concluded by the Municipality;
  - 2) establishing cooperation with private parties to work together for openness to other cultures and nationalities.
5. Implementing mechanisms for responding to discriminatory incidents as part of an inclusive policy and building intercultural awareness of the population by:
- 1) acquiring current statistics on crimes and violations of law caused by racism or xenophobia;
  - 2) organising events referring to the idea of multiculturalism, e.g. in the form of vernissages, conferences or cyclical festivals;
  - 3) supporting non-governmental organisations;

- 4) informing on the possibility of initiating the process of naming streets, squares relating to foreigners, national and ethnic minorities and promoting the existing places, so as to ensure their participation in collective memory and preservation of identity while simultaneously spreading knowledge about these places among the residents of Krakow;
- 5) shaping sensitivity to cultural diversity and the ability to use sensitive language in the context of racial, ethnic and national differences;
- 6) carrying out activities aimed at supporting the organisation of school activities and educational projects devoted to the multicultural heritage of the city;
- 7) conducting a competition directed to the children of the representatives of national and ethnic minorities in the field of knowledge about the history of the city of Krakow;
- 8) conducting a competition among pupils of Krakow schools concerning their knowledge about other nationalities living in Krakow;
- 9) providing patronage and other forms of support for projects, artistic, cultural, scientific and educational initiatives devoted to the multicultural heritage of the city;
- 10) ensuring the proper course of mass events.

6. Caring for the quality and the aesthetics of public space by:

- 1) continuing work by the Task Team for Limiting Scrawling in Krakow appointed by the Mayor of the City of Krakow;
- 2) creating an Operational Team of the City Guard of the City of Krakow and the Police to prosecute the perpetrators of acts of vandalism, in particular those signing buildings with scrawl;
- 3) local community organisation around the idea of protecting public space from scrawl;
- 4) developing a system for promoting active attitudes of property owners who will ensure that their buildings are free from scrawl;
- 5) engaging and promoting private entities working with the Municipality for removing scrawl;
- 6) supporting activities for the installation of video surveillance, traffic lights and developing a catalogue of recommendations to actively prevent acts of vandalism on buildings;
- 7) engaging the inhabitants of Krakow, including in particular pupils of junior high and high school students, as well as academic youth in actions aimed at removing scrawl;
- 8) giving space to artists to create professional mural and legal graffiti and organising competitions in the above-mentioned;
- 9) organising an information bank concerning places where significant facades are located and the educational and information activities concerning the legal consequences of the destruction of buildings and other elements of urban space with scrawl;
- 10) promoting and emphasizing the importance of scrawl in the context of increasing the sense of security of the residents of Krakow.

7. Joining the Intercultural Cities Network at the Council of Europe and the European Commission.

## **Chapter V**

### **Programme Implementers**

#### § 5

1. The programme is implemented on the basis of accession to an open agreement which is the basis for creating a coalition to achieve its objectives.
2. The Office's activities related to the implementation of the Programme are conducted by, among others:
  - 1) organisational units of the Office competent for the following matters:
    - a) social,
    - b) education,
    - c) culture and national heritage,
    - d) promotion and information,
    - e) tourism,
    - f) sport,
    - g) security and crisis management,
  - 2) urban organisational units:
    - a) municipal social welfare centre,
    - b) City Guard of the City of Krakow,
    - c) Board of Municipal Buildings in Krakow,
    - d) Municipal Infrastructure and Transport Board,
    - e) Sports Infrastructure Board.
3. The urban units of the City Office of Krakow referred to in paragraph 2 will carry out activities related to the implementation of the Programme in cooperation with:
  - 1) Regional Office;
  - 2) Police;
  - 3) opinion-making and advisory bodies functioning at the Office;
  - 4) non-governmental organisations;
  - 5) representatives of sports clubs, supporters' associations and other entities operating in the field of sport;
  - 6) schools and educational institutions and universities;
  - 7) administration of buildings and housing co-operatives, housing communities and representatives of private owners' organisations;
  - 8) the media.

## **Chapter VI**

### **Financial outlays and sources of funding for the Programme**

#### § 6

1. The funds for the execution of tasks implemented under the Programme will be planned annually in the budget of the city of Krakow.
2. The financial resources of the various entities included in the implementation of the Programme will also be used to carry out the tasks implemented under the Programme, among others:
  - 1) budgetary resources of the state;
  - 2) budgetary resources of the European Union, including in particular the European Social Fund;
  - 3) resources of non-governmental organisations;
  - 4) private and sponsorship funds;
  - 5) resources of other entities involved in the implementation of the Programme.

## Chapter VII

### Supervision, evaluation and schedule for the implementation of the Programme

#### § 7

1. The implementation of the programme is coordinated and supervised by the organisational unit of the Office referred to in § 4 sec. 2 point 2).
2. The Mayor of the City of Krakow presents to the Council of the City of Krakow a report on the implementation of the Programme by 30 April of the following year.
3. The effectiveness measures of the Programme will be based on such information as, inter alia, the implementation within a given year of such values as:
  - 1) amount of financial resources involved by the Municipality for the implementation of the Programme;
  - 2) number of events related to the idea of multiculturalism;
  - 3) number of events organised in Krakow and related to the Programme's activities;
  - 4) number of non-governmental organisations participating in the Programme's implementation;
  - 5) number of beneficiaries using the information point;
  - 6) number of beneficiaries who received a welcome package;
  - 7) number of procedures translated into foreign languages;
  - 8) number of entities (listed in Chapter V) involved in the implementation of the Programme;
  - 9) number of the executed products of the Programme;
  - 10) number of events related to the reduction of scrawl;
  - 11) number of people involved in scrawl reduction efforts,
  - 12) number of registered scrawl records;
  - 13) number of detained and sentenced vandalism perpetrators of the public space.

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<sup>i</sup> According to the Office for Foreigners, in January 2015 there were 175,000 people who held valid documents confirming the right of residence in the territory of the Republic of Poland (in the entire country), in relation to the data referred to in the diagnosis referred to (121,000 in December 2013) – this is a great increase). The Office no longer provides data according to regions. Despite the sudden growth of the number of foreigners - some national categories recorded a significant decline. The most worrying is the decline in the number of Vietnamese from 13,000 to just 9,000. Year by year, 4,000 Vietnamese have disappeared nationwide, i.e. the ethnic group with a relatively long period of stay and, as our research has shown, staying in Poland for a long time. According to the latest data (July 2015), there is again over 1,000 Vietnamese (10,000) in just 6 months. Therefore, I have serious doubts about the reliability of the measurement and I think that the possibility of comparisons with 2013 is very limited).

<sup>ii</sup> J. Brzozowski, K. Pędziwiatr, Analiza procesu integracji imigrantów w Małopolsce [in:] E. Pindel (ed.), Imigranci w Małopolsce. Między integracją, asymilacją, separacją, marginalizacją. Ignatian Academy, Krakow 2014, pp. 117-240.

<sup>iii</sup> J. Brzozowski, K. Pędziwiatr, Student Immigration and Internationalisation of Polish Universities: The Case of Ukrainians at the Cracow University of Economics, typescript, UEK, Krakow 2015.

<sup>iv</sup> J. Brzozowski, K. Pędziwiatr, A. Gadowska, A. Spyra, S. Strzelichowski, K. Trzaska, A. Urban-Toczek, T. Witkowski, A. Ziębacz, Rekomendacje w zakresie polityki integracyjnej wobec imigrantów [in:] E. Pindel (ed.), Imigranci w Małopolsce. Między integracją, asymilacją, separacją, marginalizacją. Akademia Ignatianum, Krakow 2014, pp. 241-254.

4. Schedule of the Programme implementation along with a list of products:

<b>Priority task:</b>	<b>Actions:</b>	<b>Time limit for</b>	<b>Product name</b>
1) creating an Office friendly to foreigners, national and ethnic minorities through equal access to the services and benefits offered by the Municipality,	a) launching an information point where advice will be given in foreign languages,	until 31 December 2018.	information point launched
	b) translating and publishing the administrative procedures with which foreigners may come in contact in the Public Information Bulletin of the City of Krakow,	until 31 December 2017.	compilation of procedures translated in the Krakow Public Information Bulletin
	c) starting cooperation with partners with the aim of preparing a welcome package for foreigners, including an informative brochure	continuous action	welcome package for foreigners
	d) conducting training for self-government employees concerning building an office friendly to foreigners, national and ethnic minorities and trainings in intercultural communication,	continuous action	conducting training
2) building an institutional framework for cooperation between the representatives of national and ethnic minorities and foreigners and a unit of local self-government,	a) establishing an interdisciplinary team on cooperation for the implementation of the Programme, whose composition and tasks will be determined by the Mayor of Krakow by a regulation,	until 31 December 2016	a regulation appointing an interdisciplinary team for cooperation for the implementation of the Programme
	b) indicating by the Mayor of Krakow the organisational unit of the Office responsible for supporting initiatives and cooperation with the representatives of national and ethnic minorities and foreigners;	until 31 December 2016	the Mayor's regulation on the tasks of the Deputy Mayor.

	c) cooperation of the organisational unit of the Office, as referred to in point 2) and other organisational units of the Office and municipal organisational units, non-governmental organisations and other institutions and services operating on the territory of the Municipality, including cultural and educational institutions and higher education institutions.	continuous action	meetings, conferences and other events
3) creating a social platform for consultation and development of openness and multiculturalism policies,	a) developing a social awareness campaign concerning how the local community benefits from diversity and multiculturalism together with the creation of a separate web site devoted to immigration.	until 31 December 2018.	outline of the social campaign
	b) appointing a chapter which will grant the "multicultural logo" to institutions acting for the benefit of tolerance and the prevention of incidents of a discriminatory nature in the Municipality,	until 31 December 2017.	draft resolution setting up the chapter which will grant the "multicultural logo"
4) shaping the social responsibility of private actors in the municipal politics,	a) introducing mandatory anti-discrimination clauses applicable to all contracting parties into lease, rent and lending agreements concluded by the Municipality,	after 31 December 2016, continuous action	contracts containing the clause on anti-discrimination clauses applicable to all contracting parties
	b) establishing cooperation with private parties to work together for openness to other cultures and nationalities,	continuous action	communications and information for private entities; informational meetings

5) implementing mechanisms for responding to racist and xenophobic incidents as part of an inclusive policy and building intercultural awareness of the population,	a) acquiring current statistics on crimes and violations of law caused by racism or xenophobia,	continuous action	information provided (e.g. press releases, newsletter sending, announcements)
	b) organising events referring to the idea of multiculturalism, e.g. in the form of vernissages, conferences or cyclical festivals,	continuous action	events organised
	c) supporting non-governmental organisations,	continuous action	implementation of an open tender contest or other mode of commissioning public tasks to non-governmental organisations
	d) informing on the possibility of initiating the process of naming streets, squares relating to foreigners, national and ethnic minorities and promoting the existing places, so as to ensure their participation in collective memory and preservation of identity while simultaneously spreading knowledge about these places among the residents of Krakow,	continuous action	information provided (e.g. press releases, newsletter sending, announcements)
	e) shaping sensitivity to cultural diversity and the ability to use sensitive language in the context of racial, ethnic and national differences,	continuous action	conducted training
	f) carrying out activities aimed at supporting the organisation of school activities and educational projects devoted to the multicultural heritage of the city,	continuous action	completed projects



	g) conducting a competition directed to the children of the representatives of national and ethnic minorities in the field of knowledge about the history of the city of Krakow,	continuous action.	a contest for the children of foreigners testing the knowledge about Krakow
	h) conducting a competition among pupils of Krakow schools concerning their knowledge about other nationalities living in Krakow,	continuous action.	a contest for the pupils of Krakow schools concerning their knowledge of other nationalities
	i) providing patronage and other forms of support for projects, artistic, cultural, scientific and educational initiatives devoted to the multicultural heritage of the city,	continuous action	patronage given
	j) ensuring the proper course of mass events,	continuous action	entries in the regulations of events in the facilities belonging to the Municipality banning racist and xenophobic behaviours
6) caring for the quality and aesthetics of public space,	a) continuing work by the Task Team for Limiting Scrawling in Krakow appointed by the Mayor of the City of Krakow,	continuous action	documents confirming the work of the Team
	b) creating an Operational Team of the City Guard of the City of Krakow and the Police to prosecute the perpetrators of acts of vandalism, in particular those signing buildings with scrawl,	until 31 December 2016	a document confirming the appointment of the Team
	c) local community organisation around the idea of protecting public space from scrawl,	continuous action	press releases, reports on meetings with residents
	d) developing a system for promoting active attitudes of property owners who will ensure that their buildings are free from scrawl,	until 31 December 2016	a document describing a system for promoting active property owners

e) engaging and promoting private entities working with the Municipality for removing scrawl,	continuous action	documents confirming cooperation of the Municipality with companies
f) supporting activities for the installation of video surveillance, traffic lights and developing a catalogue of recommendations to actively prevent acts of vandalism on buildings,	continuous action	recommendation catalogue
g) engaging the inhabitants of Krakow, including in particular pupils of junior high and high school students, as well as academic youth in actions aimed at removing scrawl,	continuous action	messages and information transferred to schools and universities
h) giving space to artists to create professional mural and legal graffiti and organising competitions in the above-mentioned,	continuous action	a document defining the rules of organising artistic mural competitions.
i) organising an information bank concerning places where significant facades are located and the educational and information activities concerning the legal consequences of the destruction of buildings and other elements of urban space with scrawl,	continuous action	a document defining the rules of organising the bank information about the places where the facades are located and the outline of educational and information activities
j) promoting and emphasizing the importance of scrawl in the context of increasing the sense of security of the residents of Krakow,	continuous action	press releases, ephemeral materials concerning scrawl-free zones

7) Joining the Intercultural Cities Network at the Council of Europe and the European Commission.	a) preparing a draft resolution of the Krakow City Council.	until 31 December 2018.	draft resolution of the Krakow City Council on the accession of the Krakow Municipality to the Intercultural Cities Network of the Council of Europe and the European Commission
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