

REPORT ON THE IMPLEMENTATION OF THE "OPEN KRAKOW"
PROGRAM FOR 2018
INTRODUCED PURSUANT TO RESOLUTION NO. XXXII/964/16
OF THE KRAKOW CITY COUNCIL

DATED SEPTEMBER 14, 2016



HISTORY OF THE "OPEN KRAKOW" PROGRAM.....	3
STATISTICS REGARDING FOREIGNERS IN KRAKOW.....	3
ACTIONS OF THE KRAKOW MUNICIPALITY AIMED AT IMPLEMENTING THE "OPEN KRAKOW" PROGRAM	5
MULTICULTURAL KRAKOW – CULTURAL EVENTS IN KRAKOW	12
ACTIVITIES OF THE KRAKOW MUNICIPALITY REGARDING FOREIGNERS ON THE BASIS OF THE SOCIAL AID ACT	14
ACTIVITIES OF THE KRAKOW MUNICIPALITY REGARDING FOREIGNERS ON THE BASIS OF THE ACT ON THE EDUCATION SYSTEM	15
SCHEDULE OF IMPLEMENTATION OF THE 'OPEN KRAKOW' PROGRAM IN 2018	18
SUMMARY.....	27

(...) Social and demographic processes make it necessary to use the human, economic and cultural potential of representatives of other cultures, nationalities and beliefs more fully than before, which will contribute to the implementation of the idea of Krakow as an open and friendly city, which is able to create social capital derived from cultural diversity and an atmosphere of openness to a multicultural environment.

"Open Krakow" program

HISTORY OF THE OPEN KRAKOW PROGRAM

The history of the "Open Krakow" Program started in 2011, when, under the partnership agreement of the Krakow City Municipality with the Interkulturalni.pl Association, the innovative project "Against racism and xenophobia: developing an urban strategy of prevention and response" was implemented. As part of this initiative, a document entitled "Project Strategy for Prevention and Response to Racist and Xenophobic Events in the City's Public Space - Proposal for the Local Government of the City of Krakow (2012-2016)" was prepared and published in 2012 to close the project.

The solutions that were developed during the above mentioned project have been implemented into the "Open Krakow" Program, the main goal of which is to implement an urban policy of openness.

In connection with the actions taken by the Municipality of Krakow in the field of counteracting xenophobic racist acts in the urban space, as well as taking into account the need to increase the Municipality's involvement in equality-related activities, in April 2013, on the basis of ordinance No. 551/2013 of the President of the City of Krakow of March 4, 2013 regarding the establishment of a Task Team to develop a draft resolution of the Krakow City Council on multiculturalism, anti-discrimination, racism and xenophobic issues in Krakow, work began on the draft resolution, which, after consultation with the Krakow Public Benefit Council and NGOs, was presented to the City Council of Krakow.

In 2015, the draft resolution was re-examined. Changes have been made in its provisions and a new diagnosis was prepared. The Open Krakow Program document has been re-consulted with non-governmental organizations. On September 14, 2016, the "Open Krakow" program was adopted by resolution No. LII/964/16 of the Krakow City Council. The content of the resolution was published in the Public Information Bulletin at:

https://www.bip.krakow.pl/?dok_id=167&sub_dok_id=167&sub=uchwala&query=id%3D21638%26typ%3Du

The program has been translated into four languages: English, Ukrainian, Russian and German. The translated text of the resolution can be found at:

https://www.bip.krakow.pl/?dok_id=%2066323

STATISTICS REGARDING FOREIGNERS IN KRAKOW

The number of people who have a valid residence permit in Poland issued by the Malopolska Voivodeship - is updated on the Office for Foreigners website on an ongoing basis: <https://tiny.pl/t73tw>

As of the date of preparation of the report, the status of persons to whom residence permits were issued was 38,679 (as of December 31, 2017: **31,531**). On the basis of data from the Voivodeship Office (UW), however, it is difficult to determine how many people with a permit to stay in Poland live in the city of Krakow. According to the analysis, which is the introduction to the "Open Krakow" Program, two thirds of the people registered at the Voivodeship Office live in Krakow, which means that the **estimated number of foreigners in the City is about 27,000**. It should be remembered that foreigners also stay in Poland on the

basis of visas, residence permits issued by other countries belonging to the European Union, or by other documents legalizing their stay. It is therefore difficult to recognize any of the data as binding. The analysis of data collected on the basis of permits issued by the Malopolska Voivodeship allows, however, to determine the scale of the increase in the number of foreigners who for the most part choose Krakow as their place of work and residence.

According to the data of the Administrative Affairs Department of the City of Krakow as of **January 1, 2019**, the number of foreigners registered for temporary (13,824) and permanent (2,715) stays was **16,539 people**. The largest number from this group are **Ukrainian citizens - 8,337 people**, and the other largest national groups are: **Russians (691), Belarusians (676), Indians (478) and Italians (403)**. For comparison, the following are the total number of registered foreigners in previous years:

- 11,851 as of January 1, 2017,
- 15,551 as of January 1, 2018.

The affairs of **foreigners in the field of economic activity** can currently be examined on the basis of data submitted directly to the Central Register and Information on Economic Activity at the City of Krakow (CEIDG-1). In 2018, 322 foreigners submitted applications for entry into CEIDG. It should be noted that the Department of Administrative Affairs does not have information about the number of foreigners conducting business activity in the City of Krakow because:

- CEIDG is run in the ICT system by the minister competent for economy, and the access to data from CEIDG takes place in accordance with Chapter 7 of the Act of 6 March 2018 on Central Business Register and Information, and on the Information Point for the Entrepreneur (Journal of Laws of 2018, item 647, as amended) in electronic form via the CEIDG website,
- foreigners may also conduct business on the basis of an entry in the National Court Register, e.g. in the form of a capital company.

The data shows that 322 CEIDG-1 applications included 102 submitted by Ukrainian citizens, 23 by Italian citizens, 18 by Vietnamese citizens and 14 by Spanish citizens. The partial data shows that during the last two years, Ukrainian citizens have been the most active in registering business activities.

According to data from the Municipal Labour Office, during the period from January 1, 2018 until December 31, 2018, a total of 33,978 **declarations of entrustment of work to a foreigner** were registered. The following is the number of declarations by nationality:

Foreigner's country of citizenship	Number of declarations
Armenia	53
Belarus	958
Georgia	899
Moldova	353
Russia	267
Ukraine	31,448

During the period from January 1, 2018 to December 31, 2018, 209 seasonal work permits were issued, as follows by nationality:

Foreigner's country of citizenship	Number
------------------------------------	--------

Belarus	2
Ukraine	207

Simultaneously, the Municipal Labour Office issued 217 refusals to enter into the register of declarations on entrusting work to a foreigner, as follows by nationality:

Foreigner's country of citizenship	Amount
Belarus	8
Georgia	4
Moldova	1
Russia	3
Ukraine	201
Total	217

During 2018, 132 foreign jobseekers used the help of the Municipal Labour Office to find work, including 65 people from Ukraine seeking work.

On the other hand, the number of foreigners receiving unemployment benefits in Krakow at the end of a given month is as follows:

Unemployed foreigners who are entitled to benefits at the end of the month												
2018	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII
Total	11	12	13	11	9	7	6	5	4	7	6	6
women	6	7	7	4	4	3	3	2	1	3	4	3

The number of unemployed foreigners exercising the right to receive unemployment benefits as of December 31, 2018, were 6 people, including 4 from Ukraine. The total number of unemployed foreigners registered in the Municipal Labour Office as of December 31, 2018 was 90, while in the period from January 1, 2018 to December 31, 2018, the total number of all unemployed foreigners registered were 173 people. At the same time, in the same period the Municipal Labour Office in Krakow issued 22,332 communications to the staroste.

The Tourism Department of the Krakow City Office conducts tourist traffic research. According to the data provided by the Faculty in 2018, Krakow was visited by **13.5 million people** for touristic purposes. In 2018, tourists in Krakow spent **PLN 6 billion 450 million** during their stays.

ACTIONS OF THE KRAKOW MUNICIPALITY AIMED AT IMPLEMENTING THE "OPEN KRAKOW" PROGRAM

In 2018, the City of Krakow undertook a number of activities to create a multicultural society. Some of them were implemented within the framework of the Krakow Open City Council resolution, others, despite being in line with the assumptions of the Program, are the continuation of activities carried out in the municipality for many years.

The program was implemented, among others by units responsible for social affairs, education, culture and national heritage, promotion and information, tourism, security and crisis management as well as municipal organizational units: Municipal Social Assistance Centre, Municipal Guard of the City of Krakow, Municipal Buildings Management Board, Municipal Infrastructure and Transport Management Board and Sports Infrastructure Management Board. Financial resources for the implementation of tasks implemented under the Program are planned annually in the budget of the city of Krakow.

I. Conferences

In 2018, the following conferences were carried out as part of the Open Krakow Program:

The **Open Krakow 3 Conference, DIALOGUE AND INTERCULTURAL COOPERATION** was held on May 14, 2018 in the Meeting Room of the Krakow City Council. During the conference, the participants discussed, among other things, the educational needs of children with migration experience in terms of language skills and knowledge about their country of origin and country of stay. Consuls of Hungary, Ukraine, Luxembourg, Slovakia and the USA participated in the discussion. Actions for multicultural dialogue and education in Krakow schools and educational institutions were presented by headmasters of four Krakow schools and the director of a psychological and pedagogical counselling facility. The panels were attended by representatives of migrants and national minorities who attempted to answer the question "how to improve language skills and knowledge about culture in multicultural environments" and "how to build a society open to dialogue and cooperation".

A two-day scientific conference was held on October 8-9 entitled: **"Polish Armenians on their way to Poland's independence"**, organized by the Krakow Library and the City of Krakow. The aim of the conference was to illustrate the contribution of the Armenian community to Polish cultural heritage, and to popularize knowledge about the Armenian minority, as well as to indicate the unique attitude of the Armenian people towards Poland.

A conference on diversity management in business - **"It's complicated. Gender balance in leadership"** was held on October 16, 2018 at the International Cultural Centre in Krakow. The event was addressed to business representatives, universities and NGOs involved in creating equal opportunities policy in the workplace. During the conference, discussion panels, workshops, seminars and presentations of good practices were carried out. Diversity & Inclusion Changemakers 2018 was the largest conference in the field of diversity management in business. Participants analysed the aspects of leadership and gender balance among people in managerial positions. The Diversity Hub Foundation was the main organizer of the conference. The US Consulate General in Krakow and the City of Krakow are partners of this edition as well as companies actively supporting diversity: Aon and HSBC (Gold Partners), Aptiv, BBH, Luxoft, Philip Morris (Silver Partners), ABB, AMS, GE, Motorola, Sodexo (Bronze Partners).

On November 14, the conference **"Multicultural School - challenges, needs, opportunities"** was held at the Krakow City Hall at Rynek Podgórski 1. The first part of the conference discussed, among other things, the difference between the concepts of Polish as a foreign, inherited, second language, and the integrational inclusive approach to teaching Polish as a second language. The conference participants also had the opportunity to listen to a presentation on intercultural education, lesson plans were presented and the results of research regarding teachers' attitudes towards cultural diversity were shown. In the second part of the conference, after a break, issues were discussed such as supporting teachers and schools as a task of the Psychological and Pedagogical Counselling Centre for Children with Educational Difficulties, the role and tasks of a cultural assistant and the activities of the Information Point for Foreigners.

On December 14, 2018, over 100 people attended a conference entitled **"In the Polish multicultural school - supporting the competence of the teaching staff"**. The workshop part of

the conference was primarily addressed to teachers and students of pedagogical faculties. At the same time, a scientific seminar was held on "Education and integration of migrants and refugees in university education", it was attended by experts from various academic centres and organizations from Poland.

II. Training

Training for employees of the City of Krakow and municipal organizational units:

"Supporting the integration of vulnerable migrants"

The training was conducted on December 5-7, 2018. The International Organization for Migration (IOM) and the City of Krakow were the organizers. The scope of the training included the following issues: the migration situation worldwide and in Poland, intercultural competences, resolving intercultural conflicts, cooperation with migrants, including people requiring special treatment, cooperation with the local community, support for people working with migrants. Forty employees of the City Office of Krakow units and municipal organizational units took part in the training. The training was attended by employees of several City Office of Krakow departments and employees of municipal organizational units, i.e. the Municipal Social Welfare Centre, Municipal Labour Office.

Training for foreigners living in Krakow:

As part of the competition for the implementation of a public task in the field of "Activities supporting economic development, including entrepreneurship" in 2018 was organized by the City Development Department of the City Office of Krakow. A non-governmental organization, the Polish-Ukrainian Cooperation Foundation, conducted the following trainings under the project "Foreigners' Entrepreneurship Support Centre":

- training in running a company, basics of accounting and law;
- meetings with officials (ZUS, US, PIP, PUP, SANEPID) who presented the basic issues that a business owner may face.

The Polish-Ukrainian Cooperation also included the U-Work Foundation joint activities with some supporting organizations, i.e. the ZUSTRICZ Foundation, the INTERKULTURALNI.PL Association and the Mikołaj Reja Polish Culture and Language Foundation and which conducted trainings and meetings with experts in the field of "everyday life in the city".

III. Exhibitions

"Many faces of Krakow. Mine, yours, ours. "

The exhibition presented Krakow's cultural, national and religious wealth. The subjects of the photo reportage are people of different nationalities and faiths who have connected their lives to Krakow and act for the benefit of their communities, but also engage in the life of the City. 12 characters - people who had chosen Krakow as their home - were invited to participate in the photo reportage. Among them were:

- Eugeniusz Daszewski - a licensed guide to Krakow,
- Katrin Přikrylová - author of the blog, A Czech in Poland – (Češka v Polsku),
- Wassim Ibrahim - composer, PhD student at the Academy of Music in Krakow,
- Zviad Omiadze - owner of the "Tbilisuri" restaurant,
- Lana Dadu - Krakow guide, a Lithuanian, co-organizer of women's rights protests in Krakow,

- Joanna Talewicz-Kwiatkowska - PhD in cultural anthropology, president of the Dialog-Pheniben Foundation dealing with the promotion of multiculturalism and knowledge about the Romani community,
- David McGirr - owner of the Krakow Photo Tours company, founder of the Krakow Expats Directory website and the "Krakow TV" YouTube channel,
- Zofia Radzikowska - Jewish, Polish, lawyer, publicist, active at JCC Krakow (the Jewish Community Centre),
- Brian Scott - a Pole from Guyana, Krakow resident. Once a journalist, now a teacher and an actor,
- Anetta Dziejczak - a Pole, Muslim, chairwoman of the Muslim Centre in Krakow,
- Tetiana Demydko - Ukrainian, activist, freelancer, founder of Collaborate, Krakow!,
- Paul Kulon - founder of The Krakowist, a Pole, an American, founder of a foundation supporting start-ups.

The project was created thanks to the cooperation of the Multicultural Krakow informal group and the Independent Photographic Club. It was implemented with the financial support of the Civic Initiatives Fund Program of the Malopolska Region and the Municipality of Krakow. The exhibition in the Krakow City Office was co-organized by the Municipal Centre for Supporting Social Initiatives (currently the Department of Social Policy and Health)

IV. Other projects co-organized with Krakow non-governmental organizations

In 2018, a dozen or so projects were implemented as part of commissioning public tasks to non-governmental organizations working for foreigners and national and ethnic minorities:

1. **Information Point for Foreigners** - a project implemented from April to December 2018. The main tasks of the Point implemented as part of a public task were those of the NGO U-Work Polish-Ukrainian Cooperation Foundation which include:
 - Increasing the knowledge of foreigners about their rights and obligations as well as issues related to life in the city in the areas of:
 - access to education by preparing a database of educational entities,
 - access to healthcare - by preparing a procedure for using healthcare,
 - access to culture - through constant dissemination of cultural events on Facebook,
 - obtaining specialist licenses, e.g. driving licenses - through individual consultations,
 - access to social assistance - through individual consultations,
 - access to the labour market and equal employment conditions - by organizing thematic meetings and consultations with experts from PIP and ZUS,
 - access to crisis intervention, legal, psychological and other assistance if one experiences unequal treatment, including violence and/or discrimination – help provided through individual consultations with specialists (legal and psychological consultations provided, information on the possibility of benefiting from crisis intervention)
 - assistance in dealing with life matters - through individual consultations, assisting in dealing with matters in particularly complicated cases
 - taking advantage of raising one's own knowledge and competence - through meetings with representatives of language schools, developing a database of language schools in Krakow that prepare foreigners
 - access to basic information on renting and buying an apartment - through thematic meetings and individual consultations

- Increased civic involvement of foreigners living in Krakow and their integration with city residents through:
 - informal partnership of the U-WORK Foundation for Polish-Ukrainian Cooperation with organizations working for foreigners (Zustricz Foundation, Interkulturalni Association, M. Reja Foundation for the Support of Polish Culture and Language), informing about events carried out by various organizations working for foreigners, placing a link to the database of non-governmental organizations in Krakow,
 - promotion of the Citizens' Budget idea and keeping the voting point in the Citizens' Budget,
 - helping informal groups to organize their own NGOs,
 - involvement of volunteers in the Point's activities, internal and external training for volunteers.

- Strengthening information and promotion activities in the area of integration of foreigners in Krakow by setting up an on duty phone service and e-mail account enabling foreigners to contact a consultant of the Information Point for Foreigners and obtain information. The Point for Foreigners also organized meetings with employees of the National Labour Inspectorate and the Social Insurance Institution to inform foreigners.

- Creation of tools for substantive support of the functioning Information Point, increasing the effectiveness of information provided and range of activity by creating simple patterns of conduct in the most common life situations of foreigners and creating a team of consultants that provide information to foreigners, as well as improving the qualifications of consultants and volunteers assisting the Point in providing information.

2. INTERKULTURALIA 2018 festival - Next door - project implemented from October to November 2018.

The festival was carried out in two stages. The first included pre-festival events, language and adaptation workshops, legal workshops, but also an integration walk dedicated to the All Saints' tradition and a lecture by professor Gębala on the significance of multilingualism for multiculturalism. The festival itself took place from November 21-25, 2018, and the social poster exhibition lasted until December 11, 2018. The multicultural festival was spread out and took place in different locations. Some of the events took place on the premises of partner organizations, such as Spółdzielnia Ogniwo, Zustricz Foundation and the U-Work Polish-Ukrainian Cooperation Foundation. Other events, in particular cooking workshops, took place in restaurants that hosted them, and the inaugural concert was held at the Alchemia Club. The meeting of the multicultural team and the debate on Jagiellonian ideas took place in the building of the Krakow City Office. The festival was organized by the INTERKULTURALNI.PL Association

3. Polish-Ukrainian Culinary and Educational Workshops - project implemented from October to December 2018.

During the implementation of the project by the U-Work Foundation for Polish-Ukrainian Cooperation, the events were attended by Poles, Ukrainians, Belarusians and Kazakhs as well as Spaniards and Americans who talked about Christmas traditions in their families. There was a friendly, family atmosphere at the meeting that was conducive to achieving the objectives of the task. For most participants, it was surprising to see the similarities in holiday customs between different religions, but also differences between the same holidays celebrated in different countries. Ten culinary workshops were conducted: workshops entitled "Through the stomach to the heart"

and 6 workshops entitled "baking shortbread cookies with carolling" were conducted, including one for parents and their children. A total of 233 people and volunteers involved in the project took part in the workshops.

4. Open education - Zustricz Foundation connects - a project implemented since October until December 2018

The main goal of the project was to deepen the knowledge of parents, educators and teachers about the challenges, difficulties and adaptation problems encountered by children of foreigners during the education process. During the workshops, information was provided on the sphere of adaptation of children and young people with migration experience, and lasting cooperation was established with educational institutions to develop methods to support children and for young people to be able to exchange experiences. The ZUSTRICZ organization has established permanent cooperation with 4 boarding schools, where more than 50% of children of foreigners, mainly from Ukraine, stay. The transfer of recommendations to the Department of Education that will serve to better implement the tasks implemented by the Department was also a valuable part of the project.

5. Middle East Speaks - a project implemented since October until December 2018 by the Villa Decius Foundation. The main goal of the project was to promote, disseminate and deepen knowledge about minorities from the Middle East living in Krakow, as well as to identify and seek solutions to problems related to the functioning of a multicultural society in Krakow.

6. As part of the project, the Foreigners Entrepreneurship Support Centre was created, by which help is provided for foreigners who set up their own businesses in Krakow or want to set up such a company. The foundation, by implementing the project together with volunteers, helped foreigners in registering a business / company / sole proprietorship. As a result of the project, the Polish-Ukrainian Cooperation Foundation U-Work has contributed to the creation of 47 companies that were opened by foreigners in Krakow. Another dozen or so are at the stage of registration or completing the necessary documents, including 2 foundations that are waiting for entry into the National Court Register.

V. Police and Municipal Guards - security activities

In accordance with the implementation of the Open Krakow Program, in the scope of "monitoring current statistics on crimes and violations of law caused by racism or xenophobia", it was established on the basis of information provided by the Municipal Police Headquarters in Krakow that four of the crimes presented in the table below were committed by placing illegal content via the Internet, i.e. two crimes with legal qualification under art. 256 § 1 of the Penal Code and two offenses with legal qualification under art. 257 of the Penal Code.

Hate crimes, incidents of prejudice			Ascertained crimes	Proceedings initiated
CPP	Act	Art. 30.	2018	2018
CC Police Headquarters Krakow	Act of 06 June 1997 - Criminal Code	Art. 119 §1	9	12
		Article 256 § 1	9	17
		Art. 257	12	13

Summary	30	42
---------	----	----

In the field of preventive and educational activities related to the fight against illegal graffiti, undertaken by police officers of the Police Headquarters in Krakow, 175 increased preventive activities related to the fight against illegal graffiti were carried out, and 552 preventive meetings were organized where educational lectures for children and youth were presented, legal liability arising from illegal graffiti was discussed.

Police officers also took part in "Training on preventing and combating hate crimes." Such trainings are conducted every year.

The Municipal Guards in Krakow reported the following data:

- 824 events of marking buildings with illegal graffiti,
- 8 perpetrators were handed over to the Police,
- more than 280 hours of talks for grade VI and more than 500 hours of classes in secondary schools and other facilities were conducted on the legal liability of minors during which provisions were discussed which prohibit the placement of illegal inscriptions,
- the guards also carried out workshops informing young people about the consequences of using hate speech on the Internet - 318 hours,
- as part of supporting the activities of the Task Force on Scribble Limitation in Krakow, guards participated in family picnics organized in Krakow,
- cooperation was conducted with non-governmental organizations - the Zustricz Foundation - guards took part in meetings with Ukrainian youth living in dorms of Krakow schools. As part of the classes, young people were informed about the regulations in force in Poland, and a list of offenses with sanctions in English was provided to them.

VI. Business in Krakow

Service regarding economic information about the city is presented to residents in Polish and English in the form of information brochures, such as: "**Krakow for business**", "**Krakow 2018**", "**Krakow in Numbers**", "**Krakow Real Estate Market**" and "**Poland your Place to Invest**". The document "**Krakow Development Strategy**" is also available in Polish and in English. The Entrepreneurship and Innovation Department also operate the Business in Krakow website in two languages: Polish and English at:

<https://business.krakow.pl/212333,artykul,business.html>

Webpage <https://business.krakow.pl/pop> (Entrepreneur Service Point of the Krakow City Office) is addressed to entrepreneurs and is coordinated by the Administrative Affairs Department). The tourism Department, Tourism Economy Unit has prepared services for entrepreneurs that provide hotel services in non-categorized accommodation facilities. Leaflets and information on the site can be found in English, Russian and Ukrainian.

VII. Tourism in Krakow

The Krakow Tourism Department clearly indicates in its report how important the group of foreign tourists is. Details are available on the website:

http://krakow.pl/odwiedz_krakow/264.glowna.html.

The Tourism Department, taking into account the diversity of guests who visit Krakow, has prepared multilingual promotional brochures for Krakow that can be downloaded to a

computer or mobile device at:

http://krakow.pl/odwiedz_krakow/31702.artykul.foldery_do_pobrania.html.

VIII. Information activities regarding the Open Krakow Program

The Department of Social Policy and Health runs a city website devoted to the subject of foreigners in Krakow at www.otwarty.krakow.pl and an open Krakow fan page. The portal is run in four languages: Polish, Ukrainian, English and Russian. It mainly contains documents and procedures of the City of Krakow, which have been translated by the Department of Social Policy and Health and other entities. There we can find language versions: guides on social assistance, legalization of stay by foreigners, information on the rules of garbage segregation, information on the work of the Interdisciplinary Team for cooperation for the implementation of the Open Krakow Program, information packages for foreigners and many others. The <https://www.facebook.com/OtwaryKrakow/> 'fun page' is mainly used to communicate events that touch on the subject of multiculturalism or also popularize the cultures of national and ethnic minorities.

IX. Krakow Multicultural Ambassador

On December 19, 2018, the Krakow City Council adopted Resolution No. III /31/18 regarding the establishment of the title "Krakow Multicultural Ambassador". The resolution will be implemented in the following years, because pursuant to the resolution, the title of Ambassador will be awarded each year in the categories of a person, organization and institution. The aim of the competition is to promote cultural, ethnic and religious diversity as well as to integrate the inhabitants of Krakow and foreigners' environments.

X. "MURAL - Mutual Understanding, Respect and Learning" Project

Mutual Understanding, Respect and Learning - MURAL is an international project that enables the meeting of six partners from the European Union: Poland, Great Britain, Portugal, Greece, the Netherlands and Germany, and is chaired by the British Council Foundation. The project is implemented by the Department of Social Policy and Health. The participating institutions were selected on the basis of their involvement in the processes of building dialogue and exchange of best practices supporting tolerance and mutual respect. MURAL is co-financed by the European Commission under the "Rights, equality and citizenship" program.

MURAL, through carrying out activities supporting the increase of tolerance and respect for various denominations, religious beliefs and ethnic identities, aims at counteracting the growing problem of anti-Semitic and anti-Muslim prejudices in Europe. The project promotes the principles of pluralism and democracy, supports transnational cooperation and the exchange of knowledge and the most effective anti-intolerance practices.

The subjects of the project are people who in their daily work (as activists, leaders and representatives of regional authorities) encounter discrimination. We want to cooperate with them because they are connected with the local community, aware of challenges and willing to change reality for the better.

Project duration: June 2018 - April 2020.

More about the project: <https://www.britishcouncil.pl/projekt-mural>

.....

In 2018, the Krakow Festival Office organized or co-organized many events that significantly referred to the idea of multiculturalism and also promoted the culture of national and ethnic minorities.

Bearing in mind that the events organized by the Krakow Festival Office also target an growing group – foreigners that are Krakow residents. Advertising brochures, festival books from the Krakow Festival Office, as well as the high-circulation free monthly "Karnet", are published in two languages, Polish and English, which allows a reader who does not speak Polish to read the content in another language.

The most recognizable brand associated with multiculturalism, the EtnoKraków / Rozstaje Festival, that annually hosts artists from around the world on its stages is particularly noteworthy - <http://www.etnokrakow.pl/>.

Other events and festivals referring to multiculturalism include:

- **Krakow Network** - networking of meetings where there are discussions related to multiculturalism in relation to the emerging challenges in the world of culture, e.g. in the organization of meetings - <http://icekrakow.pl/projekt/krakow-network>
- **Immerse yourself in Green 2018** - implemented the ideas of multicultural Krakow by showing "Cinema on the lawn. Cinema of many cultures.", more than just an outdoor cinema. The project combined the discovery of Krakow's new green areas unknown to its residents with the discovery of a new culture through films. The participation of consulates from other countries also enabled a kind of integration between the residents of Krakow and the communities living in Krakow from other countries. The films were presented in original language version with Polish subtitles, thanks to which the residents of Krakow could on one hand get even closer to the countries presented in the films and on the other the audience has been expanded to include people for whom it is a native language - <https://zsm.krakow.pl/dla-krakowian/krakow-w-zieleni.html>
- The **7th International Romani Culture Days 2018** have been organized for seven years with the support of the City and Regional authorities. The Romani people have experienced much, adapted themselves to all social and historical conditions and yet kept their individuality, their language, their tradition and their culture.
- **Jewish Culture Festival in Krakow** - a cultural event taking place since 1988 in Krakow, in the district of Kazimierz. Its purpose is to popularize Jewish culture.
- The **ICORN International Cities of Refuge Network** is an organization that brings together cities and regions that offer shelter to persecuted writers. The organization's goal is to provide safe living and working conditions for writers whose writings have become the cause of their political persecution. ICORN builds a sustainable and a dynamic network based on international solidarity. It is one of the strongest voices in the world in defence of the right to the freedom of opinion and statements. The ICORN network includes more than 40 cities, such as Brussels, Frankfurt, Miami, Stockholm and Mexico City. The official website of the organization is www.icorn.org. The city of Krakow was invited to join ICORN as the first member city from Central and Eastern Europe. In the invitation addressed to the City Council of Krakow, the executive authorities of ICORN indicated Krakow as an important candidate which will serve as an excellent model for other cities in this region of Europe. Since 2018, Krakow has been hosting Kholoud Charaf, a Syrian poet, activist and social activist whose work has been recognized by many art critics. Charaf witnessed human rights violations against political prisoners when working as a supervisor in the medical laboratory of the central prison in Suwayda. Unable to accept this state of affairs, she repeatedly attempted to talk to the local police and authorities but ended up being threatened by them. In Poland she found shelter and the opportunity to continue to write thanks to the authorities of Krakow.

Pursuant to ordinance no. 453/2018 of the Mayor of Krakow of February 19, 2018, Krakow continues to belong to the International Cities of Refuge Network (ICORN).

Many events implemented in Krakow also present other cultures:

- The **Sacrum Profanum Festival** is an international project that has gained the status of one of the most interesting musical events in Europe. It presents the latest music, aims at blurring the boundaries between contemporary music, and the achievements of the ambitious entertainment and experimental scene which is often treated as difficult and incomprehensible.
- The **Conrad Festival**, aimed at presenting world literature emerging in various corners of the globe, rooted in different cultures, arising from different experiences, as well as initiating intense artistic and social discussions. Krakow offers a meeting place for writers, readers, professionals and amateurs.
- **Bread Festival** is an event accompanying the UNESCO Creative Cities Congress "Krakowice 2018". The fifteenth edition has grown into the calendar of cultural events in Krakow and Krakow's Kazimierz, where every year at Wolnica Square both crowds of residents and tourists gather who value the taste and tradition of Krakow.

ACTIVITIES OF THE KRAKOW CITY MUNICIPALITY FOR FOREIGNERS BASED ON THE ACT ON SOCIAL ASSISTANCE

In 2018, the **Municipal Social Welfare Centre** provided the following assistance to foreigners living in Krakow:

- Number of foreigners benefiting from special purpose allowance: 114 people from 38 families,
- Number of foreigners covered by the individual integration program (all forms of assistance): 5 people in 2 families (1 family from Lebanon, 1 family from Ukraine). The families had received the status of subsidiary protection.

The following support was provided as part of the Individual Integration Program:

- 5 people used the cash benefit to cover expenses for food, clothing, footwear, personal hygiene products, housing payments,
- 5 people benefited from social work assistance,
- 5 people were provided with information and support in contacts with other institutions,
- in particular with labour market institutions, the local environment and non-governmental organizations.

In addition to the individual Integration Program, support was provided for:

- three foreign children in two foster families (two from Romania and one from Hungary) - they were granted assistance in the form of cash benefits for foster families. This aid was granted in accordance with the Act of 9 June 2011 on supporting the family and the foster care system (Journal Of Laws of 2018, item 998, as amended),
- 9 foreign children (2 from Ukraine, 2 from Hungary, 2 from Latvia, 2 without citizenship and 1 from Romania) - they benefited from assistance in the form of for having their costs covered for living in socialization, specialist-therapeutic and intervention-type care and educational institutions,
- 11 foreign children - were paid health insurance contributions (2 from Ukraine, 3 from Hungary, 2 from Latvia, 2 from Romania, 2 without citizenship),
The foreigners covered by assistance due to their residence permit for humanitarian reasons or consent for a tolerated stay on the territory of the Republic of Poland

benefited from targeted allowances and meals: 9 people in 2 families (1 family from Georgia with permission for tolerated stay, 1 family from Russia with permission to stay for humanitarian reasons),

As part of PAL (local activity points) support was provided for foreigners in contacts with other institutions, in particular with labour market institutions, with the local environment and non-governmental organizations - support was granted for 9 people (mostly from East Europe)

In 2018, MOPS (Municipal Office of Social Help) employees also took the following actions under the Open Krakow Program:

- Participation in the training "Supporting the integration of migrants who require special treatment" organized by the International Organization for Migration (IOM) and the Municipal Office of the NCU Social Initiatives Support Centre,
- Participation in a meeting organized by the Malopolska Office in Krakow, in connection with the commencement of the project by the Malopolska Voivodeship
- entitled "Foreigner-friendly Malopolska - support in the process of integration and adaptation of third-country nationals",
- As part of the classes of the Young Krakow Academy, six workshops for 124 pupils from elementary schools were conducted on the subject of "Refugees",
- As part of volunteering, 8 people of Ukrainian nationality actively joined in the actions taken by Local Activity Points (PALs).

ACTIVITIES OF THE KRAKOW CITY MUNICIPALITY FOR FOREIGNERS BASED ON THE ACT ON THE EDUCATION SYSTEM

The Educational Information System provides data on the total number of pupils, students and children taken care of who are not Polish citizens (in accordance with § 7 point 7 of the Regulation of the Minister of National Education of 9 August 2012 *on the detailed scope of data collected in educational databases, the scope of data identifying entities running educational databases, deadlines for transferring data between educational databases, and sample printouts of aggregate summaries* - Journal of Laws, item 957, as amended). The Education Department of the Krakow City Office does not have detailed data on student nationality.

Number of children of foreigners studying in Krakow schools: primary and secondary schools by nationality (data from the Educational Information System, as of September 30, 2018):

- 859 in local government and non-governmental kindergartens and pre-school departments of primary schools,
- 1,147 in local government and non-governmental primary schools,
- 678 in local government and non-governmental secondary schools for children and youth,
- 851 in local government and non-governmental secondary schools for adults.

Number of foreign students who have benefited from free Polish language learning and to what extent (data from the Education Department - 2017/2018 and 2018/2019 school years):

- 639 foreign students were granted the right to learn Polish for free for a total of 1,074 hours a week.

Number of students, the children of foreigners who have benefited from the so-called compensatory classes and to what extent (data from the Education Department - 2017/2018 and 2018/2019 school years):

- 332 foreign students were granted the right to free compensatory classes for a total of 464 hours a week,
- **Number of students, the children of foreigners who have benefited from psychological and pedagogical assistance.**

Each child, regardless of their nationality, is entitled to be granted psychological and pedagogical assistance pursuant to the Regulation of the Minister of National Education of 9 August 2017 on the principles of organization and provision of psychological and pedagogical assistance in public kindergartens, schools and institutions (Journal of Laws of 2017, item 1591, as amended).

Number of children of nationalities other than Polish living in boarding schools with a breakdown by nationality and location (data of the Education Department - 2017/2018 and 2018/2019 school years):

Foreigners in boarding schools in 2018.					
No.	School	Foreigners	Ukrainians	Belarusians	Romanians
1	Complex of Construction Schools no. 1	9	9	0	
2	Complex of Electrical Schools no. 1	33	33	0	
3	Complex of Electrical Schools no. 2	79	77	1	1
4	Complex of Gastronomy Schools no. 1	61	60	1	
5	School of Environmental Engineering and Land Reclamation	23	23	0	
7	Complex of Vocational Schools no. 2	55	54	1	
8	Special School Complex no. 1	8	8	0	

Initiatives undertaken by the Department of Education regarding the implementation of the tasks of the Open Krakow Program and the prevention of hate speech:

The Municipality of Krakow, being fully aware of the significance of the measures aimed at preventing verbal and physical violence, has been taking steps for a number of years to prevent such situations.

One of the projects implemented so far was the pilot WE STOP VIOLENCE program which was carried out for several years in Krakow schools. Its effects were highly rated by teachers, especially with respect to the knowledge about tools for diagnosing mechanisms that promote peer violence in classrooms, as well as the ability to talk to the person affected, the person using violence at school, supporting a person in crisis and introducing changes in the school environment. The Krakow publication "Violence has been Stopped" (summarizing the project), which was delivered to all of the interested schools and gained excellent opinions of specialists not only from Krakow, but also from other cities of the Union of Polish Metropolises.

In response to such positive opinions, as well as the demands made by directors and teachers during the conference that summarized the pilot program mentioned above, the Mayor of the City of Krakow made a decision to permanently support the schools in Krakow by locating the Krakow Centre for Building Safety and Counteracting School Violence at the seat of the "Krakow Therapy Centre" the Specialist Psychological and Pedagogical Unit. It is a centre that constantly develops its offer of special programs addressed not only to teachers,

but also to parents and the children whether they experience violence or are unable to deal with their own emotions.

As part of the project in 2018, 694 children participated in the workshops, and at the schools for parents - 33 parents. At the School of Building Safety - 55 psychologists and teachers, 193 people (students, parents, educators) benefited from consultations, including consultations at schools - 121 - educators and pedagogues/psychologists, and school interventions - 25 persons (teachers).

SCHEDULE OF THE IMPLEMENTATION OF THE OPEN KRAKOW PROGRAM IN 2018

Priority task:	Action:	Time limit for completion	Project name	Completed actions 2017
1) building an Office friendly to foreigners, national and ethnic minorities through equal access to services and benefits offered by the Municipality,	a) launching an information point where advice will be provided in foreign languages,	until December 31, 2018	launching of the information point	Pursuant to contract number W/I/1508/MS/31/2018, an Information Point for Foreigners operated from April to December 2018. The point was run as part of commissioning public NGO tasks. Leading entity: U-Work Foundation for Polish-Ukrainian Cooperation.
	b) translating and publishing administrative procedures in the Public Information Bulletin of the City of Krakow, that foreigners can come in contact with,	until December 31, 2017	compilation of the translated procedures in the Public Information Bulletin of the City of Krakow	A set of 34 procedures was translated along with sample forms; all have been published on www.otwarty.krakow.pl and some of them on BIP.
	c) cooperation with partners to prepare a welcome package for foreigners including an information brochure,	action of a continuous nature	welcome package for foreigners	Publication of the "Welcome Package" on city portals, on websites of www.otwarty.krakow.pl and BIP.
	d) conducting trainings for local government employees in order to build an Office friendly towards foreigners and national and ethnic minorities and training in intercultural communication,	action of a continuous nature	conducted trainings	Two trainings for 25 employees were carried out. Trainings for foreigners were conducted, that is in the field of conducting business activity, ZUS regulations, and tourist attractions of the City as part of the Information Point for Foreigners.

2) building an institutional framework for cooperation between representatives of national and ethnic minorities and foreigners and a local government unit,	a) establishment of an interdisciplinary team for cooperation for the implementation of the Program, its composition and tasks will be determined by the Mayor of the City of Krakow by ordinance,	until December 31, 2016	an ordinance establishing an interdisciplinary team for cooperation for the implementation of the Program	Ordinance No. 2101/2017 of the Mayor of the City of Krakow of 25 August 2017 regarding the appointment of an Interdisciplinary Team for cooperation for the implementation of the Open Krakow Program. Seven meetings were held in 2018. Report from the work of the Team was forwarded to the Mayor of the City of Krakow on March 1, 2019. Link: http://otwarty.krakow.pl/zespol_interdyscyplinary/217963,artykul,dokumenty.html
	b) indication by the Mayor of the City of Krakow of the organizational unit of the Office responsible for supporting initiatives and cooperation with representatives of national and ethnic minorities and foreigners;	until December 31, 2016	ordinance of the Mayor regarding the tasks of the Deputy Mayor.	Ordinance of the Mayor of the City of Krakow No. 3531/2018 of December 21, 2018 regarding the division into internal organizational units and the detailed scope of activities of the Department of Social Policy and Health - scope of activity of the Department for Social Projects, Dialogue and Multiculturalism (SZ-07)

	c) cooperation between the organizational unit of the Office, (referred to in point 2) as well as other organizational units of the Office and municipal organizational units, non-governmental organizations and other institutions and services operating in the municipality, including cultural and educational institutions and universities.	action of a continuous nature	meetings, conferences and other events	Description of the conference is available in the report. Cooperation has been established with departments at the Krakow City Office and the organizational municipal unit in the implementation of the Program.
3) creating a social platform for consulting and developing a policy of openness to multiculturalism and integration,	a) developing a social campaign raising awareness of the value that the local community derives from diversity and multiculturalism together with the creation of a separate website devoted to immigration,	until December 31, 2018	a social campaign outline	In 2018, the issue was raised during the meetings of the Interdisciplinary Team for cooperation for the implementation of the Open Krakow Program. The campaign project will be implemented as part of the tasks of the unit for Social and Health Policy Promotion and Development (SZ-04). The portal, www.otwarty.krakow.pl and fan page OpenKrakow were created for the Open Krakow Program
	b) appointing a board that will award the "logo of multiculturalism" to institutions working for tolerance and counteracting incidents of a discriminatory nature in the Municipality,	until December 31, 2017	draft resolution establishing a board that will award the logo of multiculturalism	The Council of Krakow adopted a resolution regarding the establishment of the "Krakow Ambassador of Multiculturalism" title on 19 December 2018. Implementation of the resolution in subsequent years.

4) shaping social responsibility of private entities in municipal policies,	a) introduction to the lease, rent and lending agreements of the obligatory clause concluded by the Municipality regarding anti-discrimination clauses binding on all parties to the agreement,	after December 31, 2016, action of a continuous nature	agreements containing a provision regarding anti-discrimination clauses binding on all parties to the agreement	Anti-discrimination entries were introduced into lending, lease and rental agreements (ZBK, ZIKiT, OU, ZIS).
	b) establishing cooperation with private entities in order to develop joint actions for openness towards other cultures and nationalities,	action of a continuous nature	messages and information provided to private entities; information meetings	Krakov City-People-Business Intercultural Forum was established, to closely cooperate in the implementation of the Program. Cooperation was carried out to organize conferences with the participation of business representatives. Cooperation with the ASPIRE group was initiated.
5) implementation of reaction mechanisms in cases of incidents of a discriminatory nature as part of an inclusive policy and building intercultural awareness of residents,	a) obtaining current statistics on crimes and violations of law caused by racism or xenophobia	action of a continuous nature	information provided (e.g. press releases, sending newsletters, announcements)	Statistics from the Police and City Guards are regularly obtained. Part of the information was included in the report.
	b) organization of an event referring to the idea of multiculturalism, e.g. in the form of vernissages, conferences or cyclical festivals,	action of a continuous nature	completed event	Several conferences were organized, exhibitions and other cultural and educational events were supported. Details have been included in the report.

	c) supporting non-governmental organizations,	action of a continuous nature	annual implementation of an open bid competition or other procedure for commissioning a public task to non-governmental organizations	Funds were secured for the organization of a bid competition for educational activities and the organization of the Multicultural Festival 2019 and an NGO was entrusted with running an Information Point for Foreigners in foreign languages. In 2018, specific actions were carried out with the participation of NGOs - details in the report.
	d) informing about the possibility of initiating the process of naming streets and squares referring to foreigners as well as, national and ethnic minorities, and promoting already existing places so as to ensure participation in collective memory and preservation of identity while promoting knowledge about the places among the inhabitants of Krakow,	action of a continuous nature	information provided (e.g. press releases, sending newsletters, announcements)	The external procedure regarding the names of streets, avenues, bridges, squares, estates, parks, boulevards and plazas was being studied to take Action to implement following the context of developing channels and ways to reach the target group.
	e) shaping awareness to cultural diversity and the ability to use sensitive language in the context of racial, ethnic and national differences,	action of a continuous nature	conducted trainings	Conducting trainings among officials of the City of Krakow and the Municipal Employment Office as well as the Municipal Social Assistance Centre and the MCPU.

	f) conducting activities aimed at supporting the organization of school activities and educational projects that are devoted to the multicultural heritage of the city,	actions of a continuous nature	completed projects	A methodological adviser on multiculturalism has been appointed, the guide "Lessons on tolerance - scenarios of classes for schools" is being popularized. As part of the MURAL project, teachers and social activists were trained.
	g) conducting a competition addressed to children of representatives of national and ethnic minorities concerning knowledge about the history of Krakow,	action of a continuous nature	a competition for children of foreigners on knowledge about Krakow	Budget funds were secured in the Department of Social Policy and Health for educational activities as part of a competition of proposals for non-governmental organizations.
	h) conducting a competition among students of Krakow schools in the field of knowledge about other nationalities living in Krakow,	action of a continuous nature	competition for children of Krakow schools on knowledge about other nationalities	Budget funds were secured by the Department of Social Policy and Health for educational activities as part of a competition of proposals for non-governmental organizations.
	i) assuming patronage and providing other forms of support for projects and other artistic, cultural, scientific and educational initiatives devoted to the city's multicultural heritage,	action of a continuous nature	granting of patronage	Patronage of the Mayor of the City of Krakow in 2018 has been granted to "7xGospel Festival; Its complicated. Gender balance in leadership".

	j) ensuring the proper conduct of mass events,	action of a continuous nature	provisions in the regulations of events in facilities belonging to the Municipality prohibiting behaviour of a racist and xenophobic nature	Being implemented, to be introduced in the following years.
6) attention to quality and aesthetics of public space,	a) continuation of the work done by the Team for Scribble Limitation b) in Krakow, as appointed by order of the Mayor of the City of Krakow,	action of a continuous nature	documents confirming the work of the Team	Details on the activities of the Team for Scribble Limitation have been included in the report on the work of the Team submitted to the Mayor of the City of Krakow.
	c) establishment of the Guard and Police Operational Team to prosecute perpetrators of acts of vandalism, in particular placing scribbles on buildings,	until December 31, 2016	a document confirming the establishment of the Team	On December 30, 2016, the Police and Municipal Guard signed an AGREEMENT ON PARTNER COOPERATION for implementing the "Open Krakow" Program in the prosecution of perpetrators of vandalism, in particular those who place scribbles on buildings.
	d) organization of the local community around the idea of protecting public space against scribbles,	action of a continuous nature	press releases, reports on meetings with residents	Social action on the Internet "Scribble Busters" and the "NEIGHBOURHOOD PICNIC, called, If you love your country, do not scribble / Segregate rubbish and teach your children to do the same!", removal of scribbles with the residents of Prądnik Biały and Kobierzyńska Street. Joint painting of the mural: flags for 100 years of the Polish Independence Day.

	e) developing a system to promote the active attitudes of property owners who will ensure that their buildings are free from scribbles,	until December 31, 2016	a document describing the system of promoting active attitudes of property owners	Municipal Guards in Krakow, published on its website a "Guide for owners of real estate damaged by scribbles or illegal ads and posters"
	f) involvement and promotion of private entities cooperating with the Municipality for the liquidation of scribbles,	action of a continuous nature	documents confirming the cooperation of the Municipality and private entities	The Team for Scribble Limitation works closely together with a company that covers facades with an anti-graffiti paint.
	g) supporting activities for the installation of video monitoring, lighting triggered by movement, and preparation of a catalogue of recommendations to actively counteract acts of vandalism on buildings,	action of a continuous nature	catalogue of recommendations	The Security and Crisis Management Unit within the Team for the implementation of the results of the referendum, developed recommendations and guidelines covering the issues of further development of the public space monitoring system in Krakow.
	h) involvement of the inhabitants of Krakow, in particular junior high school and high school students, as well as other academic youth in activities aimed at removal of scribbles,	action of a continuous nature	messages and information provided for schools and higher education facilities	Municipal Guard activities undertaken as part of social prevention - classes in primary schools, junior high schools, high schools and other institutions; scribble removal actions were organized with primary school and junior high school students.
	i) providing space to artists to create professional murals j) and legal graffiti and organizing competitions in the above mentioned areas,	action of a continuous nature	a document specifying the rules for organizing artistic mural competitions.	The action of painting the mural of the Polish flag took place.

	k) organization of an information database regarding places where facades are painted as well as educational and information activities regarding legal effects resulting from the destruction of buildings and covering other elements of urban space with scribbles,	action of a continuous nature	a document specifying the rules for the organization of an information database about places where scribbled upon facades are located and an outline of educational and information activities	On the City Guard website, residents can report where facades are painted; there is also information available on the legal consequences resulting from the destruction of buildings and covering other elements of the urban space with scribbles. http://strazmiejska.krakow.pl/nasze-dzialania/214760,artykul.walka-z-bazgrokami.html
	l) promoting and emphasizing the significance of scribble-free zones in the context of the increased sense of security of the inhabitants of Krakow,	action of a continuous nature	press releases, leaflets regarding scribble-free zones	Numerous press conferences, interviews and press releases signed by the Team on Scribble Limitation.
7) accession to the Intercultural Cities Network at the Council of Europe and the European Commission.	a) preparation of a draft resolution of the Krakow City Council	until December 31, 2018	draft resolution of the Krakow City Council on the accession of the Municipality of Krakow to the Intercultural Cities Network at the Council of Europe and the European Commission	The project has been discussed at meetings of the Interdisciplinary Team for cooperation for the implementation of the Program. It was agreed that prior to accession, studies should be developed to complete the documentation required by the Network.

SUMMARY

Resolution No. LII/964/16 on the implementation of the "Open Krakow" Program, adopted by the City Council of Krakow on September 14, 2016, was implemented throughout the year, which allowed to plan funds for new tasks resulting from its content.

During 2018, among others the following took place:

- Activities were carried out as part of a cooperation platform between representatives of minorities and foreigners and the local government,
- Rules for an open tender were developed, as a result of which in 2018 an Information Point for Foreigners was launched in Krakow, serving residents in foreign languages; it will allow foreigners to get advice, among others, in the area of legal regulations, business activity, raising professional qualifications, education of children and adults, and social and housing assistance,
- A translation was completed and published for the most commonly used official procedures for people undertaking work and studies in Krakow,
- A mandatory provision regarding anti-discrimination clauses has been introduced into lease, tenancy and lending agreements concluded by the Municipality,
- Cooperation was established with private entities in order to develop joint actions for openness towards other cultures and nationalities,
- Over a dozen events referring to the idea of multiculturalism (e.g. vernissages, conferences, cyclical festivals) were supported and organized, funds were transferred as part of competitions for public tasks that were used in cultural and educational projects devoted to the multicultural heritage of Krakow,
- Departments of the Krakow City Office and municipal organizational units that have not yet carried out tasks in this area have become involved in the implementation of activities for an open and multicultural Krakow,
- A network of organizations working towards the city's multiculturalism was constructed, which will have a significant impact on building a new quality of life for foreigners who chose Krakow as their place of residence,
- The works of the INTERDISCIPLINARY TEAM FOR THE IMPLEMENTATION OF THE "OPEN KRAKOW" PROGRAM were continued,
- The following measures of the Open Krakow Program were implemented (in accordance with resolution No. LII/964/16):

No.	Name of measure	Value
1	Amount of financial resources engaged by the Municipality for the implementation of the Program	PLN 296,405.50 gross
2	Number of events related to the idea of multiculturalism	21
3	Number of events organized in Krakow and related to the Program's activities	65
4	Number of non-governmental organizations participating in the implementation of the Program	10
5	Number of beneficiaries using the help of the Information Point	1,334
6	Number of beneficiaries who received the welcome package	1,334
7	Number of procedures translated into foreign languages	34
8	Number of entities (listed in chapter V) involved in the implementation of the Program	21
9	Number of completed Program outcomes	28

10	Number of events related to scribble limitation	2
11	Number of people involved in activities aimed at limiting scribbling	60
12	Number of registered scribble submissions	824
13	Number of detained and convicted perpetrators of vandalism consisting of the destruction of public space with scribbles	8

The Department of Social Policy and Health is working on expanding knowledge of statistics and data on the lives of foreign residents. It is also broadening the cooperation environment in the area of building a multicultural, open city that will equally draw its strength and development from all its inhabitants.
