

SAFE KRAKÓW
THE PROGRAMME
FOR
IMPROVING PUBLIC SAFETY IN THE CITY OF KRAKÓW

Resolution passed by
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INTRODUCTION

It is without doubt that fears about public safety and the increasing crime rate are intensifying among the citizens of Kraków. An analysis was produced based on the existing possibilities for improving the situation, which indicated two problems:

- a lack of a co-ordinated and integrated programme after identifying the problem
- undefined powers and lack of co-ordination regarding the activities of various institutions

Society is convinced that the existing system has little impact on public feelings towards safety: there are no properly functioning principles that lead to the inevitable punishment of perpetrators, and there is no effective functioning of judicial and criminal proceedings, including the court system.

Kraków City Council does not possess efficient instruments to counteract the increasing crime rate and concerns regarding public safety. However, realising its responsibilities, it is undertaking preparations and organising activities aimed at improving the security of its citizens.

The Programme for Improving Public Safety in the City of Kraków was established as a result of many interested bodies co-operating in order to address the city's problems. These include professional organisations active in this area, the representatives of various fields and public organisations responsible for education and prevention, along with district councils and boards.

It was acknowledged that at the current stage of work in progress, it became possible to introduce the programme. It is to be dynamic, and will be assessed and upgraded on an on-going basis. This is the first complex action plan aiming at gradually improving safety in Kraków. The programme's structural and professional outlines reflect the existing needs.

The document has been drawn up on the basis of a "general to specific" approach. First, the most essential elements assessing the situation will be presented, including assumptions and overall objectives, followed by the main sections of the programme, including specific projects. These are then supplemented with implementation schedules, and a separate chapter is dedicated to precise structural organisation. It is assumed that all parties working towards improving safety will be involved and co-operate within the programme.

The programme does not generate any direct financial impact. However, it authorises the City Executive Board to include project documents of tasks mentioned in the programme prepared for the City Council. The council then passes resolutions that define the range of programme activities and operations selecting specific tasks for the implementation and allocation of resources. This will secure permanent council control over the complex programme.

I. PROGRAMME

I.1 Programme origins

I.1.1. An extract from the 'Study Report: The inhabitants on the problems of Kraków' performed by VRG Strategy, based on the UMK assignment ordered in mid-1998:

- 40.7% of citizens indicated that the most important issue for local authorities is 'safety and the fight against crime'. The next most important issue received 16%
- according to the city's inhabitants, local authorities received the lowest marking
- a vast majority of respondents highlight an increasing feeling of insecurity and vulnerability
- the main sources of threat are caused by: aggressive groups of young people (32.1%); alcoholism (26.8%); hooliganism and damage to property (25.4%); burglary and theft (14.2%); and assault & battery, and brawling (10.8%)
- a significant majority of respondents consider the existence of City Guards as expedient (71.7%), with 69.2% indicating that 'patrolling the streets and insuring the safety of its citizens' is a decisive priority
- a significant majority voted for disciplinary action and operations against children and juveniles by limiting their presence on the streets during night hours.

I.1.2. A police report from 1998 shows a considerable increase in the crime rate in Kraków.

I.1.3. New powers granted to the City Guards and the local authorities of the borough allow the city to play a more active role in the safety improvement process.

I.1.4 The experiences of European and American cities indicate that the efficiency of crime prevention is determined by the creation, and consistent implementation, of appropriate actions allowing for the systematic improvement of the situation.

I.2 Initial assumptions

I.2.1. The citizen's feeling of security and safety is a credible indicator regards the safety of the city.

I.2.2. Tolerating inappropriate and reprehensible behaviour, minor offences and crimes considered to be low gravity, results in the growth of more serious crime

I.2.3 The threats present within the city are classified as follows:

- organised crime
- threats caused by an individual or group of people (breaking the law, hooliganism, vandalism, crimes connected with addictions)
- social pathology (drug addiction, alcoholism)
- transport threats (pedestrians/drivers)
- threats to children and young people (family and education negligence, sect activity and social pathology)
- calamities (fire, flood, catastrophes, chemical and ecology hazards)
- sanitary, hygiene and veterinary threats (aggressive or unattended animals, filth, non-monitored water reservoirs or sources of water)
- special threats, experienced by the handicapped, people requiring special care, and those who are incapacitated and elderly.

I.2.4. A visible presence of a public service workforce, plus immediate repairs to damage caused by hooliganism ‘discourages’ such activity, forcing vandals to leave their areas of activity.

I.2.5. Long term preventive and educational activities are a method for removing the causes of threat.

I.2.6. Only common, systematic and co-ordinated activities performed by city and state departments, various institutions and organisations as well as citizens, may lead to a significant improvement of the situation regarding City safety.

I.2.7. People’s confidence in the programme – the basic condition of its eventual success – will be, first of all, determined by the effectiveness of its implementation regarding the most simple activities, e.g. rapid reaction to calls, readiness to help, and a visible consistency in realising the set tasks.

I.2.8. The programme requires professional information infrastructure and mass media participation.

I.3 Organisational programme structure

I.3.1. Objectives:

- the participation of necessary institutions and organisations, as well as facilitating their contacts
- securing appropriate co-ordination of activities and disciplined task performance
- the flexibility of altering or adapting elements of the programme to changing circumstances

I.3.2. Co-ordination level (Appendix No. 1):

- The Programme Council: the city mayor, and others engaged in public services
- the city’s co-ordinating team: assigned local authority employees, chairman of the respective Commission of the City Council of Kraków, as well as invited representatives of the voivodship governor, the voivodship marshal, the chief voivodship constabulary and fire service, along with other institutions and organisations
- district co-ordination teams managed by people appointed by the individual district councils.

I.3.3. Organisation and Management (Appendix No.1)

- the city executive board – the person responsible for the programme
- a consultation team – a permanently set group of specialists selected from outside and within public services, delegated by the respective commissions of the city council of Kraków committed to monitoring and upgrading the programme
- a respective branch office within Kraków City Hall.

I.3.4. Realisation (Appendix No. 1):

- professional city and state rescue teams, guards and orderlies
- units belonging to Kraków city hall
- subsidiary district councils and executive boards
- professional units (individual Programme elements) including selected institutions and organisations; courts, insurance companies, public organisations (NGO’s), person and property security, detective agencies, and transport companies (e.g. taxis)
- local environments; parish communities, housing co-operatives and associations.

I.4 Objectives, tasks, programme structure, types of activities

I.4.1. The main objectives of the programme:

- to improve the situation, creating a sense of security among the citizens
- to create a city-wide system for monitoring, planning and co-ordinating activities regarding public security and order.

I.4.2. The main tasks of the programme:

- to undertake measures for deterring and combating crime aimed at limiting or eliminating the most serious threats
- creating, realising and upgrading preventive and educational action programmes to prevent such threats
- to guarantee public support and participation in the programme.

I.4.3. Programme configuration

- segment structure – 6 principle segments: deterring and combating crime, preventive and educational, communicative, orderly, crisis management, and promotional and informational
- segment construction: general programme and guiding programmes – ‘elementary’.

I.4.4. Types of action undertaken:

- identifying and permanent monitoring of all threats – at all levels of organisational structure
- temporary actions performed by qualified and legally authorised teams or persons
- temporary citizen actions: pointing-out and informing about threats and their removal by individuals or organised groups
- long term professional activities: programmed events requiring vocational training – public service staff and various types of specialists
- long term citizen activities: programmed events not requiring vocational training – parish communities, housing co-operatives and other fields
- combined actions – due to their time factor and manner of execution
- monitoring and upgrading the programme
- analysing its legal status, signalling necessary modifications.

I.5 Measures for deterring and combating crime

I.5.1. Objectives;

- effective counteraction against organised crime (drug market, gangs, other criminal groups), its abatement and dispersion
- counteraction, and efficient prosecution of perpetrators of serious and brutal crimes such as assault, battery, and burglaries
- limiting juvenile crime and hooligan excesses
- improving safety on public transport

I.5.2. Method:

a) General:

- resolute and consistent police and city guard action at various levels (city, local) with community support
- implementing guiding programmes
- creating and upgrading maps indicating threat areas

b) Detailed:

- systematic monitoring of threats in co-operation with district councils and local communities

- intensive city patrols (police, city guards, including selected person and property protection agencies)
- systematic action against specific criminal groups in well recorded city areas performed with the aid of the police including ‘emergency reaction teams’
- identification of ‘threat’ zones (criteria: type of threat, hazard intensification level, area significance to the city)
- successive expulsion of crime and social pathology from the city
- limiting aggressive group activity

I.5.3. Guiding programmes

- police programmes (e.g. ‘Dealer’) aimed against organised and common crime: drug market, car theft, pick-pocketing, assault gangs and groups also responsible for property theft; vandals and hooligans
- ‘Zero Tolerance’ – a programme progressively introduced throughout the whole city
- a special programme for the area surrounding the so-called ‘first ring-road’, including the Planty area, the main railway station and surrounding neighbourhood
- ‘Let’s Help Each Other’ hotline (anonymous information + reward)
- ‘Safe Commuting’ – guaranteeing security on public transport, and at bus and tramway stops
- improving safety within districts and housing estates, depending on the need (local programmes created and implemented on the basis of District Co-ordination Teams) e.g. ‘Neighbourhood Watch’
- a programme co-operating with security agencies and property protection firms, including detective agencies
- ‘Our Neighbourhood Guard’ tightening of co-operation between districts and residents of each quarter via quarterly visits to homes and handing out leaflets
- ‘Protect Young People’ – based on current experiences, programme activities aimed at limiting breach of public order, and the number of crimes committed by juveniles

I.5.4. Tasks:

- realisation of guiding programmes, monitoring and upgrading
- control and observation of the City via independent police patrols, joined patrols of police and city guards, including residents and selected security agencies and property protection firms
- simplifying procedures for collecting calls informing of crimes and potential threats, including anonymous hotlines i.e. ‘Let’s Help Each Other’, and a system of awarding schemes
- implementing procedures for immediate action
- analysis of threats and defining ‘threat zones’
- creating an on-line communication system for city transport
- identifying, and dispersing aggressive groups in the city
- introducing planned ‘clean-up’ schemes within threat zones and surveillance of criminal groups.

I.6 Prevention and Education

I.6.1 Objectives:

- preventing threat generation
- eliminating the causes of threat

I.6.2. Method:

a) General:

- prevention of social pathologies: drugs, alcoholism, etc.

- expanding the scope of activities to engage in during free time
- introducing educational programmes (general and professional) on topics about threat
- creating and realising guiding programmes
- identifying and monitoring threats via institutional and public forums

b) Detailed:

- observation and analysis of threats by schoolteachers
- corrective and educational activities at schools, and counselling centres
- offering a broader scope of activities to engage in during free time, e.g. by using recreational and sports facilities as well as the educational potential, including staff
- creating and supporting the activities of recreational and educational centres for children and young people
- professional programme for the counteraction of crimes committed by children and young people
- informative and educational activities on threats and how to avoid them addressed to adults (parents, teachers), children and young people
- community integration aimed at improving safety.

I.6.3. Guiding Programmes:

- 'New School', a new organisation of school education and modification of psychological and pedagogical counselling consisting of various sub-programmes
- 'Avoid Threats' – information, education, prevention (schools, extra curriculum educational centres, and other institutions)
- special activities addressed to children and young people from problem families, or living in increased risk zones, comprising the 'Programme for Counteracting Crime Among Young People'
- 'Friendly School', eliminating violence at school
- 'Family Parks', places of individual or organised family activities (recreation, sports, entertainment) situated locally and conducted with the participation of NGO's
- 'Blue Card' – preventing escalation of domestic violence
- expanding the network of community care, including counselling, and recreational and educational centres, e.g. 'Young Forest' – community centres for children and young people organising sports events, recreation, art workshops and educational aid, based upon the educational potential and facility
- 'We Co-operate' – a local co-operation programme between civil forces and school management
- creating care centres for members of problem families, victims of domestic violence and crime, in the form of a task force which will be modelled on the basis of a project known as the 'Kanton' Association
- 'City intervention telephone line' – opening telephone lines where it will be possible to call and deliver information anonymously to the police and city guards

I.6.4. Tasks:

- expansion and additional equipping of sports and recreational facilities
- creating and supporting multi-functional 'Family Parks' (parking locations including leisure centres, football pitches, and play centres for children)
- establishing recreational and educational centres, primarily within school facilities
- setting up an appropriate number of counselling day care centres
- developing, finalising and implementing guiding programmes
- developing a catalogue of school sanctions

I.7 Law and Order

I.7.1. Objectives:

- maintaining law and order in the city
- securing law abidance

I.7.2. Method:

a) General:

- maintaining public law and order
- controlling public activities conducted by various entities

b) Detailed:

- rapid identification and removal of damage, and defacement of public places such as parks and public transport stops
- controlling standards and activities of local businesses and services
- co-operation with security agencies and property protection firms

I.7.3. Guiding Programmes:

- 'Broken Glass Pane' – rapid removal of damage
- 'Clean City' – maintenance of order, clean streets, and a clean environment
- 'Clean Playgrounds and Sand Pits'
- 'Safe Catering Premises' – safety certificates for catering, entertainment facilities and hotels

I.7.4. Tasks:

- controlling cleanliness and maintenance of order by landlords and property management in Kraków
- elimination of illegal dumping, inappropriate collection and removal of solid waste
- enforcing removal of written off vehicles
- preventative measures towards the inappropriate behaviour of animal owners
- controlling permits and sanitary conditions at commercial premises
- controlling abidance to laws governing sales of alcoholic beverages and cigarettes to juveniles (there may be possible changes in local laws)
- controlling safety in and around catering facilities, entertainment centres and hotels
- removing the results of hooliganism and vandalism
- supervising mass events
- The Kraków Certificate – 'Safe Kraków' – for security agencies, property protection firms and detective agencies

I.8 Transportation

I.8.1. Objectives:

- improving pedestrian safety
- improving traffic safety

I.8.2. Method:

a) General:

- strengthening supervision of city streets
- permanent threat analysis
- application of measures reducing threat

b) Detailed:

- intensification of police and city guard patrols
- modification of junctions and transportation corridors
- installation and utilisation of traffic monitoring systems, and directing of traffic by police
- installation of traffic lights, road and street lighting, crash barriers separating traffic lanes, speed indicators, speed bumps

- education at schools and kindergartens
- intensive action against inebriated drivers and pedestrians
- organising special day events, i.e. 'Safe Weekend', 'Bicycle Licence', and 'Road Safety Competition'

I.8.3. Guiding programmes:

- 'Safe Junctions and Streets' – a map presenting traffic light lay-out, street lighting, warning signs, crash barriers separating traffic lanes, road bumps and improving junctions and transportation corridors
- 'Safe Way to School' – patrols, technical security systems, educating and informing pupils, young people, parents and teaching staff
- promoting sobriety on streets and roads, e.g. 'I'm Sober When Driving' and 'Sobriety Week'
- actions, such as 'Safe Holidays', 'Radar', 'Safe weekend', 'Safe Summer', 'Safe Week for Pedestrians', 'Co-Existence'.

I.8.4. Tasks:

- realisation of guiding programmes
- on-line monitoring of the situation on Kraków streets and roads, upgrading transportation 'hazard zone' maps
- co-operation with local communities, taxi drivers and insurance companies.

I.9 Crisis Management

I.9.1. Objectives:

- improving reactions to natural calamities (floods, fires, toxic pollution, building catastrophes)

I.9.2. Method:

a) General:

- prevention
- limiting hazard range
- eliminating impacts

b) Detailed:

- flood and fire fighting preventive systems, etc.
- limiting natural calamity impact by managing actions performed by teams responsible for rescue operation, managing and conducting evacuation from hazard areas
- removing natural calamity impact by organising aid to the victims of such disasters.

I.9.3 Guiding Programme: None

I.9.4 Tasks:

- developing and upgrading flood protection schemes
- consultation programmes regarding the preparation of resources and execution of action for conducting flood protection schemes, prepared by units appointed for securing the area against floods and counteracting their impact
- controlling the execution of above mentioned plans and readiness of above mentioned units
- consulting and agreeing on-line action protecting Kraków against flood impact
- co-operation with local authority and government administration, as well as scientific research centres aimed at improving the City Flood Warning and Reaction System
- initiating investment programmes at city and regional level, aimed at improving technical systems protecting Kraków against floods
- the 'local plan for limiting flood impact and flood developing prevention scheme'
- assessing forecasting, risk levels and diagnosing hazard development

- announcing emergency situations and rising flood alerts
- supervising activities performed by units participating in rescue activities
- management and implementing civil evacuation from threatened areas
- organising aid to flood victims
- calling off emergencies and flood alerts
- removing flood impacts and restoring victims' situation to normality
- analysis and assessment of flood rescue action, including listing of flood damage
- reconstruction of damage and formulating repair programmes
- developing procedure programmes in case of natural calamities, such as fires, flood, construction catastrophes and toxic pollution
- training appropriate units within companies and firms
- providing substitute accommodation for disaster victims
- securing victims with food and water
- evacuation training programmes

I.10 Promotion and Information

I.10.1. Objectives:

- attaining acceptance and public support for implemented actions
- creating an effective system of communication between the individual executive bodies of the programme and the inhabitants
- finding institutions and individuals able to implement the programme.

I.10.2. Method:

a) General:

- creating projects promoting and disseminating information about the programme
- creating an effective information flow system
- exchanging ideas with other towns and cities in the country as well as abroad
- maintaining contacts with domestic and international institutions and organisations responsible for operating within the area of city safety
- creating an institution 'Programme Sponsor'

b) Detailed:

- permanent monitoring of public programme approval, at city and local level
- adapting to needs and possibilities disseminating information regarding the programme
- propagating the programme and winning advocates
- attaining resources other than from the budget for the programme
- introducing into the district competition possibilities for obtaining resources for the 'Local Safety Improvement Programme'

I.10.3. Guiding programmes presently being developed

I.10.4. Tasks:

- activities in compliance with point 2.

I. GUIDING PROGRAMMES DETAILS

II.1. Guiding programmes for deterring and combating crime

II.1.1

Let's Help Each Other

The main objective of the programme is to increase awareness of information about crime and their perpetrators as gathered by the police. This goal is to be achieved by a telephone line which will enable the inhabitants of Kraków to pass on information about crimes anonymously without the threat of retribution. A system of financial rewards for useful information will be another way to stimulate the city's inhabitants to co-operate with the police within the programme. A computer system for gathering information, created for the programme's needs, will enable the police to work on the collected information, verify it and finally, to combat crime more effectively.

II.1.2

Neighbourhood Watch

The guiding programme, coordinated by the city guard in co-operation with district councils, is addressed to all residents of Kraków and aims at reducing crime and disorder by encouraging local communities to be involved. The objective is to be achieved via the following tasks:

- encouraging neighbours to get to know their local community further, thus building a climate of co-operation and trust as well as improving the flow of information about occurring events
- organizing mutual neighbourhood aid through awareness as what is happening in a neighbour's flat, housing estate or street
- informing the police or city guard immediately about noticed punishable offences
- actions coordinating block and housing estate leaders and taking remedial measures together with the police and city guard
- marking valuable objects conducted by the city guard in residential flats.

II.1.3

Zero Tolerance

The objective of the programme is to limit the number of committed punishable offences by means of deterrent. A lack of judicial and criminal proceedings following recognised offences causes perpetrators to act with impunity, and consequently, the number of committed crimes rises. The main principle of the programme is to undertake deterring action against all perpetrators of acts against the law, even if those acts are not necessarily of a serious nature. It is assumed that the pilot programme realized in the areas of some police stations chosen after the analysis of threat maps, mainly in the surroundings of the main railway station and so-called 'first ring-road', together with the Planty, would be implemented in the whole city.

II.1.4

Dealer

The main goal of the programme is to counteract the issue of drugs and trafficking at schools. Fulfilling the programme will involve police action aimed at:

- eliminating drug dealers
- identifying threats in schools
- preventing dealers from distributing small dosages as an incentive among school children as yet unaffected or influenced by drugs

- counteraction against recruiting pupils as potential drug dealers.

II.1.5

Our Neighbourhood Guard

The programme aims at tightening co-operation between district guards and residents of specific quarters by establishing personal contact, handing out the intervention telephone number of a given police station, and a business card with a policeman's cellular phone number.

II.1.6

Protect Young People

Based on current experience and the conclusions drawn from positive and negative results of the 'Teenager' scheme, it is regarded necessary to quickly implement a specific programme that will limit breach of public order, and the number of crimes committed by juveniles, subject to the binding law. The programme will mainly consist of introducing an obligation to teenagers to have on their person an identity card during night hours, and checking IDs of young people staying outside their homes during night hours without proper care, accompanying them home, instructing parents and informing schools about the occurrence. The programme reflects district councils' postulates according to their resolutions adopted on the issue.

II.2 Guiding programmes within prevention and education segment

II.2.1

New School

The programme will be finally developed by the end of August 2000 in the context of implementing educational system reform. The reason for the programme development is the change in rules of the functioning of pedagogical and psychological counselling within schools and the role of the headmaster and form tutor.

II.2.2

We Co-operate

The main objective of the programme is to activate contacts, on a local level, between schools, public service representatives and parents in order to protect young people against negative behaviour of outsiders.

The programme assumes organising regular working meetings of:

- representatives of some (2-4) neighbouring schools (headmaster, school educator, form tutors)
- city guard representatives (district guard, prevention specialist, district chief)
- police officers (neighbourhood guard, specialist on juvenile delinquency from a local police station).

The goal of each meeting is to exchange information on local threats and immediate development of specific schedules for action by all parties engaged in the programme.

The pilot programme has been implemented in the Krowodrza district and is planned to be put into practice in all the other districts of Kraków.

II.2.3

Young Forest

It is planned to expand the offer of extra curricular activities addressed to young people according to the principle of preventative measures priority. The programme consists of two elements:

- the creation of Recreational and Educational Centres (RECs) operating at schools, clubs and associations, using their sports facilities; they are to become recreational and educational centres of individual districts. Organisers of RECs, appointed also via grant competitions, will be NGOs, schools and other educational institutions. They will be obliged to secure professional pedagogical staff, sports activities and coordination of mutual aid actions. RECs should operate between 3 and 7 p.m., and the number of participants should not less than 100.
- an offer addressed to children and young people from so-called risk areas (dysfunctional and problem families, school problems, psychosomatic distractions, participation in illegal actions). It is planned to increase the number of centres run by NGOs which will have a nature of community centres like 'U Siemachy'. Such centres should receive subsidies from local administration within the resources allocated to the programme realisation, as they may efficiently implement preventive programmes regarding addiction, health promotion, mutual aid action, and a wide range of psychological counselling (coping with stress at home and school, assertiveness). The centres will also organise sports activities, interest groups and nutrition actions. Preventive and educational programmes that support young people from risk areas should be completed with permanent contact between carers and tutors, and school and family.

An additional element of the activity carried out within the *Young Forest* programme will be organising summer vacations, especially for children and young people from risk areas, enriched with educational content.

II.2.4

Integration sports events – co-operation with districts

This guiding programme aims at activating local communities and engaging them in programme fulfilment. Teams formed in districts will present proposals of integrated sports events addressed at young people. The inevitable part of the programme realisation will be appointing local leaders and encouraging activity towards eliminating anonymity. The examples of such events may be various types of competitions organised in districts such as *Go Cycling* and *Return to Tourism*.

II.2.5

Family Parks

Realisation of this programme includes the creation of four sports and recreational complexes called 'Family Parks' between 2000 and 2003. As well the provision of a sports hall and skating rink, the complex will also be used as a sports field, multifunctional sports fields (basketball, tennis, football), children's playground, climbing platform, and a wall for young people. The parks' operation is to serve, first of all, development of sport skills of children via supplementing the sports base of schools and physical culture associations. The other goal is to integrate families by the creation of conditions for enjoying free time together. An additional advantage of the specified complexes is a possibility to use them as a place for mass meetings and events organised in districts.

II.2.6

Blue Card

The programme aims at preventing escalation of domestic violence. It introduces a new procedure for initiating police intervention actions against occurrences of domestic violence at the place of residence. The main programme assumption is to constantly develop rules for co-operation between the police and other bodies providing aid to victims of domestic violence.

The programme fulfilment includes:

- the introduction of a uniform and very detailed way of documenting such events – the ***Blue Card***
- gathering data in the presence of a perpetrator as to what influences his psyche, and facilitate limitation of aggressive behaviour and increase legal liability awareness regarding such offences
- providing victims with full written information about their rights and places where specialist aid is offered
- operation of Domestic Violence Victims Emergency Service
- free information telephone line for victims – ***Blue Line***.

II.2.7

Employment Exchange

The scheme objective is to reduce the unemployment rate in the city of Kraków via enabling the greatest possible number of people to take up employment. The programme realisation will consist of:

- providing employers with access to a database including professional profiles of people looking for a job (excluding personal data)
- counselling - employment services
- instant updating of job offers based on information returned from employers
- searching for job offers by unit employees, independent of offers passed by Local Labour Offices and employers
- using an internet job offer database.

II.2.8

Care Centre for Victims of Crime and Social Pathology

The task of a care centre for victims of crime and social pathology is to:

- deliver a wide range of legal and basic psychological aid to victims of crime and social pathology, and especially, enforce provisions of the Victims' Rights Charter on adequate institutions
- Ensure criminal proceedings are conducted according to the law, especially considering victims' interest
- in justified cases, act as a public representative in legal proceedings
- provide legal advice regarding civil claims, particularly in relation to compensation for incurred damage and settlement for suffered moral harm
- provide legal advice regarding labour law, insurance, and administration to those who have suffered from crime and offences connected with social pathology
- provide psychological aid to victims and their families
- conduct training and counselling regarding the identification of potential threats and efficient ways of avoiding them,
- reduce the so-called 'derivative victimizing effect'.

Additionally the centre should:

- support actions, including legislative ones, aiming at increasing efficiency in combating crime,

- undertake preventive action designed to prevent crime as well as making individual citizens avoid threats resulting from various forms and symptoms of crime
- gather and analyse information on crime and social pathology phenomena delivered by victims and family members
- disseminate ideas compliant with centre objectives via organising varied meetings, exhibitions, concerts, lectures and seminars
- realise centre objectives via other forms of influencing people such as advertising campaigns or press conferences
- co-operate with scholar communities conducting research and other activities corresponding to centre objectives.

A centre will cooperate and support the police and the judicial system with regard to performing their actions aiming at efficient crime prevention and combating crime and social pathology. It will also cooperate with psychological and educational institutions, and undertake common action whenever it is possible.

A centre is intended for the victims of crimes and the functioning of pathological mechanisms. Its activities are mainly addressed at those who are not able, for various reasons, to ensure themselves proper legal and psychological care.

The centre's operations should be based on resources received from local administration, government, local authorities and supplemented with financial means gained from private donors and foundations.

II.2.9

Programme for Prevention of Crime among Young People

Objectives and tasks are specified in Enclosure No. 4.

II.2.10

City intervention telephone helpline

It is considered necessary to open, independently from a police telephone line, a telephone helpline within the City Hall to enable inhabitants to anonymously deliver information updates on places requiring special patrolling by the police and city guard, along with widely understood security issues and to combat corruption in the municipality administration structures.

II.2.11

Safe Commuting

The programme objective is to improve safety for the city's public transport passengers. The goal will be achieved via providing vehicle drivers with communication equipment that will allow them to immediately inform adequate services about current threats.

II.2.12

Avoid Threats

The programme aims to teach children and young people the skills of avoiding situations that may lead to becoming victims themselves via learning the correct and safe behaviour. The programme is realised in two steps:

- training courses, conducted at a local Psychological and Pedagogical Centre, for teachers and parents regarding ways of avoiding threats through information about the mechanisms of becoming a victim, and also methods of passing the knowledge to children and young people
- passing the specified knowledge to children and young people and teaching them the skill of saying 'no', limited trust to strangers etc.

II.2.13

Friendly School

The programme goal is to eliminate violence at schools via:

- encouraging a flow of information as regards violent occurrences on teachers by students and strengthening mutual trust
- limiting access to schools from outsiders
- preventive action – using experience acquired during the realisation of the ‘We cooperate’ programme as material for discussion at tutorial lessons (information about local threats combined with general data on legal and criminal threats)
- preparing a lecture in participation with the city guard and police.

II.3 Guiding programmes within law and order segment

II.3.1

Broken Glass Pane

The programme is based on the empirically confirmed theory that more punishable offences occur in places where there are disused and damaged buildings, houses walls painted or sprayed with graffiti, damaged cars and street lighting, and in places where criminals feel more confident rather than in neat and tidy areas, or where is a rapid reaction to damage or contamination.

Counteraction against such negative phenomena consists in rapidly reacting to any signs of disorder, even minor, petty offences, by paying attention to every symptom of negative behaviour and its subsequent consequences.

To realise the ***Broken Glass Pane*** programme in Kraków means rapid reaction, i.e. the passing of information by city guards, police officers and residents to the Municipal Infrastructure and Environment Protection Department of the Municipality of Kraków, Municipal Infrastructure Services (ZGK), Municipal Roads Management (MZD) or Municipal Transport Enterprise (MPK), which will immediately remove damage, rubbish or tidy an area or equipment.

II.3.2

Clean City

The programme aims at making Kraków look the most well-kept of European cities. It is a priority to improve the appearance of the city centre itself as this constitutes the city’s showcase. Objectives will be realised via the everyday control of streets, squares, and public as well as private estates, conducted by city guards (morning patrols). In the case of any untidiness, disorder or irregularities, the city guards will find those persons and institutions responsible for maintaining the city’s proper state, and obliging them to engage in immediate action. If there is a delay, or shortcomings occur again, the city guards can punish those responsible.

The Municipal Infrastructure and Environment Protection Department of the Municipality of Kraków (ZGK I & II), MZD and MPK ensure that streets, public transport stops, roads and tramway tracks are maintained in order and in turn comply with European aesthetics requirements.

The Kraków city guard will hold a competition for the property that has shown ‘year long tidiness and order maintenance’, ending with the awarding of a few laureates and prizes, and a winner of the ***Landlord of the Year*** title.

II.3.3

Clean Playgrounds and Sand Pits

The programme objective is to improve the cleanliness of playgrounds and sand pits, which raises many reservations. According to the programme, city guards will list and describe all playgrounds and sand pits, and identify their owners and administrators. The next step will be to oblige owners and administrators to take better care of these places and present a proposal of legal regulations of the issue developed by the city guards.

II.3.4

Safe Catering Premises

The programme goal is to improve the safety of catering premises, entertainment facilities and hotels. The main task is to eliminate such premises where drugs are distributed and alcoholic beverages are sold to juveniles. The goal will be achieved by means of a two-degree system of ***Safe Kraków*** certificates that will be granted according to set criteria for a limited period of time, after which verification will take place.

II.4 Guiding programmes within transportation segment

II.4.1

The Safe Way to School

The programme aims at increasing safety of children and young people in the vicinity of schools. The programme will be realised in two ways:

- 1) on the basis of road accidents analysis, talks with headmasters and observations, there have been some schools and institutions chosen in the vicinity where the greatest threat to child safety and young people occurs. Police representatives of the Chief City Constabulary and officers of the city guard will take on duties there and their tasks will be to:
 - guarantee the safety of children in the vicinity of schools,
 - assist children in crossing a street at specified pedestrian crossings, along with practical training of proper pedestrian behaviour
 - react to offences committed by drivers
 - obtain temporary control of vehicles and drivers taking children to school
 - establish contact with school management in order to identify lesson timetables of the youngest pupils and conducting meetings about road safety
 - controlling accuracy of the road sign system and technical condition of roads.
- 2) The Municipal Infrastructure and Environment Protection Department as an administrator of traffic on public roads will deal with the following issues:
 - establishing pedestrian crossings required in the vicinity of schools
 - marking such crossings and streets in the vicinity of schools
 - installing security equipment
 - choosing places to install traffic signals at pedestrian crossings in the vicinity of schools.

II.4.2

Safe Winter Holidays

The programme objective is to facilitate a quiet and safe winter school break. The aims will be reached via the following tasks:

- 1) preventative and informative:
 - organising and conducting meetings, talks with children at winter camps etc.,

- preparing and drawing up leaflets addressed to children and young people and drivers taking young people on their winter holidays in order to draw their attention to traffic safety issues
- organizing quizzes and radio and television contests promoting safe behaviour in the street
- 2) control and repressive:
 - breathalysing drivers taking organised groups of children and young people within the city of Kraków
 - controlling the mechanical condition and legally required equipment of buses and lorries, including tachograph equipment recording speed, time of driving and rest periods, vehicle lights and documents authorising the use of vehicles.

II.4.3

Safe Week for Pedestrians

The programme aims at guaranteeing the safety of pedestrians in streets and promoting safe traffic. The action planned will be conducted over one of the weeks chosen on the basis of safety level analysis. There will be special patrols in the chosen places and their tasks will be to:

- guarantee the safety of pedestrians in the most dangerous areas
- assist in the crossing of streets at specified pedestrian crossings and teaching the correct behaviour when using a street
- reacting to offences committed by drivers and pedestrians
- promoting rules of safe traffic behaviour by the handing out of leaflets.

II.4.4

Safe Summer

The programme objective is to guarantee safe summer holidays for children and young people. The aim will be realised via the following tasks:

- 1) informative and educational:
 - A 'Summer Traffic School' in Jordan's Park where the principles of safe traffic behaviour will be promoted among children and young people, along with examinations being held to obtain a cycling licence. There will also be the possibility to improve riding skills while taking part in a cycling steeplechase
 - contests held by radio stations regarding traffic safety, and short broadcasts referring to the safe movement around streets, temporary difficulties, traffic jams and diversions
 - meetings with holiday camp participants regarding traffic safety
 - a series of galas for whole families where children will have the possibility to obtain a cycling licence, and participate in contests with prizes;
- 2) control and repressive:
 - undertaking actions leading to the elimination of intoxicated traffic participants and control of vehicle speeds in the city,
 - guaranteeing the 24-hour possibility of checking a bus's mechanical condition and required driver qualifications after reporting it by holiday organisers.

II.4.5

Radar

The programme aims at reducing the number of road accidents caused mainly by excessive speeds and violation of the right of way law at junctions. In connection with the above, the Traffic Department of the Chief City Constabulary will conduct intensive actions in order to punish drivers committing such offences.

1. The actions will be undertaken on main communication routes taking into account the streets and junctions appointed by Analysis Unit.
2. Streets with two lanes for each direction will take priority.

II.4.6

Safe weekend

The programme objective is to improve safety conditions among drivers and pedestrians while returning home from a weekend away. The aim will be realised via:

- 1) supervising abidance to traffic regulations on the main communication routes of Kraków, particularly regarding:
 - overtaking where it is prohibited
 - taking children in cars (car seats)
 - taking children in buses (marking and accessories)
 - exceeding allowed speed limits
 - a vehicle's mechanical condition
 - driving without safety belts fastened
 - no vehicles in excess of 12 tons
 - eliminating intoxicated drivers
- 2) maintaining the traffic flow and order on the city transportation corridors and at supervised junctions
- 3) special supervision of streets and junctions where repairs are held
- 4) efficient liquidation of traffic accident impacts
- 5) securing maximum resources for performing duties, in particular the use of ecological police cars, motors, video-radars, and speed measuring equipment.

II.4.7

Co-existence

The programme aims at guaranteeing the safety of pedestrians using roads and promoting traffic safety. Action will be undertaken on those days chosen on the basis of safety level analysis as regards the main communication routes and places where the greatest volume of pedestrians occurs. These chosen places will be patrolled in order to:

- guarantee the safety of pedestrians in the areas most at risk from traffic accidents
- assist people in crossing a street on appointed pedestrian crossings and offering advice on correct traffic behaviour
- react to offences committed by drivers and pedestrians
- promote principles of safe traffic behaviour by the handing out leaflets.

II.4.8

Measurement

The programme aims at eliminating intoxicated drivers from traffic via:

- controlled actions conducted on a one day in three shift system, with the concentration of forces between 3 p.m. and 11 p.m.
- taking into account detailed analysis of threats caused by intoxicated drivers while deploying forces (e.g. analysis 'Intoxicated accident perpetrators', 'Revealed intoxicated drivers' developed in 1998)
- controlling almost all drivers on a chosen road in the action course
- promoting these actions within local mass media.

II.4.9

Sobriety and Sobriety Week

The objective of the programmes is to limit the number of intoxicated drivers via conducting extensive controls leading to revealing and eliminating intoxicated traffic participants. In this course of action the greatest possible number of drivers should be controlled. The control of drivers' sobriety will be conducted with the use of the maximum number of electronic devices for breath testing, and pipe instruments as a first selection of sobriety level. Patrols will monitor people, driving licences, car registration documents and forwarding documents as well as the mechanical condition of vehicles and their accessories.

II.4.10

Safe junctions and streets

The programme includes tasks aiming at the improvement of safety in such places of the city communication system where a significant threat to traffic safety has been stated. The tasks are specified on the basis of reports and traffic safety analyses developed in the Municipal Infrastructure and Environment Protection Department of the Municipality of Kraków, and materials of the Traffic Department of the Chief City Constabulary. There has been a principle accepted that the programme will be realised in places where threats to traffic safety are repeated and observed over a long time span, and the possibilities of eliminating these threats with simple methods have been exhausted. The programme is upgraded every year.