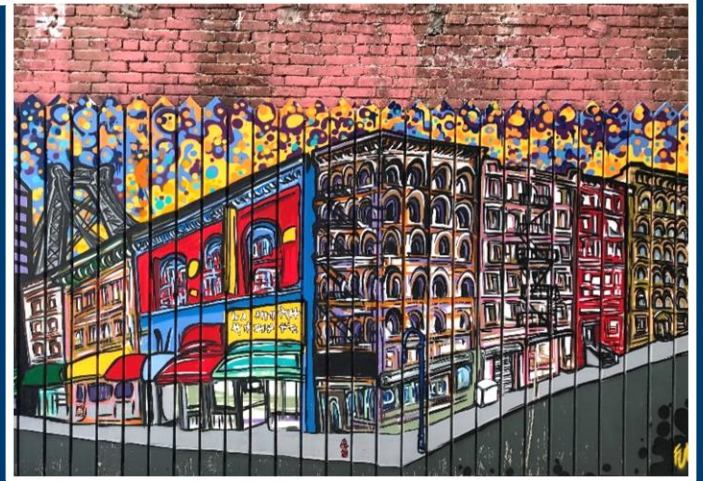




# KRAKÓW

# INTERCULTURAL CITIES INDEX ANALYSIS 2024



Diversity, Equality, Interaction

## BUILDING BRIDGES, BREAKING WALLS



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KRAKÓW  
INTERCULTURAL CITIES INDEX ANALYSIS

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## INTRODUCTION

Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view.

In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

While this report is being written (April 2024) 144 cities embraced the ICC programme and approach, and 101 (including Kraków) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 29 cities (including Kraków) have more than 500 000 inhabitants and 19 (including Kraków) have 15-20% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Kraków, Poland, in 2024, and provides related intercultural policy conclusions and recommendations.

## INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

## METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general Intercultural Cities Index).

These indicators comprise the following (including the two new indicators in bold):

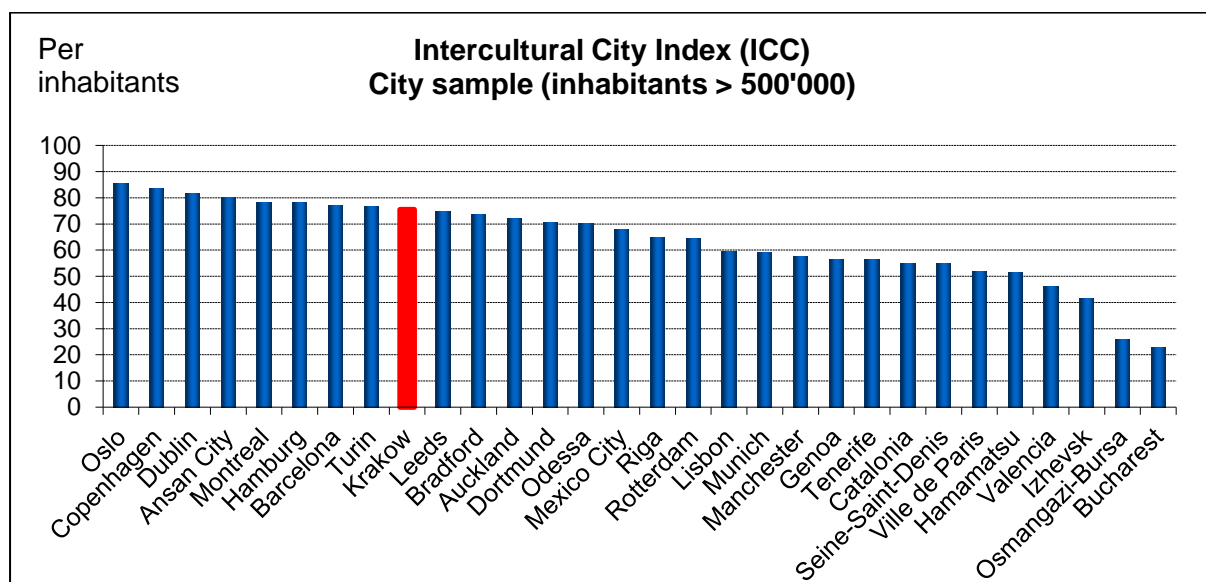
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
<b>11. Participation</b>	
<b>12. Interaction</b>	

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended **only as a tool for benchmarking/benchlearning**, to motivate cities to learn from good practice.

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (below 100 000 inhabitants; between 100 000 and 200 000; between 200 000 and 500 000; and above 500 000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

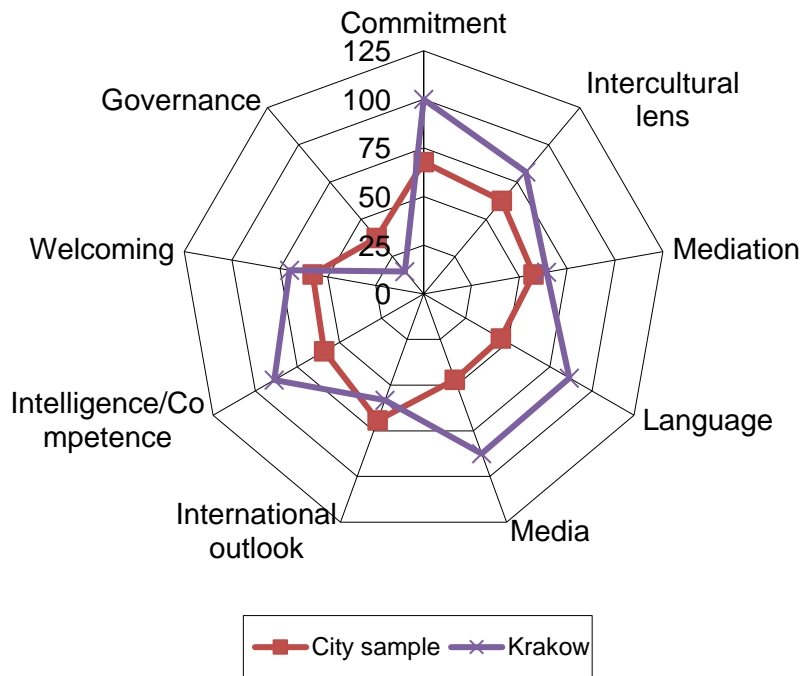
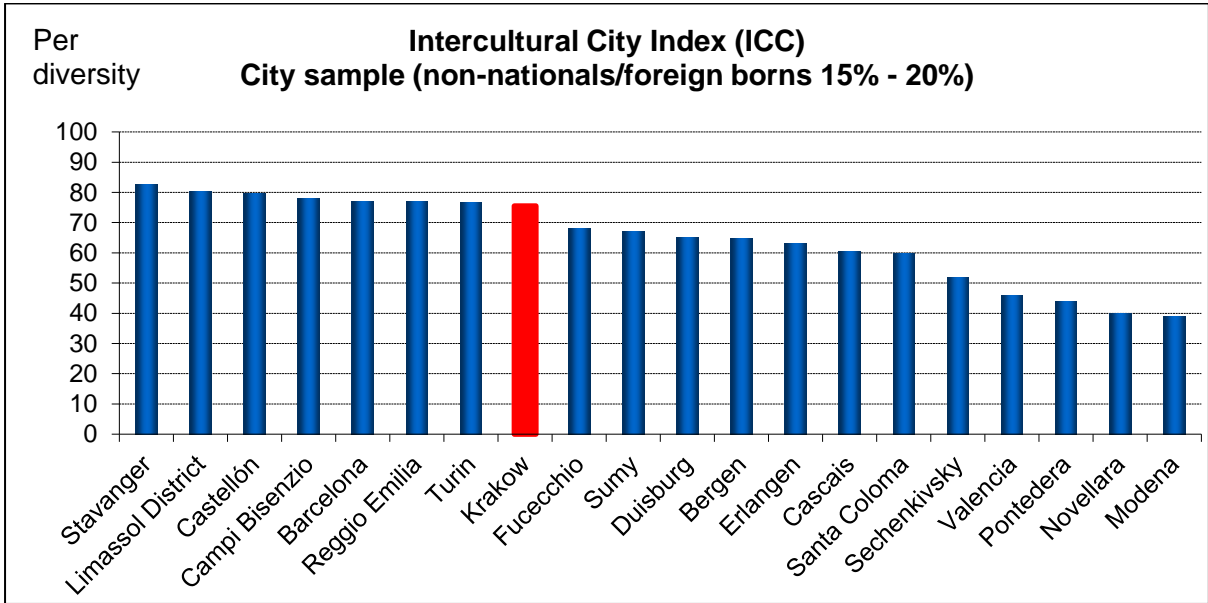
So far, 48 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Kraków. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

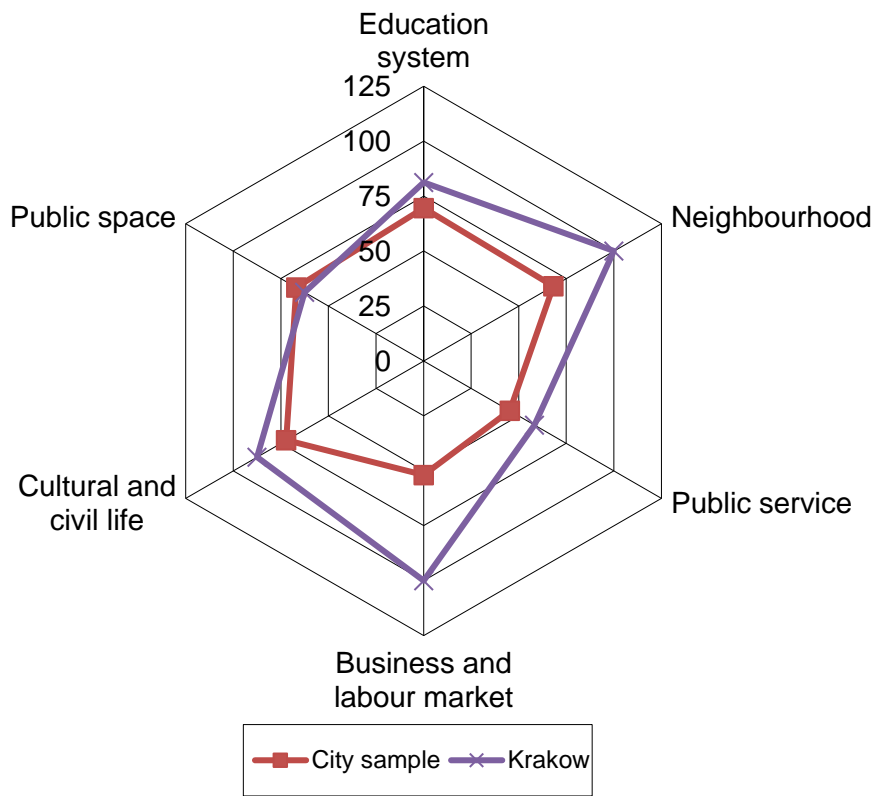
According to the overall Intercultural Cities Index results, Kraków has an aggregate Intercultural Cities Index result of 76 (out of 100 possible points). The details of this result will be explained below.<sup>1</sup>

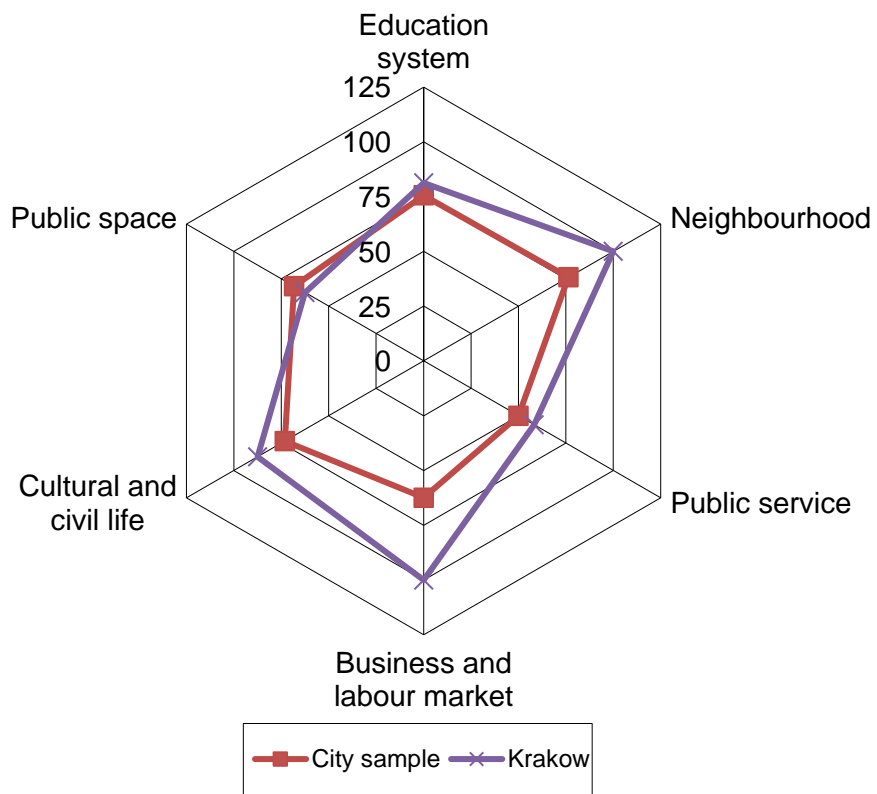
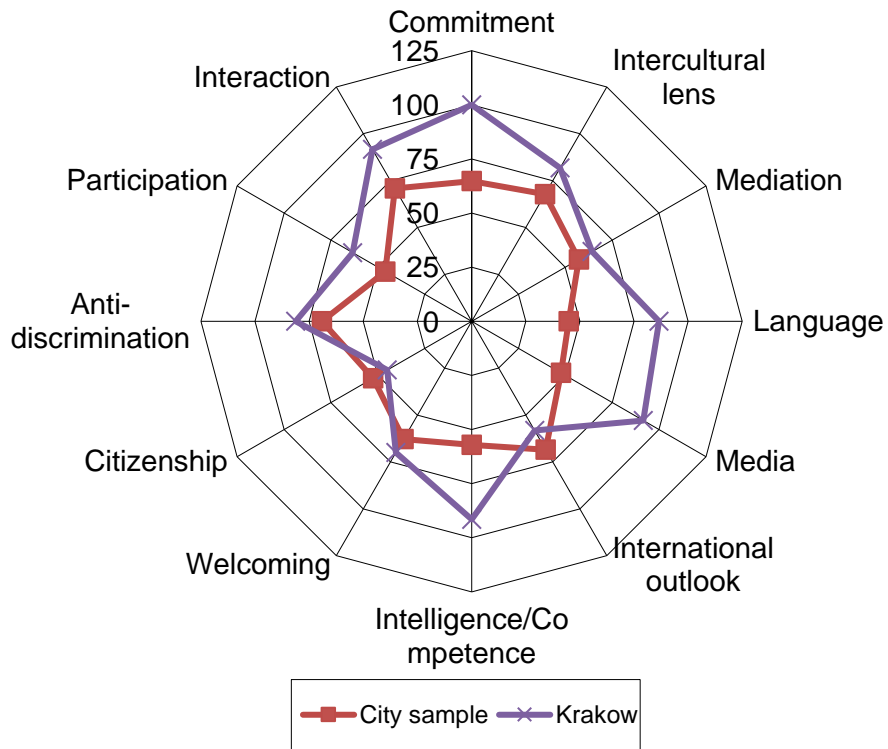


<sup>1</sup> The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global achievement rate.

In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.









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## KRAKÓW: AN OVERVIEW

Kraków is the second largest city in Poland. It has a thousand-year-old history and was a former seat of Polish kings and capital of Poland. Today Kraków is an important European metropolis. As of December 2022, the population of Kraków was 803 282.

Kraków is in the southern part of Poland, on the Vistula River. Administratively the city is split into 18 districts or units.

Kraków's Old Town is a unique treasury of works of art, historical monuments and historic buildings, representing almost all architectural styles, from the Middle Ages to the present day. For hundreds of years, the main Market Square has remained the heart of the city. It is the largest town square of medieval Europe, preserved unchanged since 1257 and it was included in the first list of UNESCO World Heritage Sites in 1978. The Cloth Hall – the medieval market hall located in the middle of the Market Square – is one of the most well-known monuments in Poland. Kazimierz district in the Old Town is an example of centuries-long coexistence of Christian and Jewish culture and is filled with Jewish monuments of global importance.

The migrant population of Kraków amounted to approximately 10% at the end of 2021. In recent years, the city has seen the emergence of many new communities, with the largest increase in numbers being from Ukraine, Belarus, and from India.<sup>2</sup>

The Russian Federation's full-scale aggression against Ukraine significantly impacted the number of non-national residents living in Kraków. After the start of the war on 24 February 2022, approximately 80 000-100 000 Ukrainian residents came to Kraków in the first fourteen days. Data show that the population of Kraków grew by 19% during the first two months after the outbreak of the war and the Kraków Metropolitan Area housed almost 230 000 refugees.

It is difficult to determine the exact number of non-national residents in Kraków today due to the dynamic nature of the movement of Ukrainian nationals. Data also does not include the high number of children, elderly and unemployed women from Ukraine who are not entered into registers of foreign nationals. Kraków City Office estimates that non-national residents now constitute around 15% of the city's residents.

Poland recognises nine national (Armenian; Belarusian; Czech; German; Jewish; Lithuanian; Russian; Slovak; Ukrainian;) and four ethnic (Karaite; Lemko; Romani; Tatar) minorities. Kashub is also recognised as a regional language. The national minority groups most present in the city (from highest to lowest) are: Ukrainian, Belarusian, German, Jewish, Russian, Czech, Armenian, Slovak and Lithuanian.

Kraków is a city which devotes particular importance to higher education, with 23 institutions and the second oldest institution of higher education in Central Europe – the Jagiellonian University. Approximately 160 000 students contribute to making Kraków's life diverse and dynamic.

The city is also home to over 200 international corporations employing almost 80 000 staff in the IT, services, research and development, business analytics and finance sectors.

As of 2020, GDP for Kraków was 99 946 Polish Zlotych (PLN) per resident (around 23 350 Euros (EUR)), according to [data](#) from the Local Data Bank of Statistics in Poland.

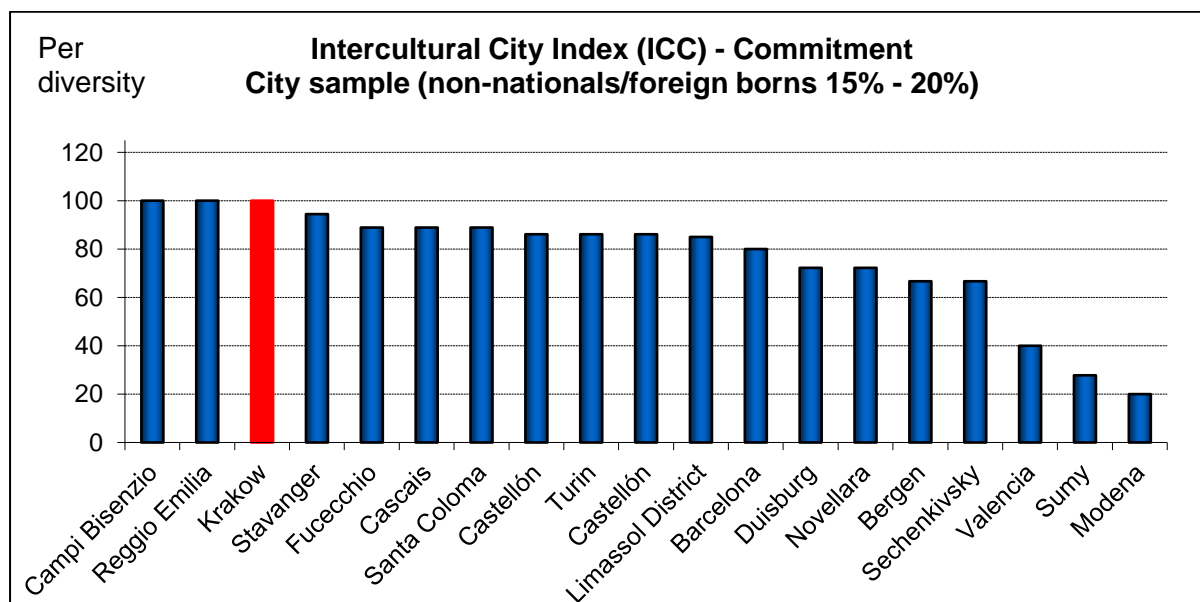
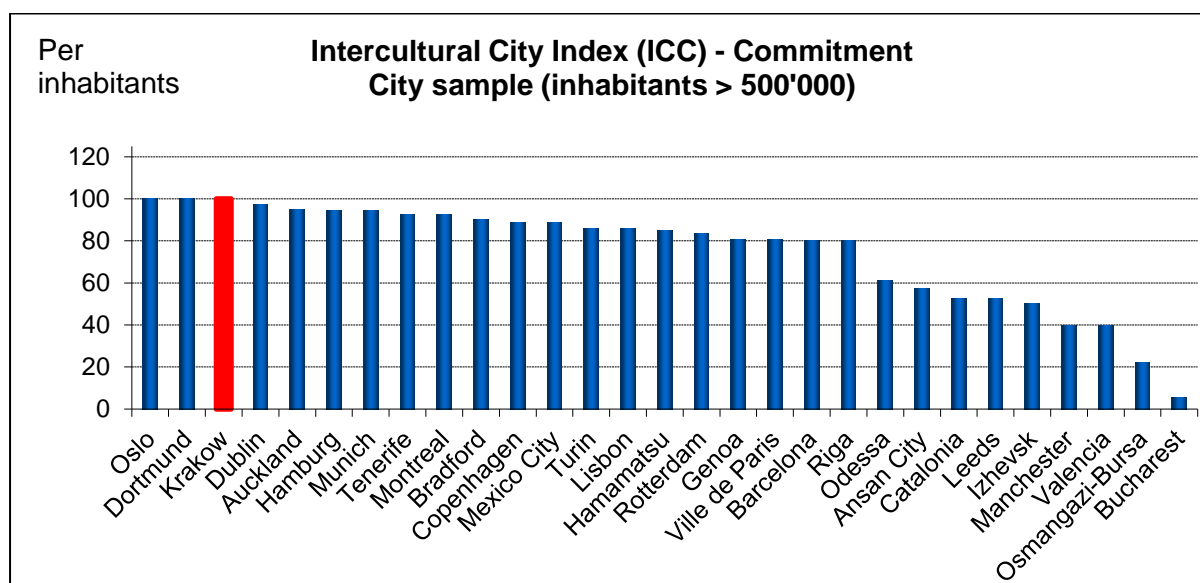
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<sup>2</sup> Konrad Pędziwiatr, Marcin Stonawski, Jan Brzozowski, Sylwia Szkołut, Economic and forced immigrants in Krakow in 2023, (2024): <https://owim.uek.krakow.pl/index.php/en/publications/>

## COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Kraków achieved a rate of 100, which is considerably higher than the city sample's achievement rate of 68 and reflects its long-standing commitment to promote solidarity and a sense of community in the city and to engage residents in decision-making.



Kraków has publicly shown its commitment as an intercultural city through the adoption of its “Open Kraków” programme in 2016, which aims to ensure a high quality of life for all the inhabitants of Kraków; to strengthen the solidarity and sense of community of the City; to improve residents’ active participation in decision-making and in addressing current community issues and challenges; and to promote the development of Kraków. The programme

is regularly discussed in the local press and has a dedicated [website](#), [Facebook](#) page, as well as [Instagram](#) and [YouTube](#) accounts.

The Open Kraków programme serves as an intercultural strategy and action plan. It is coordinated by the Section for Multiculturalism, Social Projects and Equality Policy at the Department of Social Policy and Health in the Kraków City Office. Funds for the Open Kraków programme are allocated in the municipality budget and approved annually by the Council of the City of Kraków. In 2022, expenditure on the programme was PLN 1 352 080 (around EUR 315 000) on activities, subsidies and small grants. The programme was implemented jointly with partners including 80 NGOs.

The city systematically engages in co-design involving people with diverse backgrounds in policy formulation. One example is the Equal Treatment Council whose objective is to cooperate with the Kraków City Office, municipal organisational departments, cultural and education institutions, higher-education institutions, non-governmental organisations, and other institutions and services operating in the Municipality of Kraków to further equal treatment and fight discrimination at the local level.

The intercultural strategy and action plan are often updated. For example, the Department of Social Policy and Health and the Jewish Chulent Association prepared recommendations to update the city's policy on the integration of non-national residents and representatives of national and ethnic minorities in Kraków. This was done through consultations with residents, representatives of minorities, migrants, NGOs and expatriates, etc.

The Council of the City of Kraków fully supports actions and initiatives aimed at promoting cultural, ethnic and religious diversity as well as the integration of the residents of Kraków and non-national communities. In 2018, the council created the title of the "Kraków Ambassador of Multiculturalism" granted to persons or entities acting to further intercultural dialogue in Kraków. Twelve people/organisations have been awarded this title since 2019, which is presented by the mayor. There is also a category "Non-governmental organisation, institution, company, informal group" selected by the Kraków City Office.

### Suggestions

Kraków has more than demonstrated its commitment as an intercultural city with a full score in this section. However, it is always useful to learn from the experience of other cities.

Given Kraków's focus on values with actions such as the "Kraków for equality - Towards a Human Rights City" Declaration and its Diversity Charter, Kraków may wish to consider the experience of [Bilbao](#) in Spain and its City of Values project.

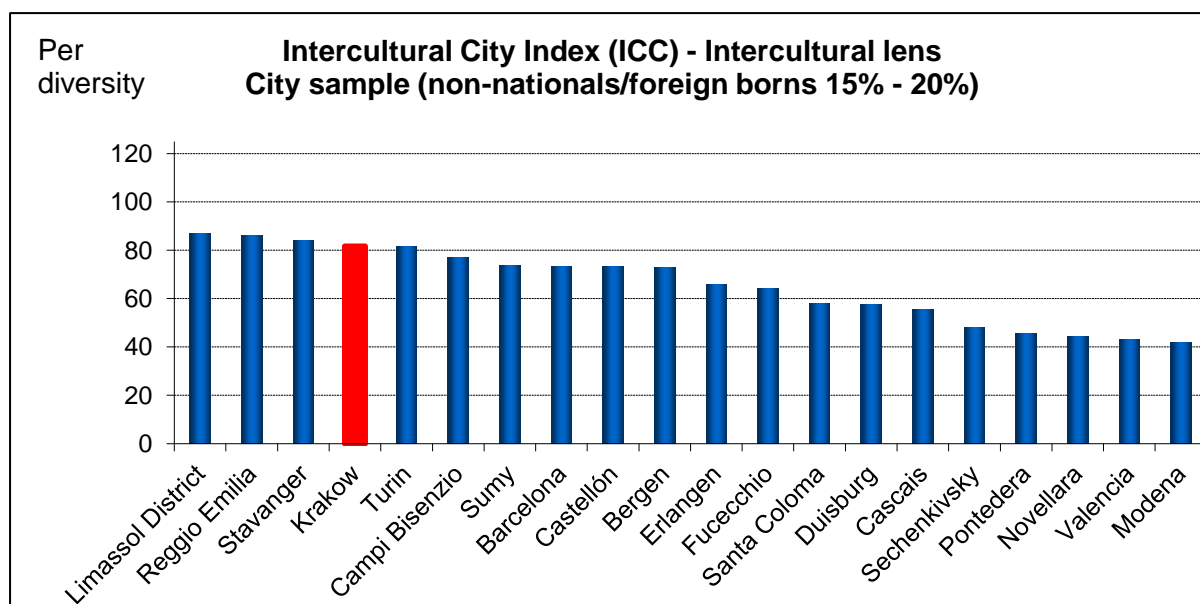
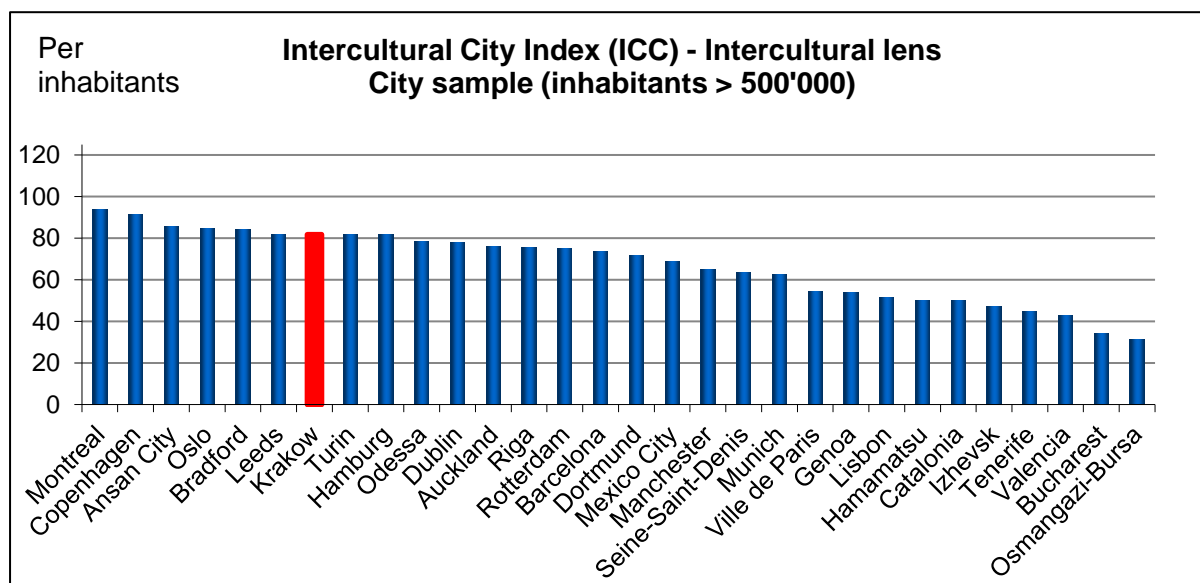
After a process of citizen participation, the Plenary of the City Council approved the Bilbao Charter of Values on 22 March 2018. The Bilbao Charter of Values encompasses the following 17 individual and collective values, namely: Respect for Human Rights, Social Justice, Gender Equality, Solidarity; Diversity/inclusion, Commitment, Environmental Sustainability; Participation, Trust, Creativity, Coexistence, Identity, Effort; Co-responsibility, Honesty, Enthusiasm, Health. The charter includes the possibility for neighbours, as well as institutions, companies, and entities, to join. Joining implies a commitment to maintain and promote attitudes and behaviours following the spirit and content of the charter.

Bradford in the UK also has an interesting example of shared values to which residents and organisations can sign up. [Bradford District Shared Values](#) is a people-led campaign that inspires and aspires to get all communities and organisations in the Bradford District to live and celebrate the four human values that bring people together (to respect, share, protect and care). [Bradford for Everyone](#) listened to over a thousand people living in the Bradford District who said that a set of shared values for the city would connect residents more, help the city to grow and create the future the city wants.

## THE CITY THROUGH AN INTERCULTURAL LENS

Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

The overall rate of achievement of the urban policies of Kraków, assessed as a whole through an "intercultural lens" is considerably higher than that of the model city: 82% of these objectives were achieved while the rate of achievement of the model city reaches 63%.

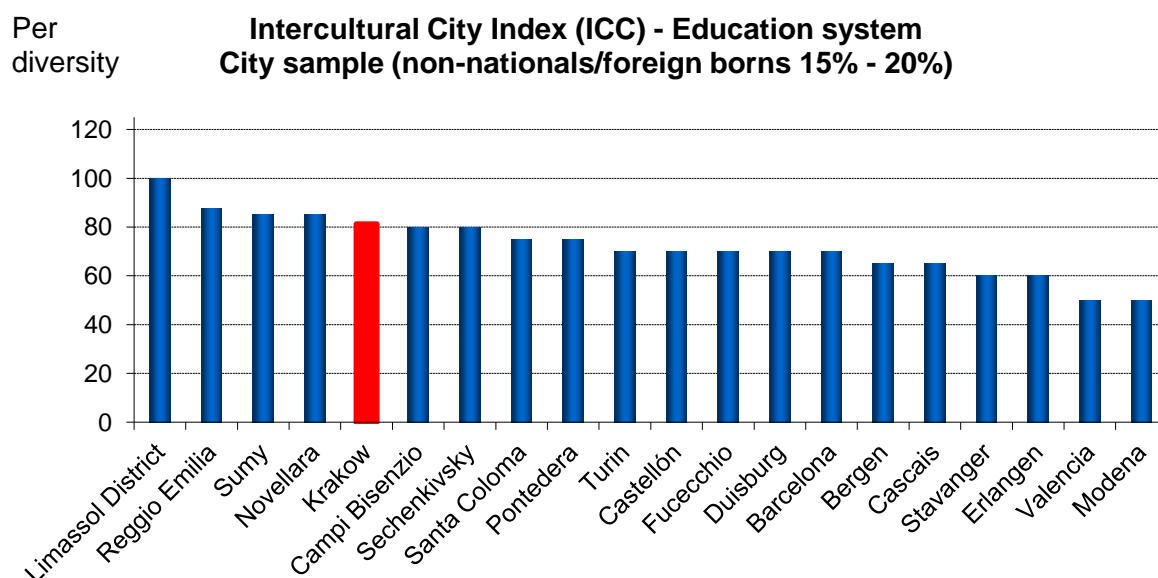
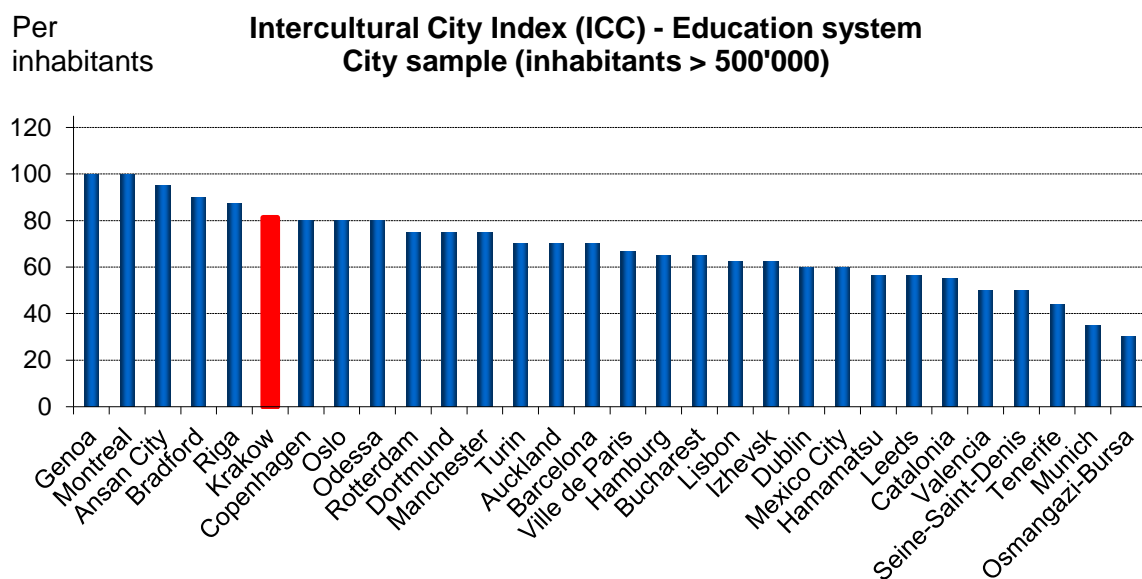


### EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to

build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Kraków achieved a rate of 81, which is considerably higher than the city sample's achievement rate of 70. Kraków has put in a great deal of effort to find innovative solutions to support children and parents from national and ethnic minority groups.



Almost all children in most primary schools are of the same ethnic/cultural background, with the ethnic/cultural background of teachers in schools often reflecting the composition of the city's population. National laws regulate the employment of teachers in schools and non-national teachers can only be employed when they obtain several permits, which includes recognition of their diploma. Nonetheless, schools in Kraków readily employ multicultural

assistants (mostly non-nationals from other countries, especially Ukraine) who are not subject to such stringent rules of employment as they are hired as teacher assistants and not members of the teaching staff. In the 2023/2024 school year, there were 120 such assistants in local government schools. Their salaries are financed by local authorities.

This also helps the city engage more with immigrant parents in school life, with support from educators, teachers and other school employees. Last year, the City of Kraków and UNICEF organised integration support sessions at schools in Kraków for parents. The initiatives were organised by municipal education units and took place in 124 locations in the city. They served as an opportunity to present the cultures and traditions of other nationalities, especially Ukrainian. These [Sunshine Support Spaces](#) funded by UNICEF and the City of Kraków are innovative psychological and pedagogical support places for students and parents from Ukraine and other countries.

Other projects in schools are carried out under the Erasmus+ programme to increase inclusion generally including children with disabilities, sports, IT technologies, the development of competences in mathematics. As part of each project, students and teachers can share not only their own knowledge and experiences, but also learn about other systems of education, cultures and the history of partner countries, as well as Poland and Kraków.

Thematic picnics are organised to present the culture, history and languages of different countries with performances such as from children learning Chinese in cooperation with the two Confucius Institutes in Kraków. Primary School No. 12 has operated an inter-school team for teaching the language, history and culture of the Ukrainian National Minority since 2013. Since 2024, a school for students from Belarus has been run by the Belarus Solidarity Movement Association. These initiatives give students the opportunity to participate in cultural events related to the history of our other countries, engage in providing support, learn together and form proper social and civic attitudes.

Concerts and cultural initiatives presenting literary and musical works from different countries are organised. For instance, in 2023 a concert was held at school no. 12 for mothers and grandparents of children from Ukraine, and in 2024 there are plans for a wider target audience of all families of non-nationals in schools.

Schools cooperate with different cultural centres, especially since there are more and more foreign students from different parts of the world, not just Ukraine. The Intercultural Assistant Academy in Kraków is a dynamic organisation which supports schools to appropriately prepare assistants, organise meetings to promote different cultures and nationalities, so that students with migrant experience are given the best possible support.

The enrolment of students from Ukraine after the outbreak of war mobilised educational units to take comprehensive measures aimed at a mutual understanding of common history, but also national differences, including the celebration of holidays or religious differences. This also encouraged schools to foster respect for national and religious distinctiveness, respect for others, human rights education and what schools can do (for instance, by organising International Human Rights Day in schools on 10 December).

### Suggestions

Kraków has a wide range of excellent programmes and projects to promote respect for different cultures, history, and languages in schools and already strong partnerships with educational institutions in the city. The main issue reported was that in most primary schools almost all children are of the same ethnic/cultural background and there is no policy to counteract this. However, at the same time the city reported no issues with segregation in schools. In case it is useful to increase mixing between schools, again [Bradford](#) has useful experience through its school linking project. Bradford works with primary, secondary and special schools through a carefully planned and research-led approach, underpinned by social contact theory, the city support teachers to facilitate meaningful and positive sustained social mixing.

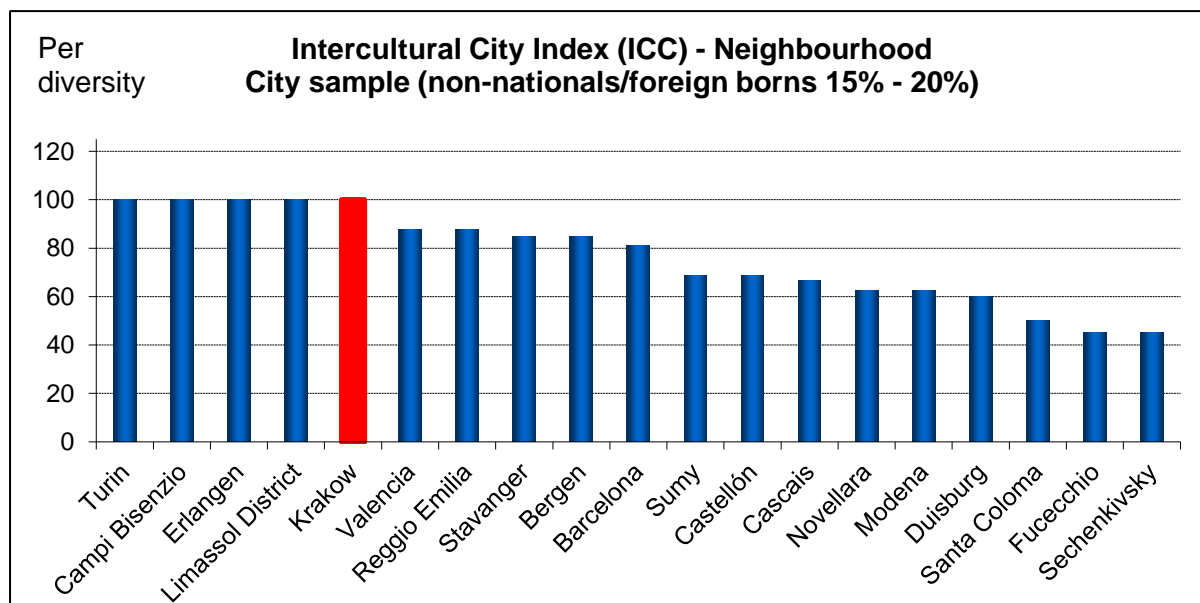
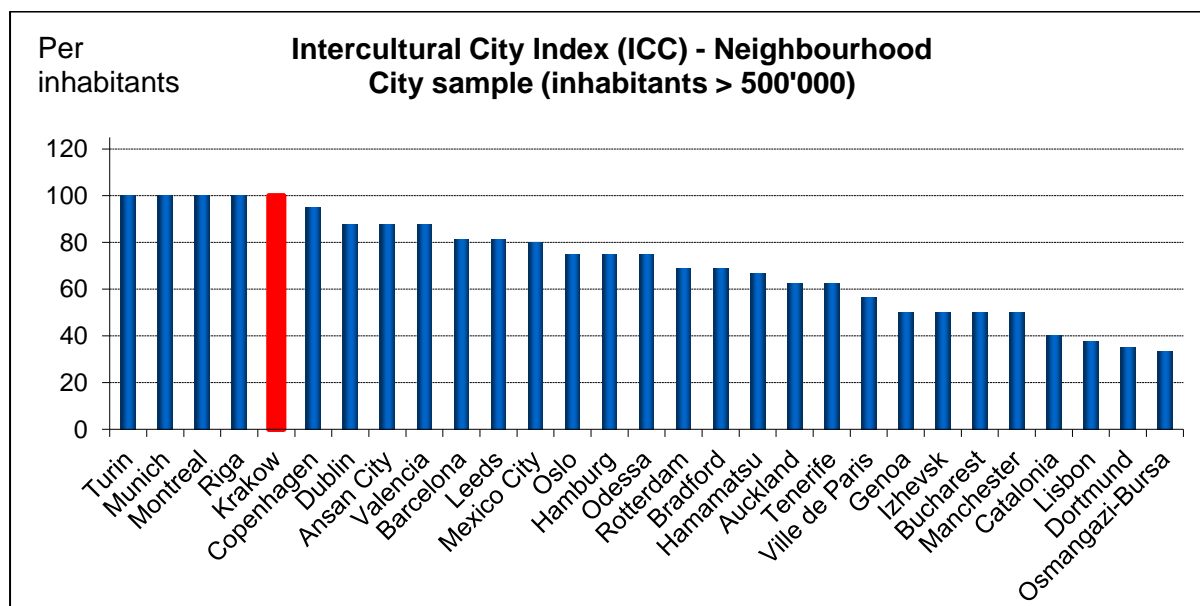
A year-long programme of structured visits for paired classes and curriculum work equips learners with the skills, confidence and knowledge to thrive in modern Britain. The training enables teachers to support their learners to develop trust, empathy, awareness and respect. Tried and tested resources are employed in the classroom and the resulting work is exchanged between the pairs of schools. Learners first meet at a neutral venue, such as a museum, where they engage in joint co-operative, enjoyable activity.

The first meeting is followed by class visits to both schools, where the learners experience being hosts and guests by turn. Great care is taken in structuring these visits, including reflection time to unpack learning and experiences. Through-out the linking year ongoing curriculum work on the themes of identity, diversity, community and equality is exchanged. Opportunities for dialogue, critical reflection and positive attitudinal development are encouraged.

## NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Kraków achieved a rate of 100, which is significantly higher than the city sample's achievement rate of 68, reflecting Kraków's considerable work in this area.<sup>3</sup>



Different areas in Kraków are diverse. The city takes action to encourage mixing between different neighbourhoods and residents with different migrant or minority backgrounds.

<sup>3</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 100, while the city sample achievement rate is 76%.

Residents can participate in local activity programmes coordinated by the city's Social Welfare Centre. There are currently 10 such programmes being carried out in different districts of Kraków to activate and integrate residents. Integration activities include workshops, picnics, meetings for people from different neighbourhoods, such as concerts, picnics, workshops (e.g. handicrafts), and joint visits at cultural institutions for Polish and Ukrainian people. A Christmas Eve meeting integrating Polish and Ukrainian communities was held in December 2022. Migrants (not only Ukrainian) are also involved in supporting municipal activities, the co-creation of local activity programmes and voting on the civic budget.

The district where there is the largest Roma community organises Roma day care centres, festivals and exhibitions. Furthermore, Kraków has several cultural centres that organise events to promote multiculturalism and diversity. For example, the award of the Ambassador of Multiculturalism was granted to the Podgórze Cultural Centre for its promotion of multiculturalism in Kraków.

The city supports initiatives that engage and integrate culturally diverse residents financially. Every year, several hundred such initiatives take place, such as the [Jewish Culture Festival](#) and the [Roma Culture Festival](#).

### Suggestions

Although Kraków scored a maximum of 100 points for their work on neighbourhoods, other cities also have interesting experiences and projects to share.

[Botkyrka](#) in Sweden could be of interest particularly given Kraków's hands-on work by the Social Welfare Centre. Botkyrka has undertaken some strong outreach work and created a structure of District Development as a cross-sectoral municipal responsibility. This enables officials to be found locally on site, in the city districts, which give them the opportunity to develop a broad network of local actors. These daily contacts with local stakeholders in civil society and inhabitants play an important role for the municipality when it comes to, for example, getting input from citizens. The contacts also take place through the work of a Dialogue Commission, an initiative that gives politicians the opportunity to decide on local investments through direct contact with residents including in multi-ethnic parts of the municipality.

The neighbourhood plan created by [Barcelona](#) has actively contributed to the diversification of neighbourhoods in the city and also could be of interest. The Barcelona Neighbourhood Plan (Pla de Barris) implements social, economic, and urban actions to improve the neighbourhoods that need it most, in collaboration with local residents. District personnel are now taking the initiative to design their own Intercultural Action Plans at district level. This shows a "territorialisation" of the intercultural perspective through the involvement and connections between different districts and neighbourhoods and how embedded interculturalism is in the city.

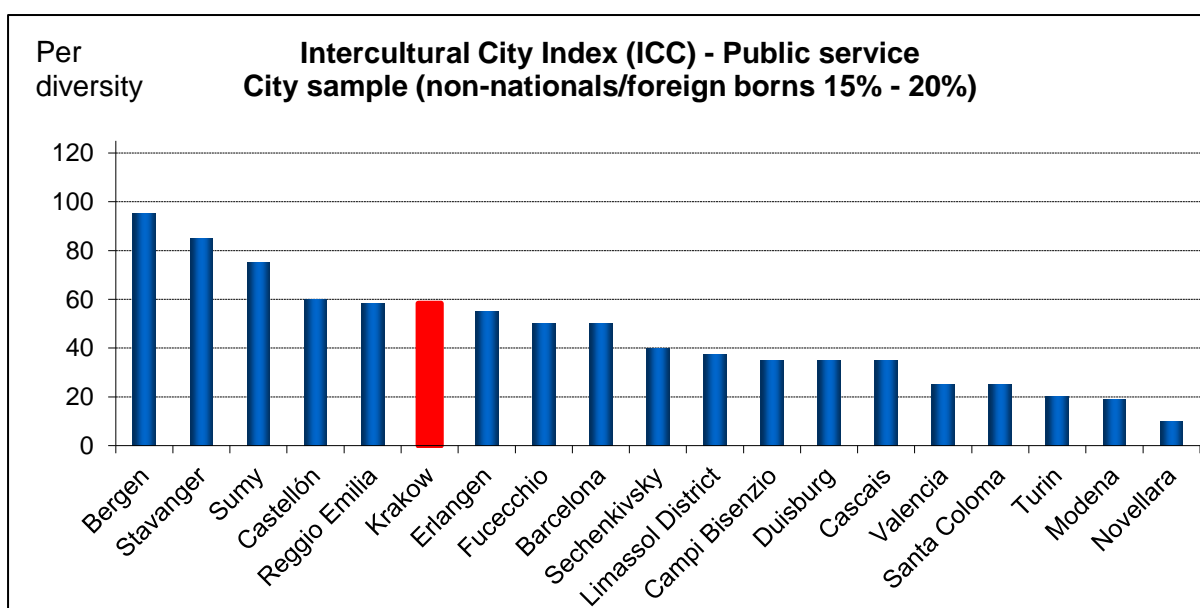
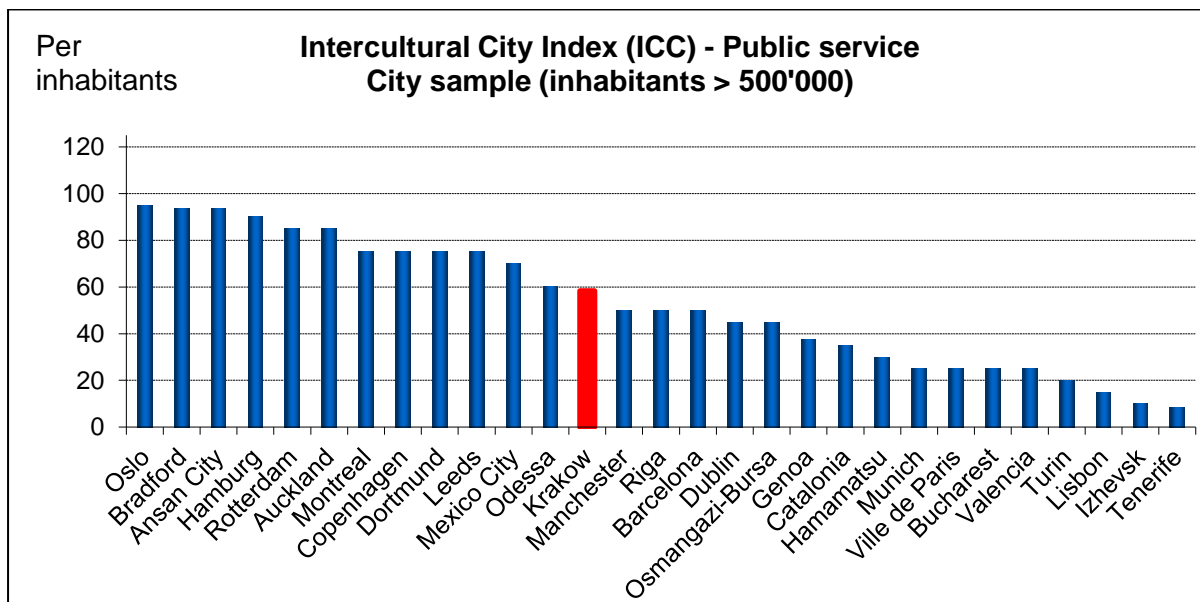
The ICC [study on managing gentrification](#) is useful for a range of strategies and examples of how to create inclusive public space, manage positively socio-cultural mixing, nurture sense of belonging and encourage diverse businesses to thrive.

## **PUBLIC SERVICES**

*As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.*

Kraków achieved a rate of 58, which is higher than the city sample's achievement rate of 46, showing that the city takes the migrant or minority background of residents into consideration when developing services to a good extent.





There is no data available on whether the migrant or minority background of public employees reflects the composition of the city's population in Kraków. Nor is there a recruitment plan to ensure an adequate rate of diversity within its workforce. This city does, however, take action to encourage diverse workforce, intercultural mixing and competence in private sector enterprises. In 2022, the Kraków City Office was accepted as a [Diversity Charter](#) signatory. The Polish diversity charter, Karta Różnorodności, was launched in February 2012 and has almost [270 signatories](#). The charter goes further than the legal provisions of the Polish labour code, and was created by public administration, non-profit organisations, trade unions and business representatives.<sup>4</sup> The main objectives of the charter are promoting diversity management in Poland and creating tools and guidance for companies, public institutions and non-profit organisations for diversity management in the workplace. In 2020, Kraków adopted the [European Charter for Equality of Women and Men in Local Life](#). For several years now, the Kraków City Office has also been a partner of the largest and most important DEI (English for diversity, equality, inclusiveness) conference for business in Central and Eastern Europe, [D&I Changemakers](#).

The city takes the migrant/minority backgrounds of all residents into consideration when providing funeral services and school meals. In 2021, the Municipality of Kraków donated burial plots in the municipal cemetery to religious

<sup>4</sup> Karta Różnorodności (Polish diversity charter), see: [https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/tackling-discrimination/diversity-and-inclusion-initiatives/diversity-charters-eu-country\\_en](https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/tackling-discrimination/diversity-and-inclusion-initiatives/diversity-charters-eu-country_en)

communities for Muslims and members of the Orthodox Church. Burials are performed in accordance with proper rites, traditions and customs of the Orthodox religion and of Islam. Schools in Kraków use catering services, so that food can be ordered according to their preferences.

It also provides women-only sections or times in sport facilities and in 2022, the city conducted a public campaign to promote women's achievements in sports.

### Suggestions

The main suggestion is for Kraków to start monitoring the migrant and minority background of public employees as there is no data currently available and, on the basis of the results, consider if a recruitment plan is possible to ensure an adequate rate of diversity within its workforce.

Although cities work differently and within different national frameworks, [Camden](#) in the UK has quite extensive experience of encouraging diversity in the workforce and the borough has put in place a recruitment plan that aims specifically at increasing representation of people with migrant/minority backgrounds at the higher hierarchical levels. The Camden Race Equality Action Plan aims to eliminate the barriers that prevent members of underrepresented groups from securing roles in higher positions within the Council (particularly those who are Black, Asian or from another ethnic background). The Recruitment Working Group, made up of staff from a range of ethnicities as well as those with lived experience of disability, prioritises diversity and has look at shortlisting, amended job descriptions, adverts and recruitment policy. In 2020, Camden Council implemented blind recruitment at senior levels and is working with hiring managers directly to trial different modes of assessment and at the same time provide more guidance for fair shortlisting.

As Kraków already works closely with the private sector, the city may also wish to consider resources available from 2021 from the Italian municipalities of Novellara, Reggio Emilia, and the union of municipalities "Rubicone e Mare" who were awarded an ICC intercity-grant to develop "[Diversity Management approaches in the public-private partnership industry](#)", a project aiming to promote greater inclusion of employees from different backgrounds. Although public organisations are also concerned by this issue, they can have more limitations and restrictions as they are subject to specific rules, in particular with regards to recruitment and career development processes. At the same time, as political bodies they can promote the topic in the public debate and incentivise companies they have contracts with, to adopt effective diversity management strategies. The project report contains many elements to inform other public institutions about the methodological approach to inclusive diversity management in the workplace.

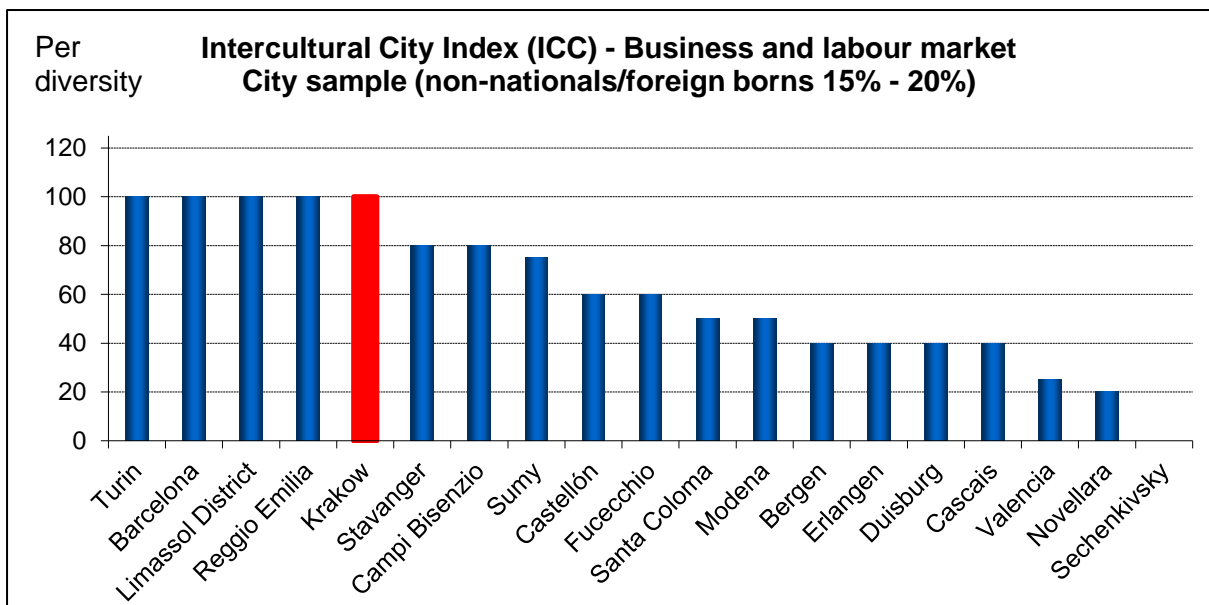
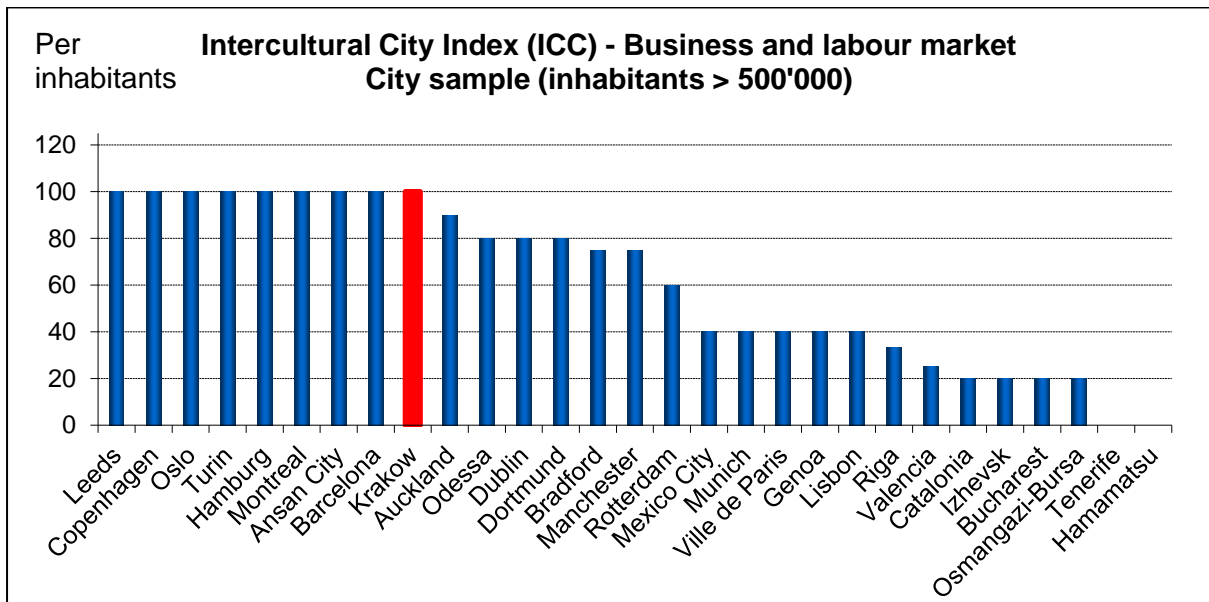
## **BUSINESS AND THE LABOUR MARKET**

*Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.*

Kraków achieved a rate of 100, which is significantly higher than the city sample's achievement rate of 53, an excellent score.<sup>5</sup>

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<sup>5</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 100, while the city sample achievement rate is 62%.



Kraków benefits from both a local and a national business umbrella organisation, which promote diversity and non-discrimination in the labour market. The City of Kraków cooperates with [A.SPIRE](#), a European manufacturing association, and the Association of Business Service Leaders ([ABSL](#)) as part of common efforts to promote the city as a strong business centre attractive for investors. Furthermore, Kraków supports projects aimed at building an innovative, competitive and attractive economy for investors based on respect for diversity in many forms, including age, gender, experience or cultural capital.

The city takes action to encourage businesses run by migrants and persons from other minorities to move beyond the ethnic economy and enter the mainstream economy and higher value-added sectors. For example, the City of Kraków co-organises and the Municipality of Kraków co-finances promotional measures to promote entrepreneurship and business activity for minorities and migrants. Foreigners planning to set up and run their own businesses can take advantage of the offering of the Entrepreneurship Support Centre for Foreigners where they can meet an entrepreneurship consultant, who can give them relevant information in Ukrainian, Russian and English directly at the service point or via phone. To date, more than 200 foreign entrepreneurs have benefited from this support.

Unfortunately, Kraków is unable to favour companies with an intercultural inclusion/diversity strategy in decisions relating to the procurement of goods and services, as regional/national regulations do not provide for it.

## Suggestions

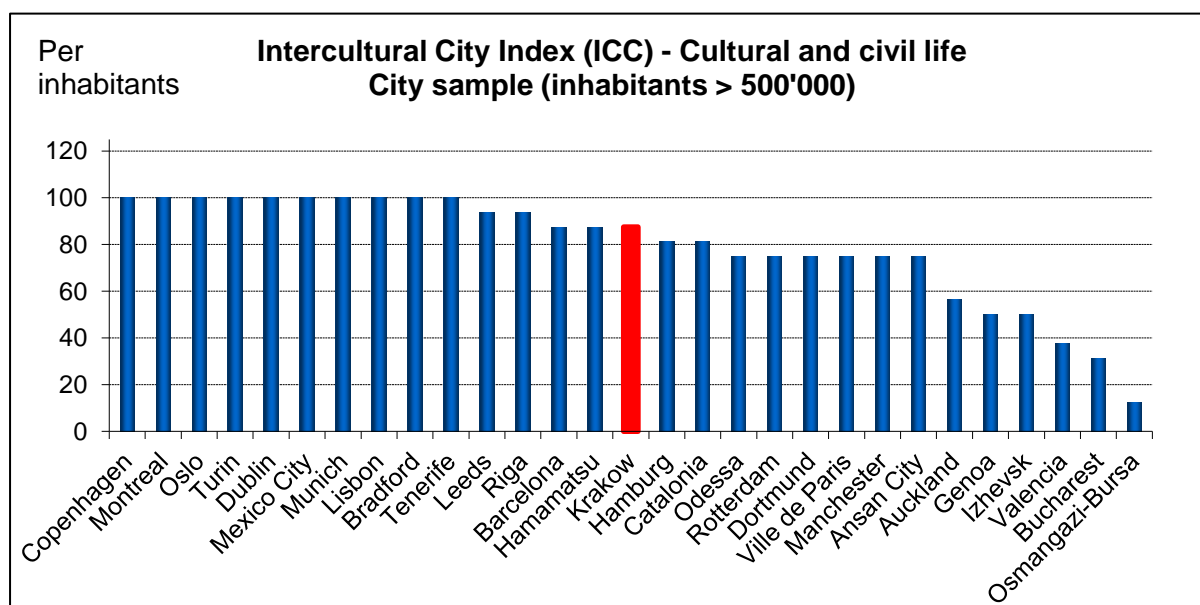
Although Kraków works closely with many companies and scored an impressive 100% in this section, it would be very useful if the city could share some more detailed examples of their work, so that other cities can learn from their experience.

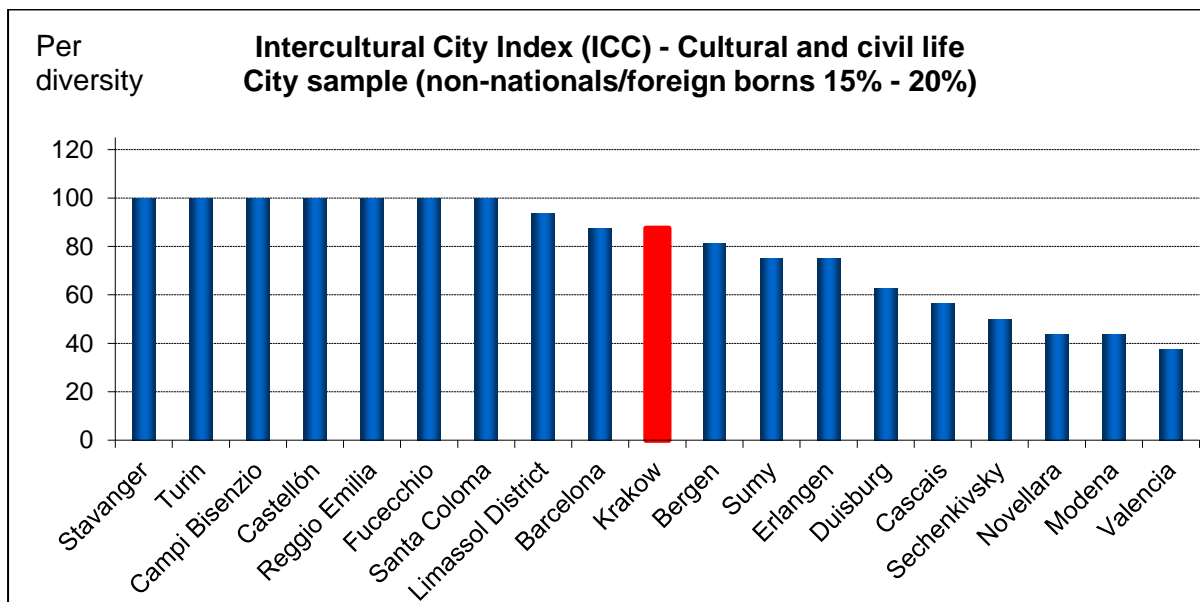
The Council of Europe has a range of [resources](#) available, that Kraków could find useful, including a briefing paper, '[Everybody's business: the role that business can play in supporting cohesive communities](#),' that includes sections on business as a community partner, as an engine of cohesion, as well as recommendations for local authorities.

## CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Kraków achieved a rate of 88, which is higher than the city sample's achievement rate of 72, with a wide range of support for cultural and civil life across the city and its institutions.





To support interculturalism, Kraków includes it as a criterion when allocating funds to associations and initiatives. Every year, a Cooperation Programme with non-governmental organisations and entities is adopted by way of a Resolution Council of the City Kraków. The [Resolution](#) serves as the basis for the Municipality of Kraków to plan priority public tasks for implementation in cooperation with NGOs, such as support for national and ethnic minorities and speakers of the regional language (Kashub) and the integration of non-national residents. The Municipality of Kraków allocates special funds for the implementation of the programme by NGOs.

The city regularly organises events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic or cultural backgrounds to interact. As a rule, representatives from the diplomatic missions of different countries and nationalities are invited to cultural events, international presentations, conferences, celebrations of local holidays and traditions held in Kraków. The “Kraków the Open City” portal, run by the Office of Foreign Cooperation of the Mayor of the City of Kraków and “Otwarty Kraków” portal informs residents about events, for instance through its newsletter which reaches non-governmental organisations, cultural institutions, consulates, and individuals (subscribers), including those from different ethnic and cultural backgrounds in Kraków.

Kindergartens and schools in Kraków organise numerous events devoted to multiculturalism. They constitute a part of the regular activities of all educational establishments. They have also been organised as part of integration activities financed by UNICEF. The city's [FUTURE4ME](#) project is implemented in many schools, providing additional English classes in schools for several years. The classes are primarily conversational with an emphasis on learning about the history, literature and culture of other countries with the use of information and communication technologies and in cooperation with foreign schools. The City of Kraków also obtained funds from the Małopolska Humanitarian Shield to implement the “Getting to know Małopolska” programme, which benefited all students in Kraków (Polish, Ukrainian and other nationalities).

Activities organised by the Board of Urban Greenery, for instance the Parkobus in the Green, Cinema on the Grass, events such as “Edible Kraków FEST” or neighbourhood picnics, have all involved almost all residents. Foreigner residents also volunteer in different activities such as cleaning or planting. Often such volunteer actions are initiated by companies that employ people of different nationalities. In addition, the Centre for Environmental Education “Symbiosis” provides audio guides in Ukrainian and English to its permanent exhibition, which increases the accessibility of the educational offer for multicultural groups. UNHCR also organised a meeting for refugees from Ukraine to initiate the creation of a community garden, which encouraged more participants from Ukraine in volunteering activities.

In cooperation with Kraków's foreign partner cities, the International Relations Office also implements projects that engage the local community with the idea of multiculturalism. Different countries' culture is presented at different events, e.g. the 45th anniversary of Kraków-Nuremberg cooperation celebrated in 2024, the musical performance “Vexations” on the occasion of the 30th anniversary of Kraków-Kyiv cooperation, etc. There are also exchange visits by Youth Councils from twin cities, focusing on the involvement of young people. In 2024, the first trilateral

exchange project of Kraków, Kyiv and Leipzig called "Citizens" was implemented, which involved girls from three different countries, different religions and origins.

Kraków regularly organises public debates or social campaigns on the subject of cultural diversity and living together, as a partner, initiator or co-financer, but only occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions.

The Multicultural Centre in Kraków is an innovative project co-funded by the City of Kraków, operating within the framework of the Open Kraków programme since 2021. The Multicultural Centre is a meeting place for representatives of various cultures. It is a space that promotes dialogue, inclusion, integration, and the creation of a common community through the organization of diverse educational, cultural, and assistance events. The mission of the Multicultural Centre is to support all foreigners residing in Kraków in their various phases of settling into the city. Promoting and strengthening multiculturalism is the main goal of the centre's activities. These actions are based on respect and tolerance for differences, as well as the elimination of prejudices and associated stereotypes. Within the Multicultural Centre, there is an Information Point for Foreigners in Kraków. At the info point, every foreigner can obtain information regarding issues related to life and work in Poland. They can also receive legal advice, psychological support, career support, or assistance in completing procedures related to the education of children and youth. The Information Point for Foreigners informs and continuously monitors the situation of foreigners in Kraków and Poland. The Multicultural Centre also conducts activities aimed at all residents of Kraków, including city walks in different languages, language conversations, culinary workshops, multicultural breakfasts, conferences, meetings, concerts, and supports organisations, informal groups, and grassroots initiatives in organising multicultural events.

### Suggestions

Kraków has an excellent rating in the field of culture and social life. It reported that it only 'occasionally' encouraged cultural organisations to deal with diversity and intercultural relations in their productions, although it seems that there is a broad range of cultural activities supported and/or funded by the city. The city could review its grant giving programme to see the extent to which cultural projects are represented and if there is room for more support. For example, the City of Sabadell (Spain) – in particular the Department of Civil Rights and Gender – includes the intercultural dimension as a criterion when allocating grants and funds to associations and initiatives. Other municipal departments also include the intercultural criterion when granting projects and initiatives, including in education (summer outdoor activities), culture (dissemination of ideas and cohesion; dissemination of traditional and popular culture), and participation (neighbours associations projects).

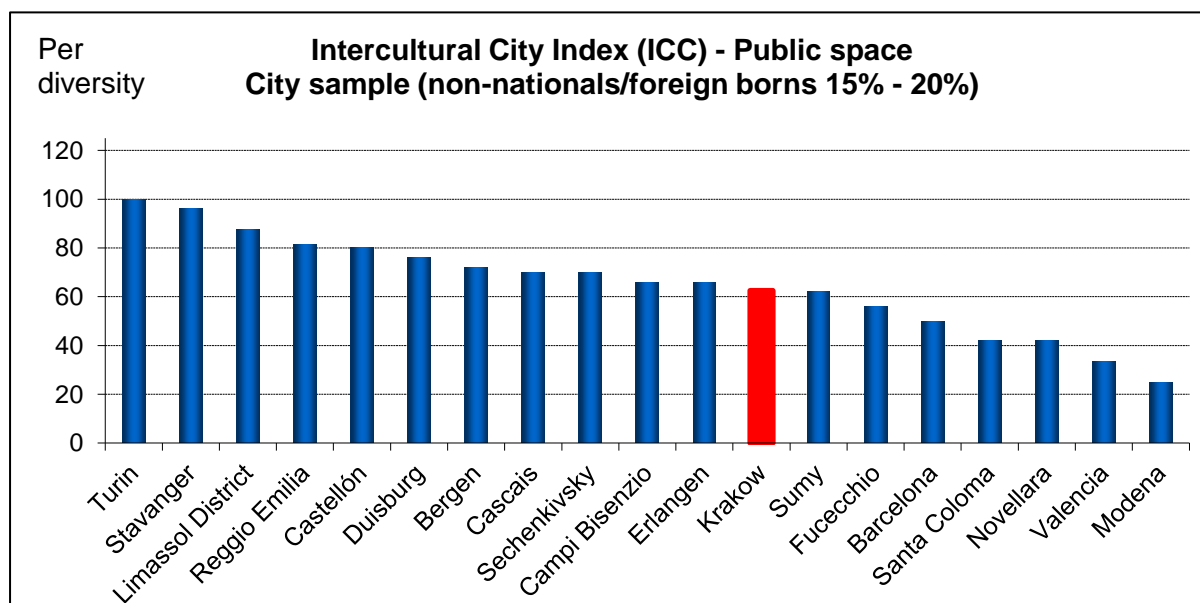
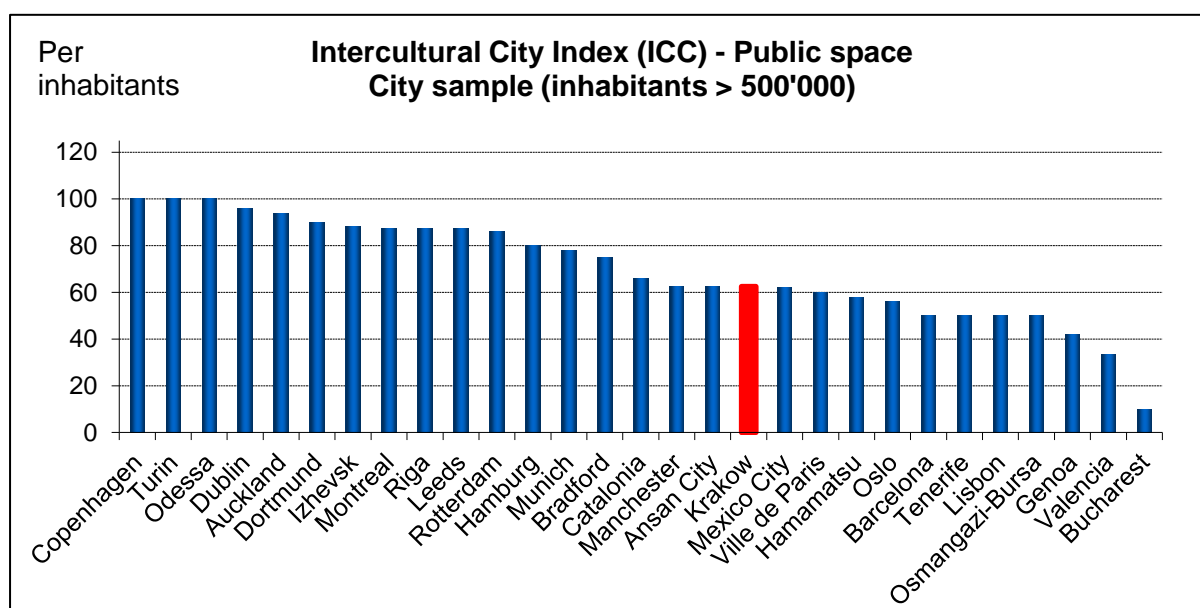
The [DCAI](#) (the Danish Centre for Arts & Interculture) based in Copenhagen is also an interesting concept. DCAI acts as a 'centre of the mind' or think-tank for the intercultural transformation of the cultural sector, rather than as a physical public space of meeting, although it is housed in a centre of global culture and world music. Its aim is to create a national platform which reflects the diversity of Danish society in the cultural sector, by building intercultural competence. This is done through working with partners to make the presence felt of a new generation of Danish artists of immigrant background, who have grown up on the periphery of the five major cities of Denmark.

Since Kraków has so much positive experience with parks and encouraging volunteering in green spaces, it may also like to find out more about [Bergen](#) in Norway, an urban farming project that aims to distribute the harvest of urban farming to restaurants, and to integrate newly arrived refugees by involving them in the project to enabling them to develop business ideas for urban farming and enhance their social mobility.

## **PUBLIC SPACE**

*Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely supported by them.*

Kraków achieved a rate of 63, which is slightly lower than the city sample's achievement rate of 68, although there are still good practices to share, particularly around parks, green spaces and volunteering.<sup>6</sup>



Kraków encourages meaningful intercultural mixing and interaction in many different public spaces, including museums, libraries, parks and squares.

In parks there are several 'green accents' to show international and intercultural relations. The Chancellor of the Mayor helped to create small architectural structures donated by partner cities and placed in several pocket parks. There is a vertical garden to mark the 30th anniversary of the partnership between Kraków and Frankfurt am Main, 25 oak trees planted for the 25th anniversary of partnership between Kraków and Lviv and a small-leaved lime tree to celebrate the 15th anniversary of Norwegian funds and the 100th anniversary of the establishment of diplomatic relations between Poland and Norway. An area called "Little Croatia" was created in the Bagry Park in co-operation with the Croatian Consul in Kraków.

Various squares and streets are also named in reference to Kraków's multicultural links, including: Ozias Thon (Polish rabbi, preacher), Michal Belina-Czechowski (progenitor of the worldwide Seventh-day Adventist Church),

<sup>6</sup> Kraków's achievement rate in the extended Intercultural Cities Index is 63, while the city sample achievement rate is 68%.

Shota Rustaveli (Georgian poet), Herbert Hoover (31st president of the United States), Free Ukraine Square and Slovak Republic Roundabout.

The small architecture of Kraków's playgrounds, parks, boulevards and streets generally encourages residents to integrate. Interactive elements are marked in Polish, but also in English and – more and more often – in Ukrainian. The Kraków Library is opening more and more shelves with literature in various languages in its branches. Every day, Kraków is visited by foreign guests – official delegations, diplomats, experts from various industries, young people as part of school exchanges and projects implemented by the office.

In addition to stocking books in different languages, many city libraries organise events introducing other cultures. Social gardens, initiated by Ukrainian and Belarusian minority groups, are also underway.

The city takes the diversity of the population into account in the design, renovation and management of new public buildings or spaces. Investments carried out in the city's public space, for instance newly built or revitalised parks, buildings and other public facilities, have to meet accessibility standards for people with disabilities in effect since May 2023.

When Kraków reconstructs an area, it does not have different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds. However, there are no spaces or areas in the city that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe.

### Recommendations

Kraków has a solid foundation for considering interculturalism when looking at public space, however, it lacked consultation methods for involving people with different migrant/minority backgrounds when (re)developing or reimagining public spaces.

Dublin in Ireland has an innovative approach with its Public Participation Networks (PPN) for greater community participation in local government and present opportunities for input into policy and decision making. The PPNs are independent structures with one network being set up in each Local Authority Area. The PPN in Dublin enable residents and community organisations to influence plans and policies for the development of Dublin City. This is mainly done through the Strategic Policy Committees (SPC) in Dublin City Council. These committees advise and assist the council in its work and provide councillors and sectoral interests an opportunity for full involvement in the policy-making process of the work of the local authority from the early stages. When the committee system operates satisfactorily, much of the preliminary and background work, discussion and recommendation should be completed at this level for final consideration and ratification by the Council at the monthly Council meetings. Among the structures that members of the network have representation on are: the Council's Local and Community Development Committees (L.C.D.C.), the 7 Strategic Policy Committees and the Joint Policing Committee.

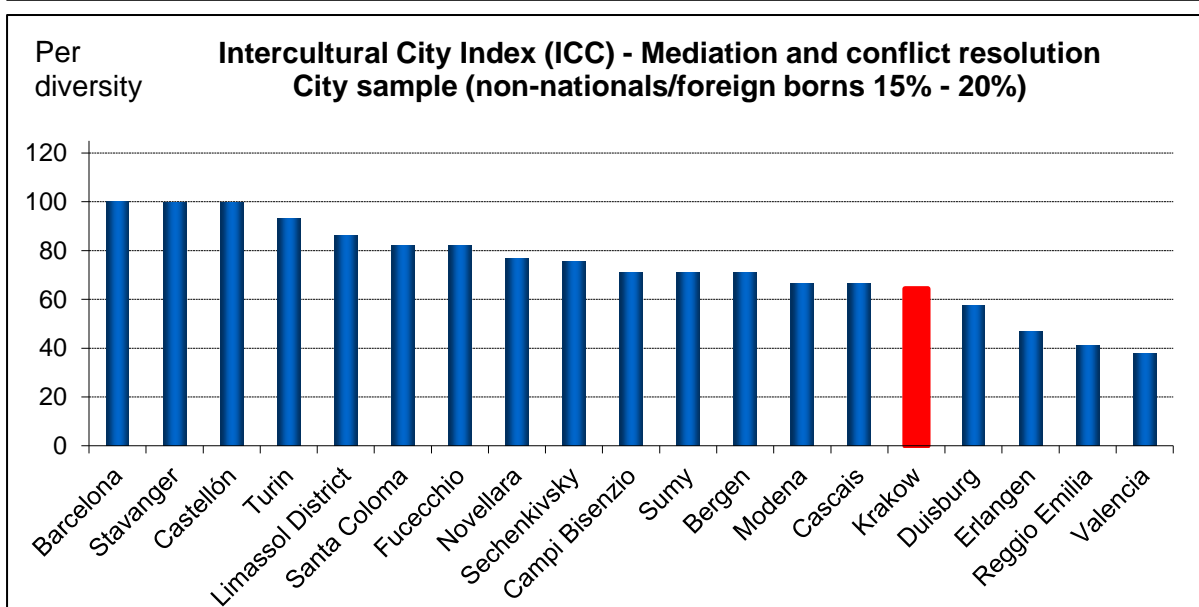
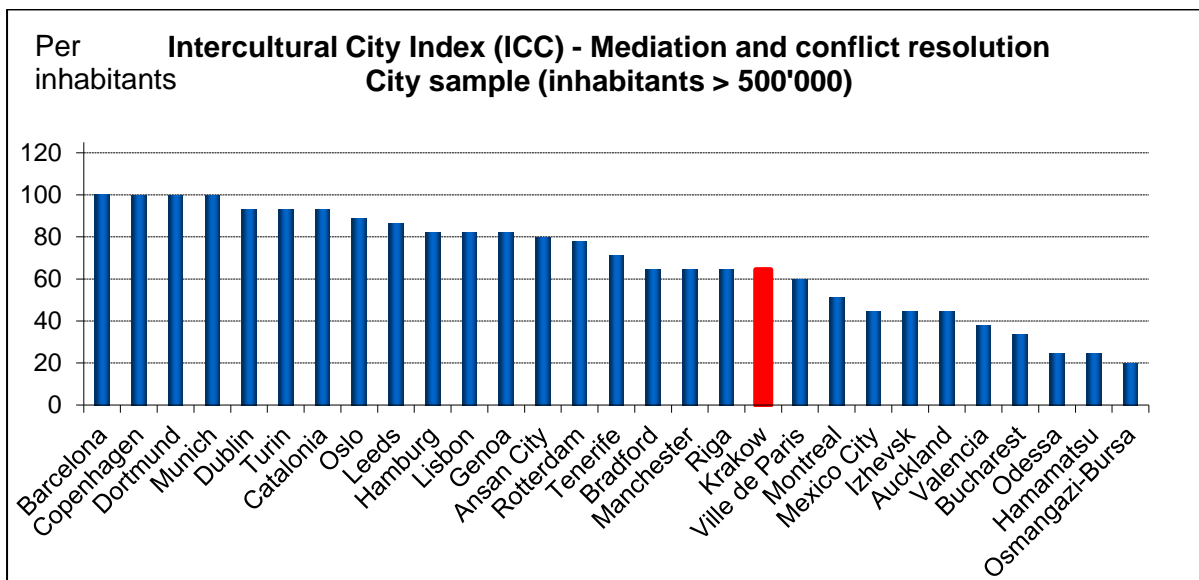
## **MEDIATION AND CONFLICT RESOLUTION**

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*In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.*

Kraków achieved a rate of 64, which is slightly higher than the city sample's achievement rate of 58, showing the city appreciates the importance of this area of support.





In Kraków a professional service for mediation of intercultural communication and/or conflict is provided both by a generalist municipal mediation service which also deals with cultural conflicts as well as an intercultural mediation service run by a civil society organisation.

Kraków provides residents with access to free legal aid and civic counselling at 32 points located throughout the city. Assistance is provided on-site at the free legal aid, free civic counselling and mediation centres. The services are financed from the state budget.

Furthermore, there are several non-governmental organisations which offer support in terms of the mediation process (conflicts rooted in culture, religion), for instance the ["Czulent"](#) Association, the [Halina Nieć](#) Legal Aid Centre and the "Dobra Mediacja" (Good Mediation) Association. All provide support in case of interreligious conflict. There is no municipal service devoted to intercultural and/or interreligious issues only.

The new Mayor of Kraków has initiated a "dialogue bench" to make it easier for residents to submit their ideas, but also problems to the city – in the form of a more direct and "neighbourly" conversation. The "bench" with the participation of the Mayor and directors of various departments visits individual districts of Kraków. The initiative is open to the voice of national minorities. For example, in September 2024, an "international" edition of the "dialogue bench" was held, during which representatives of the city talked to representatives of over 30 NGOs involved in the Ukrainian community in Kraków. The city plans to keep this form of communication for dialogue and solving the problems of other ethnic minorities.

## Suggestions

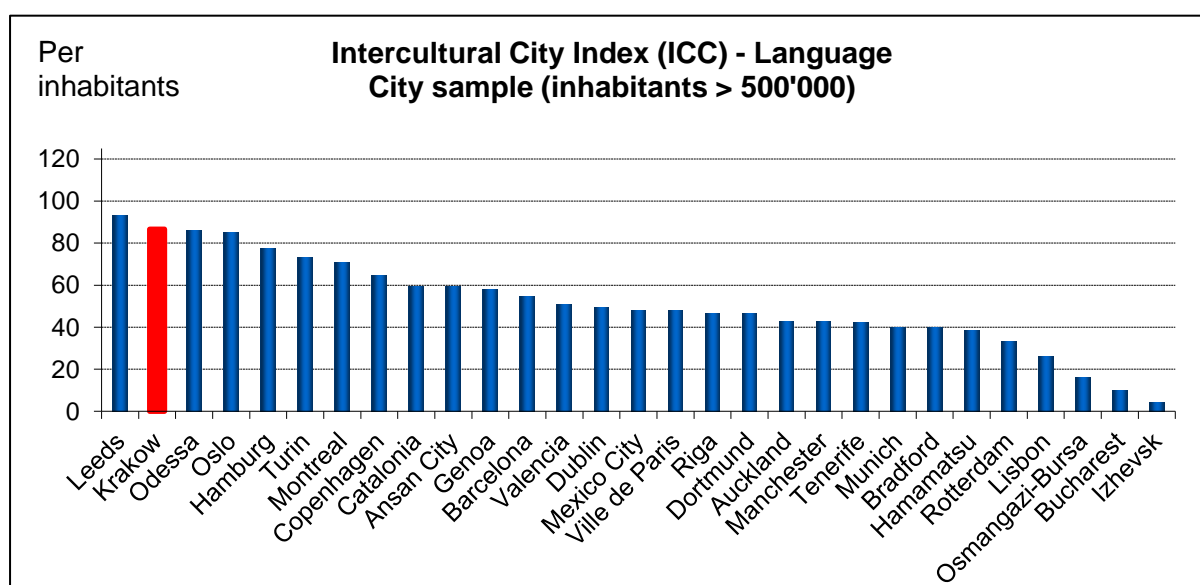
Should Kraków be interested in learning about the work of other cities in this area, both [Limassol](#) and [Montreal](#) have developed 'Intercultural Councils', part of whose work is to assist in the field of mediation. In Limassol the Municipality formed the consultative body composed of both Cyprus citizens and migrants living in the city, in 2017. The Council aims to advise local authorities on the challenges faced by migrants in the integration process and regarding their active participation in public life. The Montreal Intercultural Council (CiM) is a consultative and discussion body dealing with intercultural relations. It consists of 15 volunteer members, including a chair and two vice-chairs, from various professional backgrounds who reflect Montreal's cultural diversity. It advises, and issues opinions to, the city council and the executive committee on all issues of interest to the cultural communities and on any other matter relating to intercultural relations. It seeks opinions and receives and hears requests and suggestions from any person or group relating to intercultural relations issues. It also carries out or commissions studies and research that it deems useful or necessary to the performance of its remit. For example, the CiM has issued a recommendation on revising the legislation on voting rights of people with migration backgrounds who are not Canadian citizens.

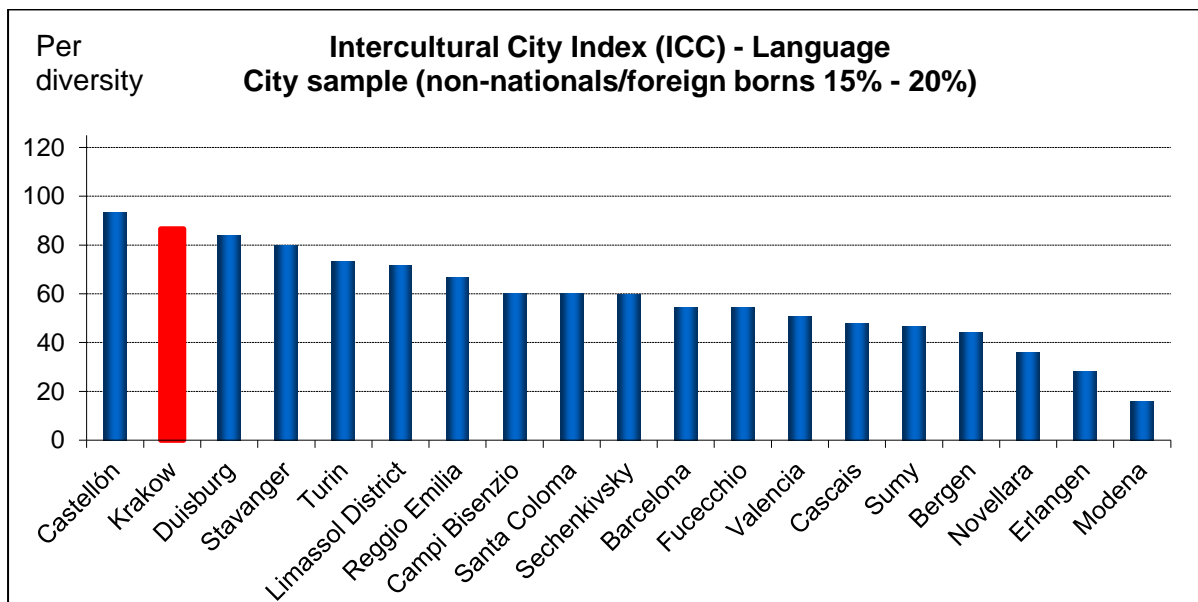
Several cities also have inter-religious mediation, including [Lewisham](#) in London, the UK, that employs a faith officer to establish relations and build trust and supports the [Lewisham InterFaith Forum](#) that promotes mutual understanding and respect between different faiths in Lewisham.

## LANGUAGE

*The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.*

Kraków achieved a rate of 87, which is significantly higher than the city sample's achievement rate of 46, reflecting the wealth of resources and support that are available to speakers of other languages in the city and the way the city presents other languages in a positive light.





Kraków takes the provision of language support seriously. Polish language courses for children and youth are organised as part of the cooperation of the Kraków City Office Education Department with the Internationaler Bund Poland Foundation and UNICEF. The city also supports universities in Kraków that provide Polish language courses, including online courses such as the Jagiellonian Language Centre. Courses for children are conducted by the University of National Education Commission. Courses for young people who wish to go to college are provided by all of Kraków's universities.

Additional Polish language classes are held in schools for students who need support. During the last school year, in order to support multicultural assistants coming from Ukraine, the Kraków City Hall organised additional Polish language courses. Ukrainian language courses, in turn, were addressed to interested teachers of Polish descent.

In eight schools, there are preparatory departments for students who start school without sufficient knowledge of Polish language. Kraków's schools also have departments teaching students national or ethnic minority languages – Armenian and Ukrainian (as part of an inter-school team teaching Ukrainian as a national minority language).

There are also subsidised studies and courses for teachers in multicultural education that have 95% funding. They are considered a priority for the city.

The Grodzki Labour Office organises Polish language courses for Ukrainian citizens. Polish language courses at various levels are also provided by the Multicultural Centre and initiatives centred around it.

Independent media cover migrant communities in Kraków, e.g., the [Ukrainian language portal](#) that carries out a number of projects with the city. The official Municipal Internet Presentation "Magical Kraków" operates in several foreign languages. Classrooms have been made available for the study of the Belarusian language. The city also co-finances [events](#) held for the benefit of national minorities and regional languages.

The city supports projects that show minority languages in a positive light. In cooperation with partner cities, Kraków holds events to promote other countries and languages. The "<https://otwarty.Kraków.pl/>" vortal promotes international cooperation and multiculturalism, e.g., through a series of articles / videos / photo galleries depicting other countries and nationalities in an interesting and attractive way. Information on events organised by national minorities and consular posts is published. The interview series "Krakówscy Ukraińcy – ukraińscy Krakówianie" ["Kraków's Ukrainians – Ukrainian residents of Kraków"] features Ukrainian migrants, a group that is particularly vulnerable and exposed to discrimination.

The goal of the [City Helpers project](#) implemented in Kraków from 2021 is to build the image of Kraków as a welcoming, open city, but also communicating the rules of sharing common space. The project has hired English and Ukrainian speakers, so that other speakers of these languages can benefit from their services.

Events on the "Kraków the Open City" Programme fan page and the Multicultural Centre are presented in four language versions.

## Recommendations

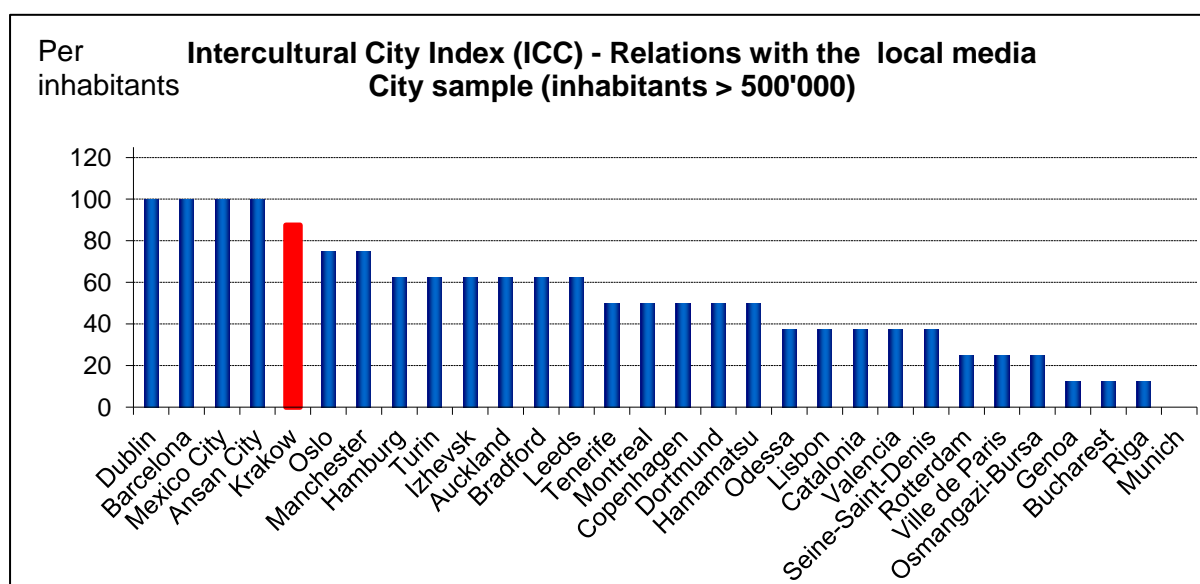
Kraków already has strong provisions in place on language and as such is a source of good practice for other cities. One area that was missing was support for radio, press and television in other languages, although it is recognised that independent media cover migrant communities in Kraków.

[Ansan City](#) in South Korea has a wealth of actions to support and promote multilingualism. Ansan City offers Korean language education for non-nationals including a course for the Test of Proficiency in Korean (TOPIK), which is considered a necessity for non-nationals to find a job in Korea, and a social integration programme as a compulsory course to acquire Korean nationality. With the view of helping intercultural children and youth retain their mother tongue, Ansan also offers mother tongue classes primarily centring on Russian. Besides, to help locals understand interculturality and acquire language proficiency, the city runs a range of other foreign language education courses (English, Chinese, Vietnamese, etc.). Ansan City publishes quarterly newsletters to inform residents of updates related to their daily lives. Published in eight languages (Korean, English, Chinese, Russian, Vietnamese, Indonesian, Nepalese, and Cambodian), the newsletter's circulation is around 40 000 copies a year. The city also publishes a guide to life and legal affairs in the Republic of Korea for non-nationals in eight languages, 5 000 copies annually. A local TV programme, entitled Wongok-dong Neighbourhood Meeting, is produced six times a year and representatives of many different countries are invited. Ansan City purchases books from many different countries and lends them to both locals and non-nationals. The current collection contains 122187 books, with new books added to the collection annually with the goal of improving the diversity of language. Notably, the city runs two multicultural libraries for non-nationals.

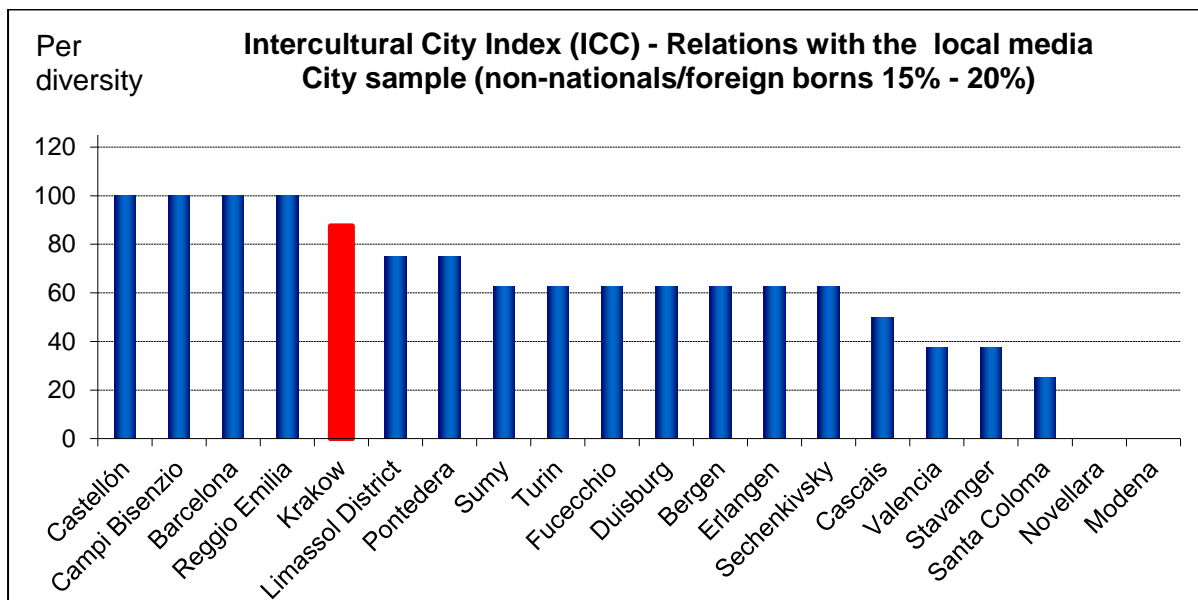
## MEDIA AND COMMUNICATION

*Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.*

KRAKÓW achieved a rate of 88, which is considerably higher than the city sample's achievement rate of 47. The city has a lot of useful experiences to share with others.<sup>7</sup>



<sup>7</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 92, while the city sample achievement rate is 48%.



One of the strategic objectives of the City of Kraków, included in the "[City Development Strategy](#). This is where I want to live, Kraków 2030", is to build a strong, multicultural community and the participation of all Kraków residents.

The city's information portal [www.Kraków.pl](http://www.Kraków.pl) contains all information about the city's activities in the field of multiculturalism. In addition, a special vortal has been operating for several years – [Open Kraków](#) as part of the [www.Kraków.pl](http://www.Kraków.pl) portal. It is dedicated to multiculturalism and also addressed to foreigners who have chosen Kraków as a place to live. It includes all services and information such as types of assistance and the city's activities for refugees from Ukraine.

On 22 March 2023, the city adopted "The [Strategic Programme for communication of the Kraków brand](#) for 2023-2030", taking into account migrants and national minorities as one of the target groups.

Information on the type of help and the city's activities for refugees from Ukraine, is regularly sent to journalists.

### Suggestions

Although the city has an excellent score in this field, it is always useful to see how other cities approach this area of work, in particular monitoring the media, which Kraków has not reported.

The city of [Sabadell](#) monitors local media and social networks to know how they represent migrants or minority groups. Indeed, when local media portray people with migrant/minority backgrounds through negative stereotypes, the communication department contacted the concerned media to explain the City Council's communication policy. Additionally, the city has carried out training sessions addressed to media to avoid negative stereotypes under the Antirumours Strategy "Sabadell Antirumors". From time to time, public sessions on these topics are also organised.

[Camden](#) a borough of London in the UK is also active in this field. Camden Council's communication aims to improve the visibility and image of people with migrant/minority backgrounds in the local media and the communication department is instructed to highlight diversity as an advantage regularly and in various types of communication. One of Camden's defining features is its diversity and the Council's central mission is to ensure 'no-one gets left behind' and this implies that it focuses on communication projects that give visibility to people of all backgrounds. The Council also actively seeks to promote Black, Asian and Minority Ethnic leaders, by supporting its cabinet councillors, Youth members of parliament and community leaders by using them as spokespeople for key issues facing the borough.

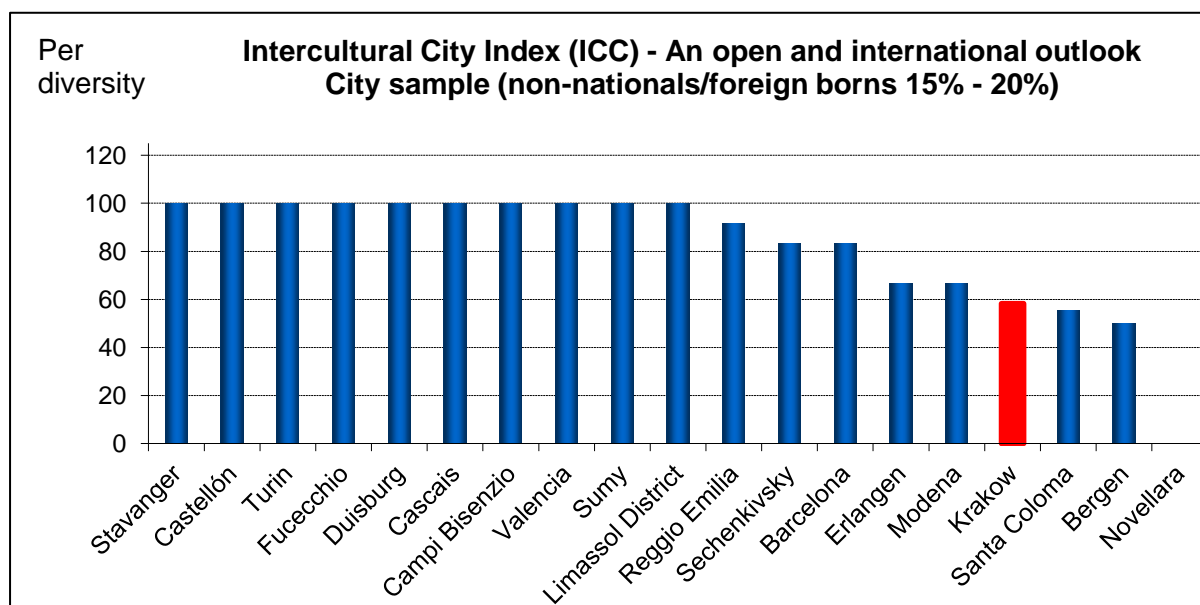
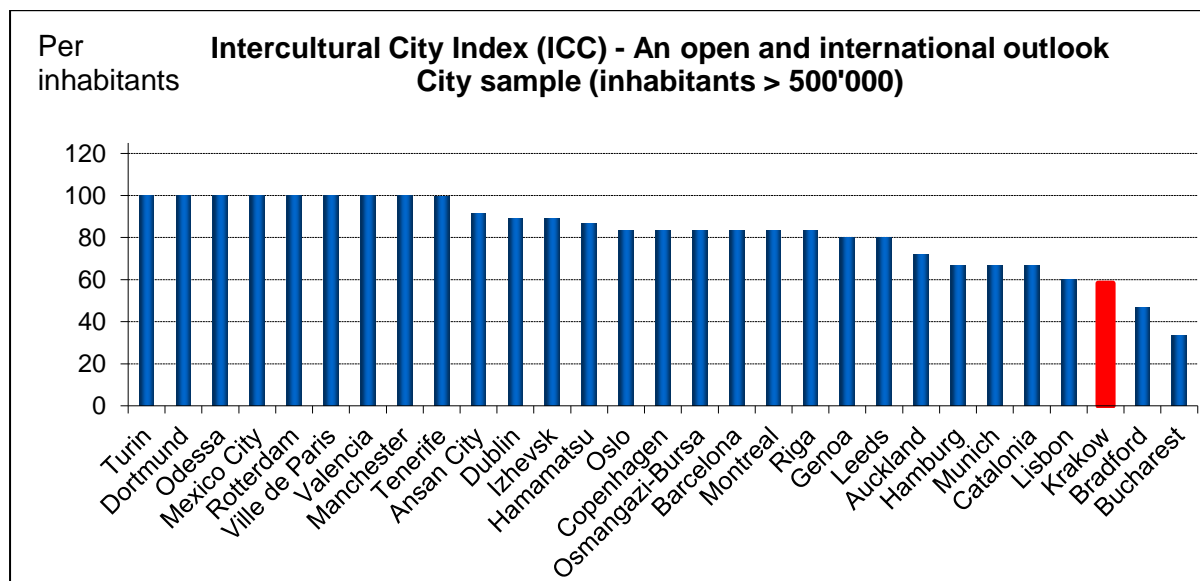
With regard to media monitoring, the Council itself monitors the way in which traditional local and/or national media, as well as social media, portray people with migrant/minority backgrounds. When local media portray people with migrant/minority backgrounds through negative stereotypes, the Council engages with them directly. For example, it has discussed instances of perceived unfair treatment of Black, Asian and Minority ethnic councillors with local media and sought and achieved remedy for this.

[Ansan](#) again monitors social media as well as working with broadcasting companies in South Korea to publicise international cuisines, intercultural education, intercultural streets, and Ansan City's non-nationals policy.

## INTERNATIONAL OUTLOOK

*Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.*

Kraków achieved a rate of 58, which is slightly lower than the city sample's achievement rate of 69, although the city clearly has important international relations and is particularly strong on networking with cities and regions in other countries.<sup>8</sup>



As a city Kraków does not have a unified international policy document because international cooperation is treated as a tool to implement other strategic and operational objectives, included in the overall "Kraków Development Strategy. This is where I want to live. Kraków 2030." For example, in strategic goal no. 1 Kraków aims to be an open and harmonious metropolis of international significance in the fields of innovation, science, economy and

<sup>8</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 58, while the city sample achievement rate is 68%.

culture. International contacts are an important part of the implementation of many stand-alone projects or tasks in various fields of city management. General principles of co-operation of the Municipality of Kraków with local and regional communities of other countries were adopted by a Resolution of the Kraków City Council as was joining international associations for local and regional communities.

Kraków is a city with an extensive network of foreign contacts, with a long list of cities (32) with which it is linked through signed co-operation documents, including on the basis of twin and partnership cities. Kraków is also a formal member of 17 international organisations and networks, including as a member of the International Cities of Refuge Network (ICORN), where it runs a fellowship programme and provides care and creative workspaces for persecuted writers. Kraków's important international position is also confirmed by the presence of 38 diplomatic missions, the second highest number in Poland, after Warsaw.

International contacts are an important part of the implementation of many stand-alone projects or tasks in various fields of city management. General principles of cooperation of the Municipality of Kraków with local and regional communities of other countries and the Municipality of Kraków joining international associations of local and regional communities have been adopted by a Resolution of the Kraków City Council.

Coordination is from the International Relation Office of the Chancellery of the President, which is responsible for diplomatic protocols, cooperation with foreign partner cities of Kraków, Kraków's membership in international organisations and other international initiatives.

Ukrainians are the largest national minority in Kraków and the city cooperates with the Polish-Ukrainian Chamber of Commerce (an association of Ukrainian entrepreneurs in Poland), the Ukrainian Chamber of Commerce and Industry in Kiev (including a charity stand during the Kraków Christmas Fair). Kraków Chamber of Commerce and Industry (IPH) is a member of the Kiev Club of Partner Chambers, associating business representatives from Europe and Asia. In cooperation with the U.S. Consulate General in Kraków and the American Chamber of Commerce in Kraków, the City organised the "Hoover Table" project to raise funds from American businesses in Kraków to help children and youth from excluded families (including training, language courses, competitions).

The city reaches out to students by organising fairs and events where foreign students can meet local people, by providing support with job searches and housing after graduation, by setting up or attending welcoming events, by opening an information desk at important student gatherings, and giving presentations to foreign universities when requested. A portal is currently being developed and built, which will contain all the relevant information needed by those who want to study or are studying in Kraków. The city also supports NGOs and student organisations that carry out activities for foreign students studying in Kraków through grants.

Kraków seeks to develop business relations with countries/cities of origin of its diaspora groups, by involving diaspora and mainstream entrepreneurs in international visits and meetings. In 2018, the project "Growing Internationally – Kraków's Economy on the Rise" was implemented". As part of the project, economic missions were organised for Ukrainian entrepreneurs and Polish entrepreneurs to Ukraine. In addition, the local government regularly [co-operates](#) with Ukraine.

In 2023, Kraków joined the UNICEF "[Child-Friendly City](#)" programme. Kraków was officially approved by the European Coalition of Cities Against Racism ([ECCAR](#)) Steering Committee on 25 September 2024. Joining ECCAR confirms that Kraków is a city that works to fight racism and discrimination and promotes human rights.

### Recommendations

Kraków already has several positive measures in place showing its international outlook. At the moment, Kraków does not have a unified international policy document because international co-operation is treated as a tool to implement other strategic and operational objectives and, therefore, covered in articles of other strategies and areas of work. Kraków could begin by mapping how international cooperation is covered in its policies to see if all aspects are covered adequately or if a unified policy would be helpful.

As the second city of Poland, it may be interested in [Barcelona](#)'s experience of promotion as an intercultural city. Barcelona has an explicit and sustainable policy to encourage international cooperation in economic, scientific, cultural, and other areas. There is also an International Relations Department to promote Barcelona's interaction and influence in the world through participation in various areas of international action, as well as to coordinate and provide coherence and support for the City Council's international activity.

The city has a firm commitment to international municipalism, with priority given to two main lines of action to strengthen Barcelona's position: promoting bilateral relations and joint work with other cities — not only to exchange

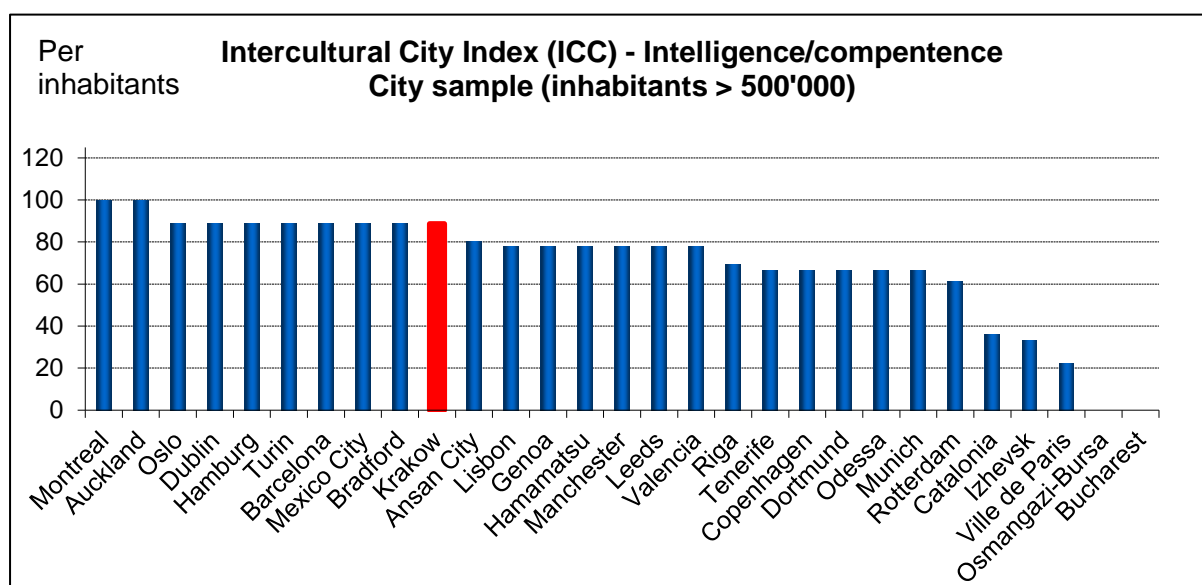
knowledge and learn from cities that are benchmarks in various fields, but also to promote common policies— and to strengthen Barcelona's participation in the main international networks and bodies where the city is represented.

The International Relations Department also works closely with educational and research centres, think tanks and other institutions in the city to help raise awareness and build an engaged, responsible and critical citizenry, and to provide research and knowledge on priority issues related to the city in a global context.

### INTERCULTURAL INTELLIGENCE AND COMPETENCE

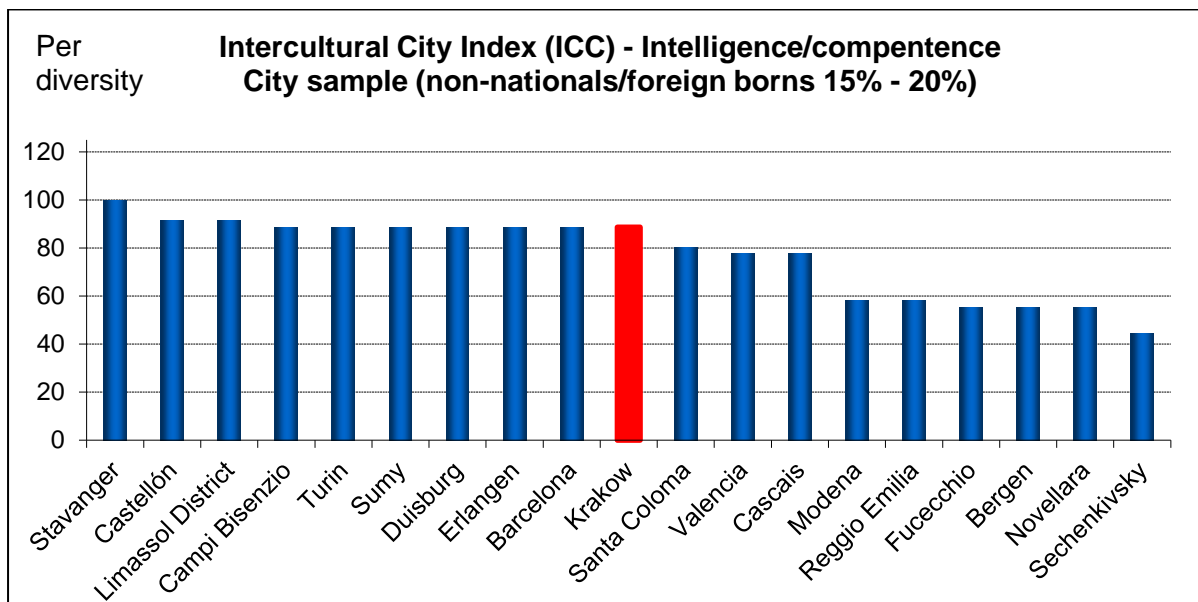
*Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.*

Kraków achieved a rate of 89, which is considerably higher than the city sample's achievement rate of 60 and as such is a source of good practice for other cities in the network.<sup>9</sup>



<sup>9</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 92, while the city sample achievement rate is 57%.





Statistical and qualitative information about diversity and intercultural relations is mainstreamed to inform the local/municipal council's process of policy formulation in Kraków. On 23 November 2018, the Mayor of the City of Kraków signed Order No. 3154/2018 on the implementation of the "Kraków Development Strategy. This is where I want to live. Kraków 2030," (KDS 2030).

The main tools for the implementation of the KDS 2030 are development policies, strategic programmes and strategic projects defining specific actions to achieve the goals agreed upon in the strategy (including the "Kraków the Open City" Programme). The adopted catalogue of policies, programmes and strategic projects are subject to modification, depending on changes in the overall environment and in individual areas of city management.

The city carries out surveys including questions about the public perception of migrants/minorities. The Kraków City Hall in cooperation with the Kraków University of Economics (CUE) is implementing a joint project, the Multiculturalism & Migration Observatory (MMO), established in July 2019. The MMO is located at CUE's Centre for Advanced Studies of Population and Religion and is carried out in co-operation with researchers from other Kraków universities. The project aims to analyse migration processes, perceptions of minorities and migrants in the urban space.

The Kraków City Office (KCO) co-operates with NGOs on perceptions of public safety. For example, KCO worked with the "Czulent" Association to implement a project from 2021, to develop a multi-level strategy for minority communities to co-operate and include groups facing discrimination and social exclusion. In addition, in 2022 the Kraków City Council adopted the "Safe Kraków" security improvement programme for Kraków for 2022-2024. Kraków has [surveyed](#) residents' sense of security twice a year since 2013.

When it comes to its officials and staff, Kraków promotes their intercultural competence through seminars, networks and training courses, organising visits, informal meetings and discussions with leaders of migrant groups or faith on intercultural dilemmas, by delivering a compulsory training (including online through the intranet) for all its civil servants, including high level personnel, etc.

In November 2023, employees of the City Hall of Kraków, working in various departments and municipal units, were appointed as Coordinators for cooperation in the implementation of the "Open Kraków" programme by decision of the mayor.

Building an office that is friendly to non-national residents, national and ethnic minorities through equal access to the services and benefits offered, is a priority task of the Kraków the Open City Programme. The Department of Social Policy and Health, and the Programme coordinator, in cooperation with other partners (universities, international organisations such as IOM, UNHCR, UNICEF), organises training courses on intercultural competence in the broadest sense. Since the adoption of the programme, more than 400 officials have participated in training courses.

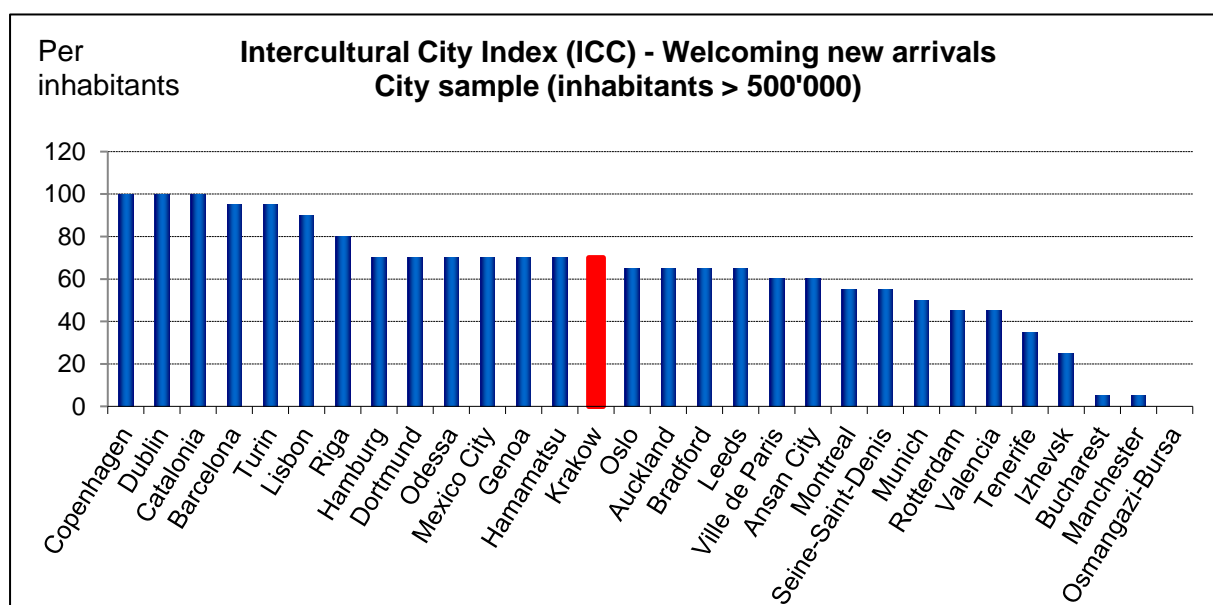
## Suggestions

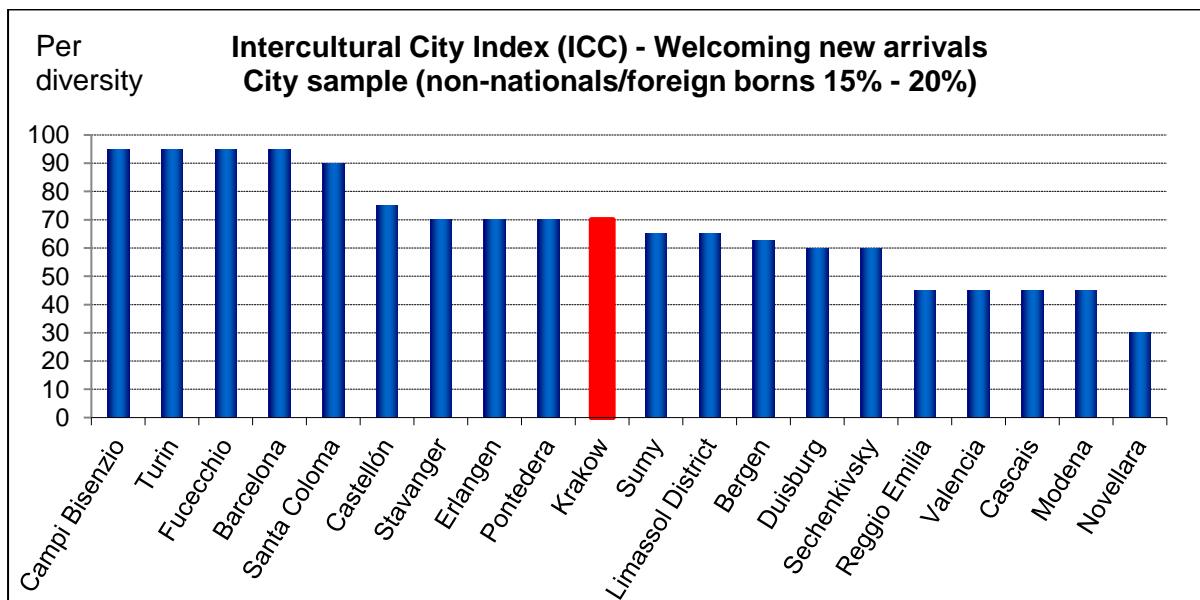
Kraków has some excellent good practices and comprehensive provisions on evidence-based policy making as well as on increasing staff's intercultural competence. Other cities that have useful experiences on intercultural intelligence and statistics, for example, include [Auckland](#), New Zealand, whose Research and Monitoring Unit (RIMU) conducts environmental, social, economic and cultural research to inform and support policy development, implementation and evaluation. Given Kraków's interest in gender it may be useful to find out more about [Montreal](#) in Canada where they are trying to integrate GBA+ (Gender-based analysis plus) in their modus operandi in order to include diversity in planning and project implementation (policies, action plans, programmes, etc.). This would include compulsory training to the city's employees, starting with managers, so as to ensure that they fully grasp the concept and in order to change the organisational culture, as well as developing an implementation guide: in order to assist the administrative units in making use of GBA+ in their project management, analysis tools will have to be developed and put at their disposal.

## WELCOMING NEWCOMERS

*People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural "ghetto". This also depends to a great degree on whether the rest of the city's population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.*

Kraków achieved a rate of 70, which is considerably higher than the city sample's achievement rate of 58. This is a reflection of Kraków's willingness and capabilities in welcoming and caring for large numbers of non-nationals in a short space of time after Russia's war against Ukraine saw so many people flee to cities in Poland, including Kraków.





Kraków has a city-specific package of information and support for newcomers. A new comprehensive guide for non-national residents “Kraków – a city for everyone!” was published in March 2024 in four languages: Polish, Ukrainian, Russian and English. The guide is available on the "Kraków the Open City" vortal, as well as being published and distributed to institutions and non-governmental organisations that have contact with Kraków's foreign residents. Other [brochures](#) have been prepared on other topics, such as the education system, how the refuse collection system works, and in several languages. Information support is also provided by the Multicultural Centre and the Information Point for non-national residents (a task commissioned by NGOs and funded by the city).

Different city services and agencies provide welcome support for particular groups of newcomers, including students, refugees and asylum-seekers and migrant workers. In addition to the Information Point and Multicultural Centre, information support for non-national residents who have just arrived in Kraków is also provided by the Municipal Social Welfare Centre, which takes care of the needs of those who require support and assistance.

The Multicultural Centre and the Information Point, financed by the city, support newcomers to Kraków (informationally, socially, providing respite, linguistically, etc.). Information about how to access services is widely disseminated across the city in different places (offices, websites, on social media, public transport, etc.). Support is also provided by the Foreign Student Services Departments of universities and colleges operating in Kraków.

Due to the outbreak of war in Ukraine in 2022 and the sudden influx of a large group of refugees from Ukraine to Kraków, it was imperative to organise systemic assistance for them. The city organised intervention points for assistance such as the Point at the Municipal Stadium at Reymonta Street, issuing packages according to demand, psychological support at the Crisis Intervention Centre, as well as support of a longer-term nature, including: providing places for temporary collective residence, food aid, assistance in the form of meals for children in schools and kindergartens, providing foster care, providing care in social welfare homes. At its peak 270 000 people who had fled the war in Ukraine had moved to Kraków, about 20 percent of the city's residents. They were warmly welcomed and supported by the city authorities in cooperation with non-governmental organisations and residents.

### Recommendations

Kraków has much good practice to share with other cities on welcoming large numbers of arrivals in times of emergency with grace and compassion and utilising all its resources in partnership with voluntary and other groups and institutions.

Other cities who had experience larger numbers of arrivals during the 2015-2016 refugee crisis, had shared their experiences in the [Arrival Cities](#) project. The [final report](#) includes topics such as community cohesion, access to the labour market and civic participation.

Cities also have useful experience in welcoming new arrivals more generally. [Erlangen](#) for example, developed a Welcome App that offers information about common tradition and the way of life in Erlangen and Germany, as well as facts regarding asylum law and where to get advice of any kind. Useful telephone numbers and addresses are also listed, such as emergency numbers and contacts of the municipal office. The app has been promoted by flyers and is available in six languages: German, English, French, Farsi, Arab and Russian. In case of no internet access, the application works additionally offline.

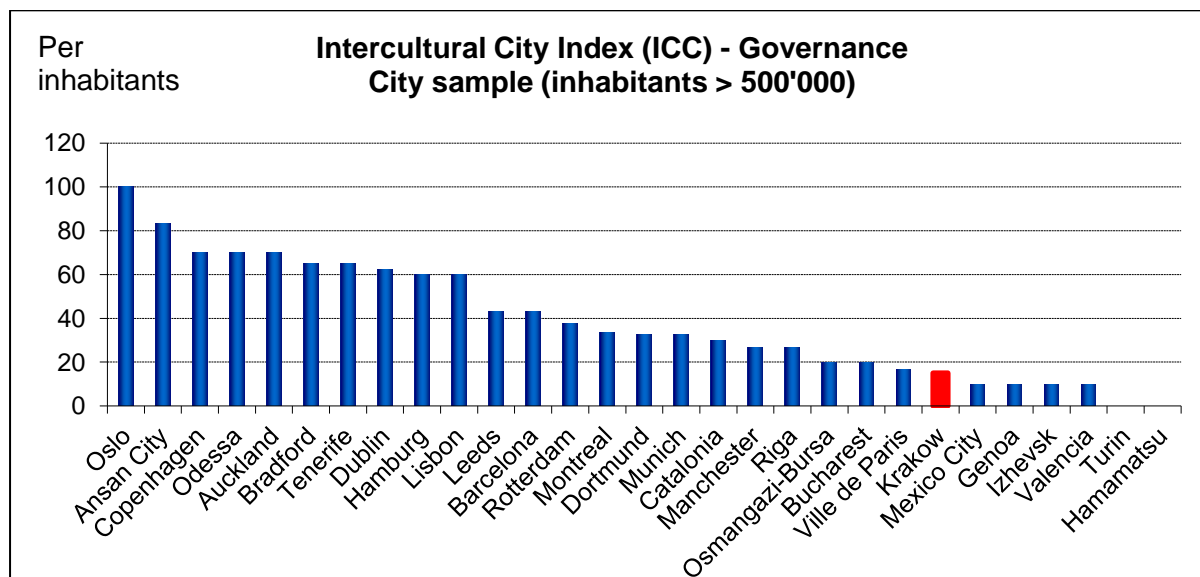
Following arrivals from Ukraine, Vila Verde in Portugal provided a [welcome guide](#) to help people get information quickly and all in one place.

Although on a smaller scale, [Neumarkt](#) has very well-developed welcoming policies that could be useful for Kraków in terms of Kraków's [Strategic Programme for communication of the Kraków brand](#). Welcome packs are given to all newcomers addressing all aspects of city life including sustainability, fair trade, and integration. Information materials are provided including: flyers on the community centre; free time offers; the city newsletter; School and education information; and the sustainability strategy. As Neumarkt is involved in fair trade there is information about shopping opportunities and what you can buy. There is also information on specific support services, which in Neumarkt concerns older newcomers.

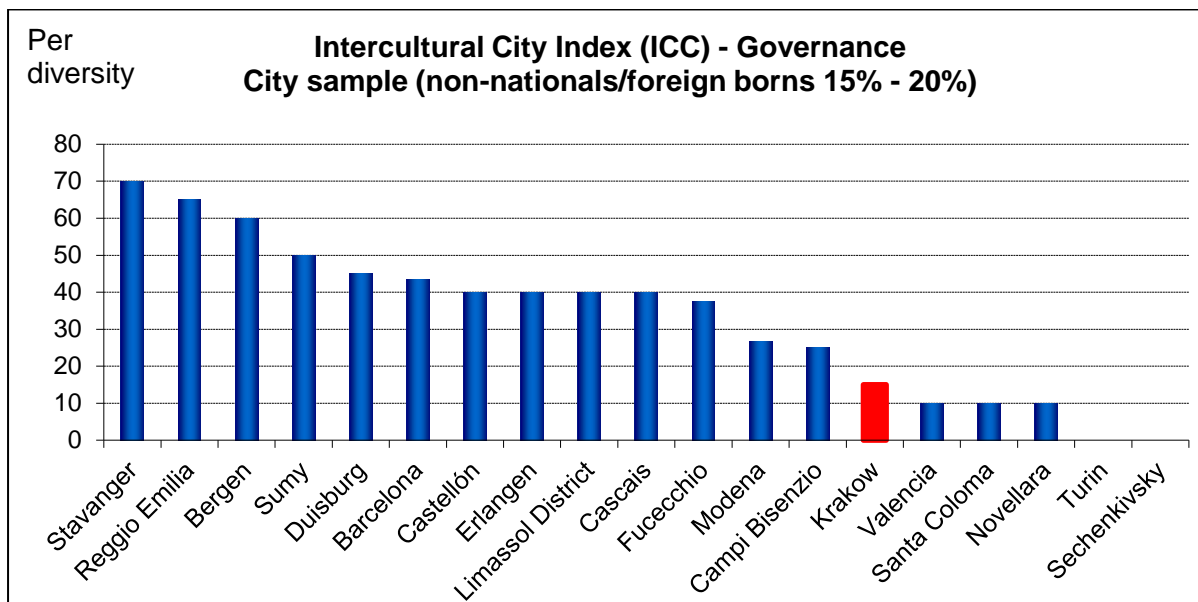
## LEADERSHIP AND CITIZENSHIP

*The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.*

Kraków achieved a rate of 15, which is lower than the city sample's achievement rate of 38, in part due to national policies on voting and standing for election as well as representation on mandatory boards.<sup>10</sup>



<sup>10</sup> Krakow's achievement rate in the extended Intercultural Cities Index is 45, while the city sample achievement rate is 53%.



In Kraków, only nationals from certain foreign countries can stand as candidates in local elections. In accordance with the Act of 5 January 2011 Electoral Code, the right of suffrage (passive right of election) applies in elections as follows:

- a) in elections to the governing bodies of local government districts – any person who is a Polish citizen, a citizen of the European Union or a citizen of the United Kingdom of Great Britain and Northern Ireland, who turns 18 years old on the voting day at the latest, and permanently resides in the area of this municipality, can stand for election;
- b) in the election of the mayor – any Polish citizen, who is 25 years old at the latest on the day of voting can stand for election, but the candidate does not have to reside permanently in the area of the municipality in which he or she is running.

Again, only nationals from certain foreign countries can vote in local elections, according to the same Act of 5 January 2011 Electoral Code.

- a) for municipal council elections – any Polish citizen, citizen of the European Union and citizen of the United Kingdom of Great Britain and Northern Ireland, who is 18 years old at the latest on the voting day, and permanently resides in the area of this municipality can vote;
- b) for county council and provincial assembly elections – any Polish citizen who, at the latest on the day of voting, turns 18 years old, and permanently resides in the area of the county and province, can vote;
- c) in the election of a mayor in a given municipality – any Polish citizen, citizen of the European Union and citizen of the United Kingdom of Great Britain and Northern Ireland, who is 18 years old at the latest on the voting day, and permanently resides in the area of that municipality, can vote.

It is not known if any elected members of the city's municipal council are foreign-born or dual nationals as data is not collected.

The city has a consultative body involving migrants/minorities, other citizens, as well as relevant public institutions, organisations and experts. From 2017 to 2021, the Mayor of the City of Kraków established an Interdisciplinary Team for co-operation on the implementation of the "Kraków the Open City" Programme. The purpose of the team's activities was to develop concepts, ideas and solutions for the implementation of the "Kraków the Open City" Programme in co-operation Kraków City Hall and municipal departments, cultural and educational institutions, universities, non-governmental organisations and other institutions and services operating in the Municipality of Kraków. Work is currently underway to establish a new consultative body.

There is no standard for the representation with people with migrant or minority backgrounds in mandatory boards supervising schools and/or public services as this is regulated nationally.

The city does not take initiatives to encourage people with migrant/minority backgrounds to engage in political life.

## Recommendations

As noted above, Kraków's score on leadership and citizenship is lower in part due to national policies on voting and standing for election as well as representation on mandatory boards. In this respect it is good practice that the city has a consultative body involving migrants. The city also does not take initiatives to encourage people with migrant/minority backgrounds to engage in political life. [Lewisham](#) in London, the UK, also has a youth mayor role that is voted on by schools. This both increases political representation (the role has a budget and decision-making powers) but also encourages an interest in politics among young people.

To encourage more participation, [Reykjavik](#) in Iceland had an interesting project. Participation of immigrants in local elections had been very low. After consulting with representatives of migrant and grass root groups it seemed the main obstacle was a lack of accessible information about the elections. There was a need to provide information in clear and simple language and to make it available in open and accessible places. People also had difficulties with understanding the difference between local and state elections, and where and how to vote. Information was published online, information boards, at bus stops, shopping centres and companies where immigrants worked. An official letter was sent to immigrants voting for the first time to inform them about their rights and where to go. NGOs and civil society associations were involved in the information campaign and on the day of elections there were adverts in other languages than Icelandic, as well as people who spoke languages other than Icelandic on the election day.

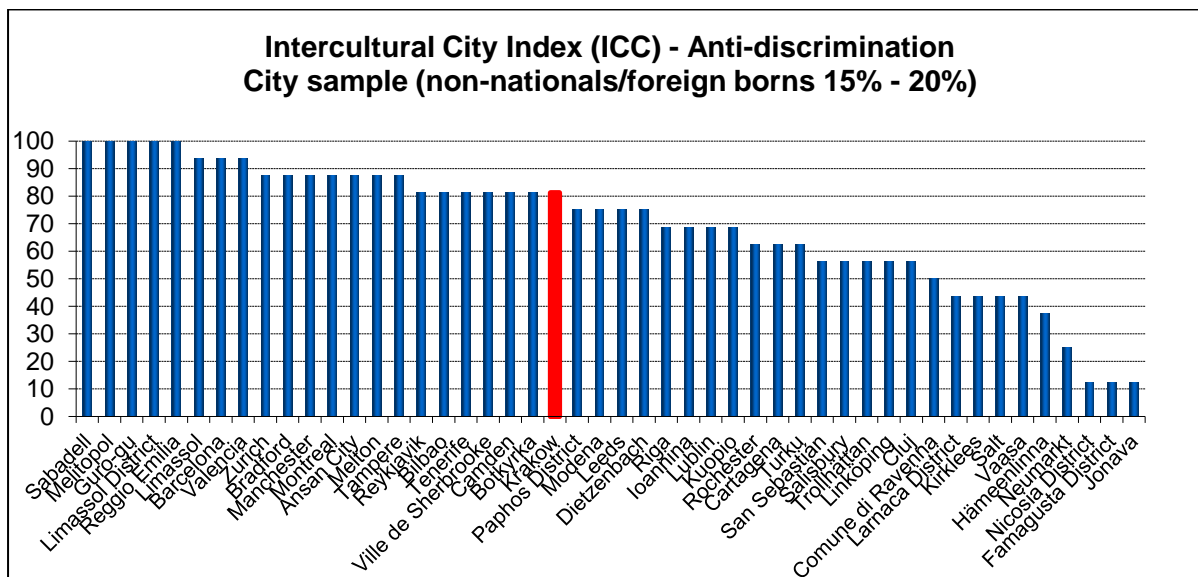
On more informal ways to encourage participation in political life, in [Berlin-Neukölln](#), the Schilleria Girl's Café addressed this issue with girls and young women, most of whom had a migrant background and were socially and educationally disadvantaged. Due to the increasing success of right-wing parties and Europe-wide discrimination of Muslims, the girls involved urgently demanded to talk more intensively about political topics. The project "PolitTalk" took the opportunity of parliamentary elections to provide information and motivate them for the under-18 elections. The project combined political education and empowerment. Participants received training in communication and networking skills. Talks on political parties and the voting system were followed by creative workshops and the election event itself. Local schools and youth clubs were invited.

## **ANTI-DISCRIMINATION**

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*Racism, xenophobia, homophobia, intolerance against certain religious groups, gender discrimination, prejudice and ethnocentrism, are all conducive to discriminatory attitudes and practices. They often subsist in people's minds despite laws proscribing discrimination against persons or groups of persons on grounds of race, colour, language, religion, nationality, national/ethnic origin or sexual orientation. An intercultural city assures every effort is made to ensure non-discrimination in all of its policies, programmes and activities. The city works in partnership with civil society organisations and other institutions that combat discrimination and offer support and reparation to victims. It also communicates widely on the risks discrimination presents for social cohesion, quality of life and the local economy.*

Indicators on anti-discrimination have been included in the Intercultural Cities Index since 2019. The data collected so far is not yet relevant for statistical purposes. So far, 48 cities have replied to this new Intercultural Cities Index chapter. Kraków's rate of achievement in the field of anti-discrimination is 81%, a strong result reflecting its focus on human rights and monitoring the extent and character of discrimination in the city.



Kraków is considering carrying out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with migrant/minority backgrounds, and already has a binding document proscribing discrimination, the "[Kraków for equality - towards a human rights city](#)" Declaration and its [Diversity Charter](#).

NGOs advise and support victims of discrimination, whilst the city provides support. Kraków has launched special funds for non-governmental organisations that operate in the areas of: promoting and protecting freedom, human rights and civil liberties, as well as activities supporting the development of democracy; activities for equal rights for women and men, allocating PLN 120 000 (around EUR 28 000).

The city regularly monitors the extent and the character of discrimination in the city. Monitoring is carried out by:

- the Multiculturalism & Migration Observatory.
- The Kraków Barometer, which aims to include reliable information on the opinions and needs of Kraków residents in public discussions about the city. It has been expanded in recent years to include the topic of discrimination.
- Data on hate speech in public spaces in the form of hateful writings on walls is monitored through a special reporting mechanism and intervention run by the Municipal Police.

In addition, as part of the process of creating the "Kraków for equality" process, a very detailed diagnosis of the situation of groups at risk of exclusion was prepared horizontally, covering the situation in different areas such as education, transportation, culture, access to public services, etc.

Kraków regularly runs anti-discrimination campaigns or raise awareness on discrimination in other ways. Every year in May, the City of Kraków invites every resident to take part in events held as part of the "[May of Equality](#)" festival. The event aims to build sensitivity around the idea of human rights and create an equal urban cultural programme. Scheduled meetings, screenings and exhibitions touch on the topics of human rights, discrimination, exclusion, seek ways to counteract these negative phenomena, inspire equality exploration.

In 2022, 50 Kraków elementary schools received the "ABC of Empathy" educational packages. The city purchased them as part of the "Safe Kraków" programme to support the education of the youngest students in tolerance. In December 2023, the Kraków City Hall prepared a guide addressed to people working with young people and children in the school environment. [Education for Equality](#) – a new guide for teachers presents in an accessible and practical way issues such as multiculturalism at school, disability, neurodiversity, sexual orientation and gender identity, stereotypes, mental health, resilience and ways of building it, hate speech and a sense of security, bullying, cyberbullying and violence in relationships, as well as the child and family in the legal system.

The city organises targeted campaigns on strengthening women in sports and against gender discrimination. It is also working with NGOs to popularise important campaigns in the city media, including the situation on the border with Belarus and the situation of LGBTIQ+ young people.

Kraków participates in regional or national organisations that address the issue of discrimination. Kraków has been part of [ICORN International Cities of Refuge Network](#) since 2011 as the first city in Central and Eastern Europe. In

2021, Kraków joined the [Intercultural Cities \(ICC\)](#) programme. In 2022, Kraków joined [the Femcities network](#), Kraków joined the network as a result of the implementation of the European Charter for Equality of Women and Men in Local Life, which defines the scope of cities' commitment to supporting gender equality. Joining [ECCAR](#) in 2024 confirms that Kraków is a city that works to fight racism and discrimination and promotes human rights.

In addition, Kraków is a member of the national Equality and Human Rights Commission for the Union of Polish Cities and the Union of Polish Metropolises' Team on Migration and Integration.

The city currently does not have an anti-rumours strategy or implement anti-rumours activities following the official Council of Europe methodology.

### Recommendations

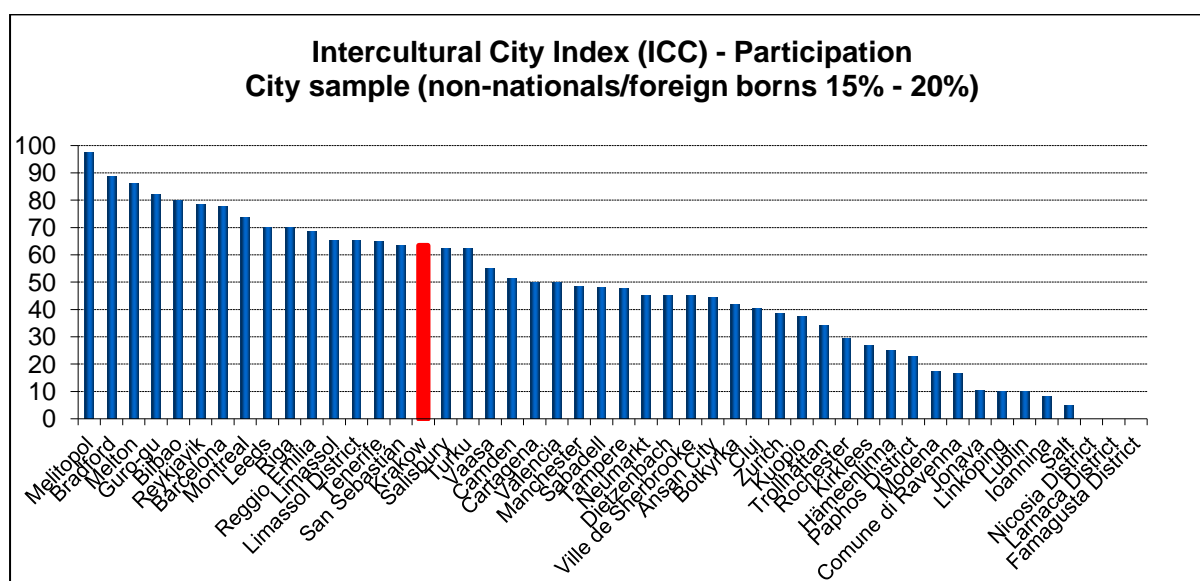
One of Kraków's strengths in this field is its work as a human rights city, as well as its monitoring and its learning through networks such as ICORN and Femcities. A systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with migrant/minority backgrounds would help identify further areas of focus.

As it does not currently have an anti-rumours strategy, it could be useful to learn more about the Council of Europe [methodology](#) as well as the experience of the many [cities](#) that have anti-rumour programmes and projects in place.

## **PARTICIPATION**

*Inclusion, power-sharing and participation are the golden keys of intercultural policy-making. A range of studies have demonstrated that inclusive integration policies produce better outcomes in terms of social cohesion, trust in the administration, safety, quality of services, welfare, good governance and economic growth. People with different backgrounds and experiences can bring innovative solutions to common challenges, as well as anticipate problems that might arise. Conversely, when people encounter barriers to participation, or otherwise choose intentionally not to participate, they may, passively, withdraw from social and public life or choose, actively, to live outside prevailing social customs and law. An intercultural city actively seeks the participation of all residents in the various decision-making processes that affect life in the city. By doing so, it increases support, and thereby the sustainability of local policies, while at the same significantly reducing the economic costs of social exclusion and instability.*

Indicators on participation have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 48 cities have replied to this new Intercultural Cities Index chapter. Kraków's rate of achievement in the field of participation is 63%, an excellent first score in this field.





A task force was established in 2013 to develop a draft resolution of the Kraków City Council on multiculturalism, countering discrimination, racism and xenophobia in Kraków. The team consisted of representatives of Kraków's NGOs, Kraków City Hall departments and municipal organisational units. The team worked under the chairmanship of the Deputy Mayor of Kraków from April to December 2013 with consultations with departments of the City of Kraków and municipal departments in 2014 and non-governmental organisations in 2015 before it was adopted. Kraków has provisions for participatory budgeting as well as intercultural dialogue platforms/round tables. The [civic budget](#) is aimed at all residents of Kraków regardless of their background and all residents can submit projects and participate in the voting.

[Civil dialogue bodies](#) are opinion and advisory teams, consisting of representatives of non-governmental organisations and representatives of the Office of the City of Kraków. Depending on the type of body and the subject of its work, the team may also include Councillors of the City of Kraków, as well as people representing various groups of residents, such as senior citizens or migrants. The main task of the dialogue bodies is to work together to create good urban policies and the best possible solutions to meet the needs of the citizens and residents of Kraków.

The Kraków Public Benefit Activity Council is a consultative and advisory body of the President on cooperation of the Municipality of Kraków with non-governmental organisations. The Council for 2022-2025 includes a representative of the Ukrainian minority, Ms. Aleksandra Zapolska, ZUSTRICZ Foundation.

### [Recommendations](#)

Kraków has some excellent practices to share with other cities in the field of participation, particularly on the budget and the civil dialogue bodies. At the moment the city does not monitor the participation of city residents with migrant/minority backgrounds in the decision-making process or in key institutions and organisations. Nor does it have mechanisms to make sure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds. Its work with Femcities will be useful no doubt on issues of gender equality.

From the Intercultural Cities Network, [Swansea](#) in the UK has many different tools for increasing participation in decision-making. Priorities, plans, budget, social services, and civil life are subject to various consultation processes. Any new policy and initiative is built on equality assessment carried out by the equality office which challenges the specific department, checking to see if they have consultation and engagement plans. The Consultation and Engagement Strategy helps practitioners to engage with residents and service users. The Swansea Voices Online Panel consists of a database of residents who are regularly consulted by the Council about its services and local issues. Its membership is continually refreshed to give as many people as possible the opportunity to take part. The Swansea Reputation Tracker is an ongoing telephone survey undertaken by the Council. Every other month 180 people are asked their opinion about the Council, the services it provides, Council staff and satisfaction with their local area. The information gathered each year is used to inform the Council's service plans and is submitted as part of our performance monitoring processes. In addition, the Council engages with the diversity of the population through diversity groups and forums, such as the 50+Network, BME Forum or LGBT Forum. In order to be as representative as possible, the Council has developed a range of channels to involve people: drop-in sessions – an opportunity for everyone to have their say in a more informal setting; group visits – either a meeting or an informal discussion – depending on the group's preference; feedback via email – so that people can have their say without having to speak to the council themselves; online surveys; big conversations with children and young people; stakeholder / forum meetings. Whilst developing the local cohesion strategy the council organised adult focus groups - including both migrants, and people from far right groups in order to speak to those who may oppose the cohesion strategy. Although there is no youth council, a budget is dedicated to consultations in schools where children can meet with different officials on various topics. Children and young people's (CYP) participation is engaged by the CYP Participation team that acts as a central body identifying relevant groups and individuals that may be interested or benefit from participating in consultations.

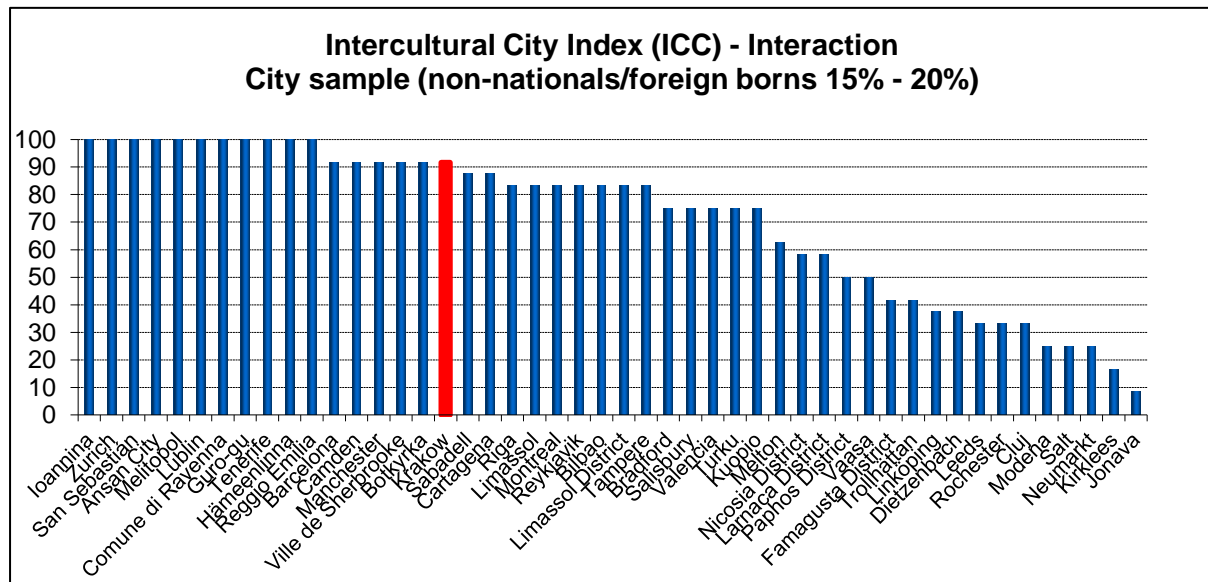
### **INTERACTION**

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*Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between*

people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 48 cities have replied to this new Intercultural Cities Index chapter. Kraków’s rate of achievement in the field of interaction is 92%, a very high rating and showing the efforts put in by the city.



The Department of Multiculturalism, Social Projects and Equality Policy in the Department of Social Policy and Health of the City of Kraków - coordinator of the “Kraków the Open City Programme” - maintains and continuously updates a list of organisations and initiatives working in the field of intercultural integration. Building a base of contacts and many years of cooperation with NGOs has allowed the “Kraków the Open City” Coalition, formed after the outbreak of war in Ukraine, to operate. The coalition includes more than 60 organisations and initiatives, and was a response to the need to support the thousands of refugees who came to Kraków from Ukraine, and allowed for the efficient co-ordination of relief efforts.

The Office of the City of Kraków carries out some of its tasks in close cooperation with non-governmental social initiatives. In addition, the City of Kraków supports and promotes (in the form of partnerships, for example) various initiatives related to intercultural integration.

Teachers in primary schools receive training in intercultural communication and pedagogy. In addition to a number of courses organised and coordinated by one of the psychological and pedagogical clinics, whose tasks include multiculturalism-related activities, teachers receive funding for studies and courses on multiculturalism. They are considered a priority and the level of funding can be as high as 95 percent of the cost.

### Recommendations

Interaction is already high on the agenda of measures taken in Kraków, particularly in education and through its ‘Kraków the Open City’ programme.












[Sherbrooke](#) in Canada focuses on public libraries as a particularly helpful place for newcomers and play a key role in giving access to knowledge, remedying social inequalities and improving these people’s quality of life. Their aim is to offer universal access to information, knowledge, culture and leisure. Because of the services they provide, libraries are ideal places to encourage social inclusion and improve the ability of both newcomers and the host society to live together in harmony.

In an area of [Lisbon](#), Portugal, with the most foreign communities, a “Fusion Market” brings people from diverse origins closer together via a journey through its typical flavours. The market is open every day of the week and is a popular leisure space for both locals and tourists. Next to music and food, it also hosts cultural/educational events, such as workshops and exhibition. The Fusion Market was set up as an initiative to counter the negative reputation of the square, located in a segregated and deprived area of Lisbon where many migrants reside. Today it has become an intercultural experience, attracting people from all over the city and beyond. The migrant-owned businesses flourished and have expanded, several touristic tours now included this square in their visits, and new migrant-led visits are also available.

## OVERALL CONCLUSIONS

Kraków's aggregate Intercultural Cities Index achievement rate was 76. The table below lists the strengths (what the city does) and the weaknesses (what the city does not yet do).

<b>COMMITMENT</b>	✓	The city has an intercultural strategy, action plan and an annual budget is awarded for activities. The action plan is implemented in partnership with others, including NGOs. It is regularly evaluated and updated, and residents, including minority residents, are involved in its co-design. The city has a website and social media for its intercultural work and often mentions its commitment in the press.
	✗	The city had a full score for commitment, but it may wish to read how other cities work in this field, such as Bilbao or Bradford who worked on shared values that the community could sign up to
<b>EDUCATION</b>	✓	The ethnic or cultural background of teachers in schools often reflects the composition of the city's population. National laws regulate the employment of teachers in schools but Kraków readily employs multicultural assistants (mostly non-nationals from other countries, especially Ukraine). This city actively engages with immigrant parents in school life and there is a wide range of cultural, sports and social events to help students and parents learn about each other's cultures.
	✗	The main issue reported was that children in most primary schools are of the same ethnic/cultural background and there is no policy to counteract this. The city may wish to look how Bradford has dealt with this through its school linking project.
<b>NEIGHBOURHOODS</b>	✓	Different areas in Kraków are diverse and there are no problems of ethnic concentration. The city takes action to encourage mixing between different neighbourhoods and residents with different migrant/minority backgrounds. Residents can participate in local activity programmes coordinated by the city's Social Welfare Centre. The city supports initiatives that engage and integrate culturally diverse residents financially.
	✗	The city had a full score for neighbourhoods but it may wish to read how other cities work in this field, such as Botkyrka or Barcelona or to look at the Council of Europe's resources on dealing with gentrification.
<b>PUBLIC SERVICES</b>	✓	This city takes action to encourage diverse workforce, intercultural mixing and competence in private sector enterprises. The city takes the migrant/minority backgrounds of all residents into consideration when providing funeral services and school meals. Kraków also provides women-only sections or times in sport facilities and in 2022, the city conducted a public campaign to promote women's achievements in sports.
	✗	There is no data available on whether the migrant/minority background of public employees reflects the composition of the city's population in Kraków. Nor is there a recruitment plan to ensure an adequate rate of diversity within its workforce.
<b>BUSINESS AND THE LABOUR MARKET</b>	✓	Kraków benefits from both a local and a national business umbrella organisation, which promote diversity and non-discrimination in the labour market. The city takes action to encourage businesses run by migrants and other minorities to move beyond the ethnic economy and enter the mainstream economy and higher value-added sectors.

		Unfortunately, Kraków is unable to favour companies with an intercultural inclusion/diversity strategy in decisions relating to the procurement of goods and services, as regional/national regulations do not provide for it.
<b>CULTURAL AND SOCIAL LIFE</b>		Kraków includes interculturalism as a criterion when allocating funds to associations and initiatives. The city regularly organises events and activities in the fields of arts, culture and sport that aim to encourage people from different ethnic/cultural backgrounds to interact. Kindergartens and schools in Kraków organise numerous events devoted to multiculturalism. Activities organised by the Board of Urban Greenery have all involved almost all residents. Foreigner residents also volunteer in different activities such as cleaning or planting. Kraków regularly organises public debates or social campaigns on the subject of cultural diversity and living together, as a partner, initiator or co financier.
		The city only occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions.
<b>PUBLIC SPACE</b>		Kraków encourages meaningful intercultural mixing and interaction in many different public spaces, particularly parks, libraries squares. The city takes the diversity of the population into account in the design, renovation and management of new public buildings or spaces. There are no spaces or areas in the city that are dominated by one ethnic group (majority or minority) and where other people feel unwelcome or unsafe.
		When Kraków reconstructs an area, it does not have different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds.
<b>MEDIATION AND CONFLICT RESOLUTION</b>		In Kraków a professional service for mediation of intercultural communication and/or conflict is provided both by a generalist municipal mediation service which also deals with cultural conflicts as well as an intercultural mediation service run by civil society organisations. All would also provide support in case of interreligious conflict.
		There is no municipal service devoted to intercultural and/or interreligious issues only.
<b>LANGUAGE</b>		Kraków takes the provision of language support seriously and provides support in multiple ways, including through schools and educational institutions; through the Grodzki Labour Office; there are independent media that cover migrant communities including in minority languages; the city co-finances events held for the benefit of national minorities and regional languages; events on the “Kraków the Open City” Programme and the Multicultural Centre are presented in four language versions.
		The city does not provide logistical or financial support to minority language newspapers, radio or TV programmes, although it does provide support for raising awareness in other ways.
<b>MEDIA AND COMMUNICATION</b>		Kraków regularly sends news items to the media. The city has an information portal about the city's activities in the field of multiculturalism, as well as the Open Kraków portal, dedicated to multiculturalism and addressed to foreigners who have chosen Kraków as a place to live. “The Strategic Programme for communication of the Kraków brand for 2023-2030”, taking into account migrants and national minorities as one of the target groups.
		The city does not have a communication strategy to improve the visibility and image of people with migrant/minority backgrounds in the local media. The

		<p>communication department has not been instructed to highlight diversity as an advantage and there is currently no support provided for training or help for journalists with migrant/minority backgrounds. The city does not monitor the way in which traditional or social media portray people with migrant/minority backgrounds or engage with the local media when they portray people with migrant/minority backgrounds through negative stereotypes.</p>
<p><b>INTERNATIONAL OUTLOOK</b></p>	<p>✓</p>	<p>Kraków is a city with an extensive network of foreign contacts, with a long list of cities (32) with which it is linked through signed co-operation documents, including on the basis of twin and partnership cities. Kraków is also a formal member of 17 international organisations and networks. Kraków's important international position is also confirmed by the presence of 38 diplomatic missions, the second highest number in Poland, after Warsaw. The city reaches out to international students and seeks to develop business relations with countries/cities of origin of its diaspora groups, particularly Ukraine.</p>
	<p>✗</p>	<p>As a city Kraków does not have a unified international policy document.</p>
<p><b>INTERCULTURAL INTELLIGENCE AND COMPETENCE</b></p>	<p>✓</p>	<p>Statistical and qualitative information about diversity and intercultural relations is mainstreamed to inform the local/municipal council's process of policy formulation in Kraków. The city carries out surveys including questions about the public perception of migrants/minorities. The Kraków City Office (KCO) cooperates with NGOs on perceptions of public safety. The city organises training courses on intercultural competence for staff and more than 400 officials have participated in training.</p>
	<p>✗</p>	<p>The city is already strong in this field but could look at how others such as Auckland and Montreal, who are also strong in this field, work on these issues. Montreal may be of interest due to their focus on gender.</p>
<p><b>WELCOMING NEWCOMERS</b></p>	<p>✓</p>	<p>Kraków has a city-specific package of information and support for newcomers including a new comprehensive guide for non-national residents in four languages: Polish, Ukrainian, Russian and English. Information support is also provided by the Multicultural Centre and the Information Point for non-national residents. Different city services and agencies provide welcome support for particular groups of newcomers, including students, refugees and asylum-seekers and migrant workers. In addition to the Information Point and Multicultural Centre, information support for non-national residents who have just arrived in Kraków is also provided by the Municipal Social Welfare Centre, which takes care of the needs of those who require support and assistance.</p>
	<p>✗</p>	<p>Kraków could learn from other cities who experienced larger numbers of arrivals after the 2015-2016 refugee crisis, such as Erlangen that developed a Welcome App and the Arrival Cities project that also looks into community cohesion.</p>
<p><b>LEADERSHIP AND CITIZENSHIP</b></p>	<p>✓</p>	<p>In Kraków, nationals from certain foreign countries can stand as candidates and vote in certain local elections. The city has a consultative body involving migrants/minorities, other citizens, as well as relevant public institutions, organisations and experts. Work is currently underway to establish a new consultative body.</p>
	<p>✗</p>	<p>Only Polish residents and residents from certain countries can be elected or vote in local elections. It is not known if any elected members of the city's municipal council are foreign-born or dual nationals as data is not collected. There is no standard for the representation with people with migrant/minority backgrounds in mandatory boards supervising schools and/or public services as this is regulated</p>

		nationally. The city does not take initiatives to encourage people with migrant/minority backgrounds to engage in political life.
<b>ANTI-DISCRIMINATION</b>	✓	Kraków has a binding document proscribing discrimination, the "Kraków for equality - Towards a Human Rights City" Declaration and its Diversity Charter. NGOs advise and support victims of discrimination, whilst the city provides support. Kraków has launched special funds for non-governmental organisations that operate in this. The city regularly monitors the extent and the character of discrimination in the city. Kraków regularly runs anti-discrimination campaigns or raise awareness on discrimination in other ways. Every year in May, the City of Kraków invites every resident to take part in events held as part of the "May of Equality" festival. Kraków participates in organisations that address the issue of discrimination. In addition, Kraków is a member of the national Equality and Human Rights Commission for the Union of Polish Cities and the Union of Polish Metropolises' Team on Migration and Integration.
	✗	Kraków is considering carrying out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with migrant/minority backgrounds. The city does not have an anti-rumours strategy or implement anti-rumours activities following the official Council of Europe methodology.
<b>INTERACTION</b>	✓	The Department of Multiculturalism, Social Projects and Equality Policy maintains and continuously updates a list of organisations and initiatives working in the field of intercultural integration. The Office of the City of Kraków carries out some of its tasks in close cooperation with non-governmental social initiatives. In addition, the City of Kraków supports and promotes (in the form of partnerships, for example) various initiatives related to intercultural integration. Teachers in primary schools receive training in intercultural communication and pedagogy.
	✗	The list of organisations and initiatives working in the field of intercultural integration is not open to the public.
<b>PARTICIPATION</b>	✓	Kraków has provisions for participatory budgeting as well as intercultural dialogue platforms/round tables. The civic budget is aimed at all residents of Kraków regardless of their background and all residents can submit projects and participate in the voting. Civil dialogue bodies are opinion and advisory teams, consisting of representatives of non-governmental organisations and representatives of the Office of the City of Kraków whose main task is to work together to create good urban policies and the best possible solutions to meet the needs of the citizens and residents of Kraków.
	✗	At the moment the city does not monitor the participation of city residents with migrant/minority backgrounds in the decision-making process or in key institutions and organisations, or have mechanisms to make sure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds.

In view of the above, we wish to congratulate Kraków for the efforts taken and we are confident that if the city follows our guidelines and other Intercultural Cities' practices results in the areas where needed, will rapidly be visible and tangible.

## RECOMMENDATIONS

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When it comes to the intercultural efforts, with reference to the survey, Kraków could enhance the sectors below by introducing different initiatives:

**Commitment:** Kraków scored 100% on commitment but still may be interested in the experience of other cities such as Bilbao or Bradford, who have focused on shared values that the community can sign up to.

**Education:** Kraków has some excellent initiatives in the field of education but could consider school linking or other initiatives to ensure interaction between different schools, if there are ethnic concentrations in particular schools or areas.

**Neighbourhoods:** The city had a full score for neighbourhoods but it may wish to read how other cities work in this field, such as Botkyrka or Barcelona or to look at the Council of Europe's resources on dealing with gentrification.

**Public services:** The city could start mapping whether the migrant/minority background of public employees reflects the composition of the city's population in Kraków. Once it has this data it could look at whether a policy to increase this is useful and necessary. Innovative solutions may be found, as was the case with increasing representation in schools through hiring teaching assistants with a Ukrainian background.

**Business and the labour market:** Kraków attained a full score in the field of business and the labour market. It would be useful for other cities if Kraków could provide more detail on some of its work in this area, so others can learn from it.

**Cultural and social life:** The city only occasionally encourages cultural organisations to deal with diversity and intercultural relations in their productions. Kraków could review its grant making policy to see if criteria promoting diversity could be included.

**Public space:** Kraków could learn from other cities different methods and places for consultation to ensure the meaningful involvement of people with different migrant/minority backgrounds when reconstructing public space.

**Mediation and conflict resolution:** Kraków could consider a municipal provision specifically dedicated to intercultural mediation and conflict resolution and whether there is a need for any services targeting interreligious conflict.

**Language:** Although it supports and promotes minority languages in many ways, the city does not provide logistical or financial support to minority language newspapers, radio or TV programmes. These can be resource intensive initiatives, and there needs to be demand, but the city could consider how to support or acknowledge independent media providing these services already or how to incorporate languages more in this type of service that it does provide.

**Media and communication:** Areas to develop include improving the visibility and image of people with migrant/minority backgrounds in the local media and there is currently no support provided for training or help for journalists with migrant/minority backgrounds. The city does not monitor the way in which traditional or social media portray people with migrant/minority backgrounds or engage with the local media when they portray people with migrant/minority backgrounds through negative stereotypes.

**International outlook:** As a city Kraków does not have a unified international policy document with action points spread across other policies and initiatives. A first step could be to map what these already cover and whether a central policy focussing on international outlook is needed. It could also learn from cities like Barcelona that have a very proactive policy to promote their city at the international level including its interculturalism.

**Intercultural intelligence and competence:** The city is already strong in this field but could look at how others such as Auckland and Montreal, who are also strong in this field, work on these issues. Montreal may be of particular interest due to their focus on gender.



**Welcoming newcomers:** Kraków welcomed a large number of people fleeing Russia's war in Ukraine in a short period of time. Kraków could learn from other cities who experienced larger numbers of arrivals after the 2015-2016 refugee crisis, such as Erlangen that developed a Welcome App and the Arrival Cities project that also looks into community cohesion.

**Leadership and citizenship:** Kraków is limited in some ways to what it can do in this field as regulations about who can vote and stand for election are determined by national legislation. However, there are ways to increase representation through other means, such as Lewisham's Young Mayor programme. There are lots of ways of encouraging political participation focussing on information provision such as in Reykjavik in Iceland or on specific groups such as Berlin-Neukölln's Schilleria Girls' Café that provided a safe space for young girls from a migrant background to talk about politics.

**Anti-discrimination:** Kraków is already considering carrying out a systematic review of all municipal rules and regulations to identify mechanisms that may discriminate against residents with migrant/minority backgrounds, which is highly recommended. The city does not have an anti-rumours strategy or implement anti-rumours activities following the official Council of Europe methodology so it could also see if there were useful projects or ideas from this.

**Interaction:** Kraków could consider a list, publication or database on its website listing organisations and initiatives working in the field of intercultural integration. It could also focus on increasing interaction based on specific institutions (like libraries). Given its appeal to tourists and students it could consider increasing interaction in specific geographical areas of the town, as Lisbon did with its Fusion Market.

**Participation:** At the moment the city does not monitor the participation of city residents with migrant/minority backgrounds in the decision-making process or in key institutions and organisations, or have mechanisms to make sure that gender equality is respected in organisations that participate in the decision-making process on matters related to the inclusion of city residents with migrant/minority backgrounds. Its work with Femcities will be useful no doubt on issues of gender equality. An example from the city of Swansea has also been included as they use so many different methods of ensuring participation.

Kraków may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. A decade after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

