

# Krakow City Hall

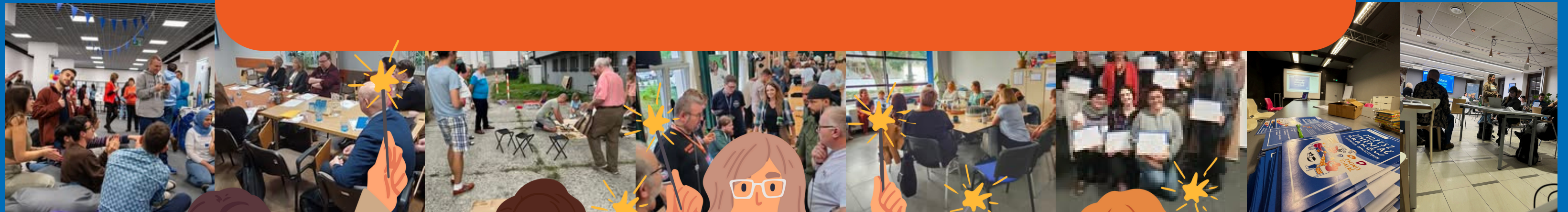


Kraków

**..don't ask what participation can do for you...  
...ask what you can do for participation..**

**INFRASTRUCTURE AND SUPPORT FOR PARTICIPATION IN KRAKOW**

# CIVIC CENTERS



# CIVIC CENTERS

**What is a Civic Center**



**Main purpose of Civic Centers**





# CIVIC CENTERS



**Number of Civic Centers in Krakow:  
2**

**The offer of Civic Centers in Krakow**

- **friendly and free space**
- **a place to work and develop**
- **support/advice/training**
- **NGO incubation**





### Context

- **Need:** Increased civic engagement and effectiveness of non-governmental organizations.
- **Goal:** Providing comprehensive support for the development of social activities.
- **Funding:** Projects funded by the City of Krakow.

### Challenges

- **Citizen Engagement:** Encouraging active participation in community life.
- **Resource Availability:** Effective management of limited financial resources.
- **Effective Communication:** Conveying information about available services.

### Impact on Citizens

- Increased civic engagement through access to education and infrastructure.
- Development of local leaders' skills through training and mentoring programs.
- Improved cooperation between different social groups.



# CIVIC CENTERS

# MULTICULTURAL CENTER





# MULTICULTURAL CENTER

OPEN KRAKOW  
PROGRAM

What is a Multicultural Center

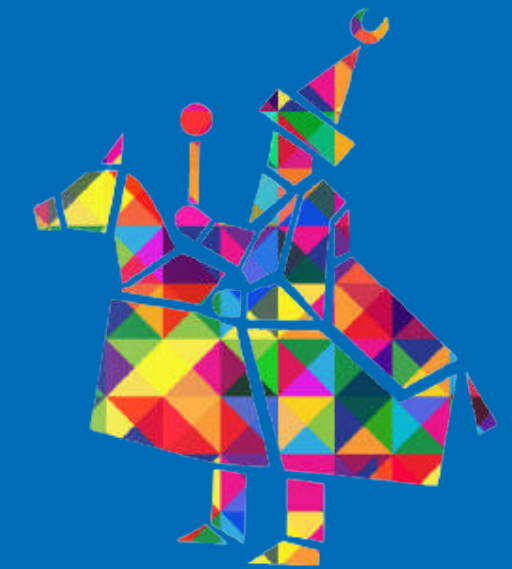


The Multicultural Center in Krakow has  
been operating since 2021





# MULTICULTURAL CENTER



The functions of Multicultural  
Center:

Informational

Engaging

Creational



### Context

- **Need:** Increased cultural integration and understanding among residents.
- **Goal:** Promoting cultural diversity and supporting migrant communities through collaboration with NGOs and city institutions.

### Challenges

- **Community Engagement:** Encouraging active participation in multicultural events.
- **Funding Projects:** Securing funds for integration initiatives.

### Impact on Citizens

- Increased awareness of cultural diversity through education and artistic events.
- Enhanced civic participation and community building: **Migrants become active participants in public life**



**MULTICULTURAL  
CENTER**

# RESIDENTS' ACTIVITY PLACES





# RESIDENTS' ACTIVITY PLACES



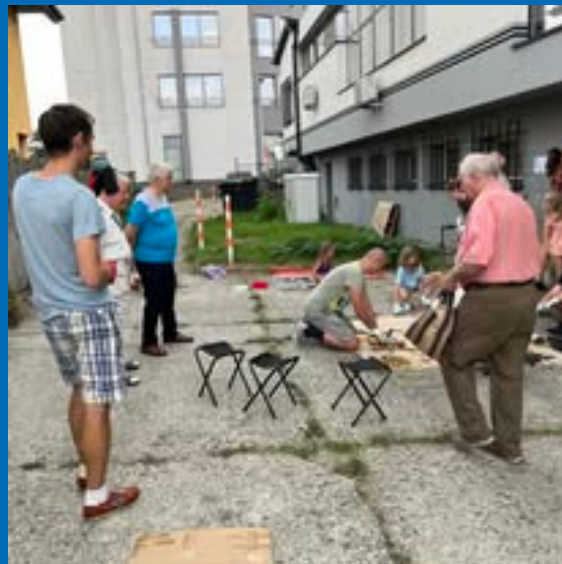
**What is a Residents' Activity Place**



**Main Values of Residents' Activity Places**



# RESIDENTS' ACTIVITY PLACES



**The offer of Residents'  
Activity Places**

**Number of Residents' Activity  
Places in Krakow: 2\***



- **Empowerment**
- **Reciprocity**
- **Openness &  
Shared  
Responsibility**

## Context

- **Need:** Increased cohesion and trust in neighborhoods through joint initiatives.
- **Goal:** Creating spaces for integration of local communities.

## Challenges

- **Engagement of Residents:** Encouraging active participation in MAM activities, especially among less active community members.
- **Funding Local Projects:** Securing funds for neighborhood initiatives.

## Impact on Citizens

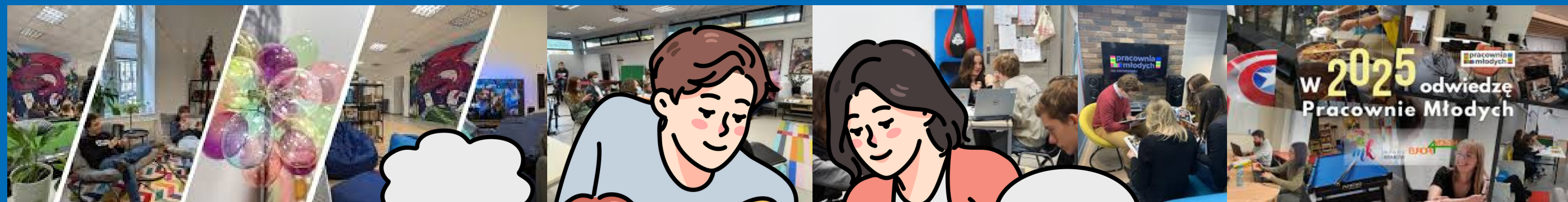
- Increased sense of safety and trust due to better acquaintance with neighbors.
- Improved living conditions through infrastructure development tailored to specific neighborhood needs.



# RESIDENTS' ACTIVITY PLACES



# YOUTH LABS





# YOUTH LABS

What is a Youth Lab 

Mission of (5) Youth Labs





# YOUTH LABS

Young Krakow 3.0 Program

Who are Youth Ambassadors  
of Krakow



- dedicated to young people,
- friendly and safe,
- developing passions,
- acquiring knowledge and skills,
- diversity and multiculturalism,
- equalizing opportunities.



## Context

- **Need:** Increasing access to education and skill development for young people, especially from excluded areas.
- **Goal:** Creating a space for developing passions and talents through workshops and training.

## Challenges

- **Youth Engagement:** Encouraging active participation in offered programs.
- **Project Funding:** Securing funds for educational initiatives.

## Impact on Citizens

- Development of social and civic competencies among young people through participation in workshops, training sessions, and social projects.
- Increased civic engagement of youth due to the organization of integrating and educational events that promote involvement in local community life.



# YOUTH LABS

# ACTIVE RESIDENTS ACADEMY



# ACTIVE RESIDENTS ACADEMY

What is an Active Residents Academy



Workshops

Knowledge

Skills



# ACTIVE RESIDENTS ACADEMY



**5th Edition of Active Residents Academy  
(Upcoming)**

**The beginnings of Active Residents  
Academy**

- **Actions**
- **Knowledge**
- **Participation**
- **Change**

### Context

- **Need:** Increasing residents' competencies in civic participation and local community development.
- **Goal:** Preparing residents for active involvement in public life through education and training.

### Challenges

- **Resident Engagement:** Encouraging participation in the program, especially among those less engaged previously.
- **Effective Communication:** Effectively conveying the benefits of the program to local communities.

### Impact on Citizens

- Developing leadership skills and competencies necessary for managing social projects at the local level.
- Increasing civic engagement by utilizing acquired skills to benefit neighborhood and local community work.



# ACTIVE RESIDENTS ACADEMY

# Zabłocie Socio-Economic Innovation Cluster 20.22.





# Zabłocie Socio-Economic Innovation Cluster 20.22.

Improving access to services of social organizations and activities promoting entrepreneurship, including social entrepreneurship.

Establishment of a multifunctional innovation centre contributing to the stimulation of social, civic and professional activity of residents.

- **Actions**
- **Knowledge**
- **Participation**
- **Change**

### **Context**

The **Social and Economic Innovation Cluster Zabłocie 20.22** was created as part of the revitalization of a former industrial district on the right bank of the Vistula River in Krakow, combining the knowledge and technology sector with entrepreneurship incubation and social activity.

### **Challenges**

The main challenge for the **Cluster** is to create suitable social and economic infrastructure in a rapidly developing district that previously lacked it.

### **Impact on Citizens**

The **Cluster** helps people in the community by creating opportunities for them to get involved and start their own businesses.

**Cluster  
Zabłocie  
20.22**

**AN IDEA is  
a good START  
The CHANGE  
is yours**



**In the 12th edition of the Civic Budget of the City of Krakow, which is taking place in 2025, residents could submit projects from February 7 to March 9. A record amount of approximately €10.9 million (51 million PLN) was allocated for project implementation, with €2.2 million (10.2 million PLN) for city-wide projects and €8.7 million (40.8 million PLN) for district projects. This year's edition saw a record number of 1152 project submissions. The projects included initiatives related to green spaces, infrastructure, and sports. Voting will take place from September 19 to October 3, 2025.**



# PROCESS STAGE



**Educational campaign and promotional campaign**

**Submission of task proposals by residents**

**Verification and evaluation of task proposals**

**Submitting and considering protests**

**Residents' voting on projects**

**Announcement of projects for implementation and evaluation**



# SUBMITTING PROJECTS

**The project can be submitted by any resident of Krakow, regardless of age. Projects may concern the district where you live or the entire city. The proposed design must have:**

**TITLE**

**A BRIEF  
DESCRIPTION OF  
THE TASK  
PROPOSAL**

**PLACE  
OF  
IMPLEMENTATION**

**A BRIEF  
DESCRIPTION  
OF THE TASK  
PROPOSAL**

**DETAILED  
DESCRIPTION**

# CATEGORIES OF THE MOST FREQUENTLY CHOSEN PROJECTS



**Green**



**Sport**



**Culture**



**Society**



**Health**



# PROMOTIONAL ACTIVITIES



## OWN

- **designs, printing and distribution of promotional materials (18 District Councils, Krakow Library 74 branches, Cultural Centers over 50 facilities, UMK buildings, resident service points, PAL/MAM/CAS, support for voting points),**
- **Advertising on BUS TV and KKM vending machines,**
- **articles in the biweekly KRAKÓW PL,**
- **civic lessons in schools and universities,**
- **organization of events - COFFEE WITH BO etc.,**
- **promotion during city picnics,**
- **25,000 system messages and over 1,500 messages requesting further distribution, the number of recipients cannot be estimated**

## COMMISSIONED

- **promotion in social media by an external company,**
- **radio spots in 4 Krakow stations and banner advertising on websites,**
- **advertising display on the full backs of 7 city buses,**
- **stickers on the backrests of tram seats,**
- **95 advertisements at city stops (city light),**
- **10 large format advertisements and B1 posters on poles,**
- **articles in Tygodnik Nowohucki and Gazeta Fakt.**





 **Kraków**

### BUDŻET OBYWATELSKI

#### Jak głosować?

-  Skanujcie program kartę do głosowania w wyznaczonych punktach
-  Elektronicznie poprzez platformę internetową [www.budzet.krakow.pl](http://www.budzet.krakow.pl)
-  Głosujcie mobilnie tylną ras

**33**

Wybieramy trzy projekty najpopularniejsze i trzy projekty alternatywne

Wskazujemy spośród 4 projektów propozycji: 3 pkt., 2 pkt. i 1 pkt., 1 pkt. - na projekt popularny i alternatywny, 1 pkt. - na projekt popularny i alternatywny

[www.budzet.krakow.pl](http://www.budzet.krakow.pl)



- **Increasing Citizen Engagement:** Encouraging active participation in decision-making processes, especially among less active groups.
- **Effective Communication:** Effectively conveying information about available participatory tools and their benefits.
- **Development of Participatory Infrastructure:** Improving and expanding existing tools, such as the civic budget and public consultations.
- **Strengthening Intersectoral Cooperation:** Enhancing collaboration between NGOs, city institutions, and residents.
- **Inclusion of Diverse Social Groups:** Involving minorities, migrants, and other social groups in participatory processes.

## Challenges in Civic Participation in Krakow

# thank you for your attention



<http://www.obywatelski.krakow.pl/>

<http://ngo.krakow.pl/>

<http://www.otwarty.krakow.pl/>

<http://www.mlodziez.krakow.pl/>

<http://www.budzet.obywatelski.pl/>

**Mateusz Płoskonka**  
Deputy Director  
Department of Dialog,  
Consultation and Citizen Contact  
e-mail:  
[mateusz.ploskonka@um.krakow.pl](mailto:mateusz.ploskonka@um.krakow.pl)  
tel:  
**+48501339491**