

## Case Examples - City of Krakow

### 1. Title: Project of integrating actions – creating a platform of cooperation

#### 2. Summary :

Azory housing estate has had a problem of a lack of integration between actions undertaken by local institutions (Local Activity Point, Centre of Elderly People, Children Friends Society and schools). The implementation of actions realized by different actors and financed by different sources of funding at the same time and at the same place was accidental

The weakness of the local associations and only having a few local leaders contributing to a vibrant collective life, was also an obstacle to the municipal initiatives.

The challenge was to initially implement separate projects in an integrated way: at the same place and at the same time, however there was no solid cooperation or coordination.

The next step to strengthen ties and identify the resources and needs of local actors was the project (idea) of elaborating the resource map. Mapping local stakeholders and local assets is necessary to create new coalitions between the local institutions as well as between the local actors and the municipality.

Creating a platform for coordinating the activities of institutions working on the Azory housing estate and to develop a common cooperation model should be made by:

- 1) identifying various stakeholders operating in Azory, their resources and needs
- 2) identifying problems that should be solved,
- 3) elaborating a common calendar with planned actions
- 4) creating a resource map with all contacts
- 5) organizing regular meetings of local leaders

#### 3. Solutions offered by the case example.

Creating a platform of cooperation of actions is the first step of enacting cooperation of institutions working in the Azory estate. The next step would be organization of the Social Centre in Azory. Integrating actions at this point will help to create a communication platform of institutions. The identified stakeholders will be able to undertake common activities within the planned Local Activity Centre.

The Local Activity Centre could become a centre for versatile social integration in terms of institutional activities supplemented following the formula of a self-organizing

community implementing the idea of "co-space" ("local community space"). The Centre will be based on the cooperation of the Municipal Social Welfare Centre (within the Local Activity Programme which is being implemented in Krakow), including local NGOs, housing associations, private entities, residents' representatives, etc. The issue of managing and financing the day-to-day running of the Social Centre in the upcoming years is still open.

A still binding question is if this platform should be somehow formalized in the future... or if it should remain a non-formal cooperation based basically on "friendly" relations.

#### **4. Building on the sustainable and integrated approach.**

1. A platform for the cooperation of institutions allows a better communication between the institutions working in the estate and an effective use of resources in their possession. We can observe an improvement in the quality of different kinds of activities realized in the estate.
2. The objective of this case was to bring together various local players to find a way to act together to create a vibrant and successful mixed-use district, which ensures that the users are able to access existing and new opportunities arising as a result of implementation of the urban strategy.
3. Furthermore, the identified institutions will be able to undertake common activities within the planned Local Activity Centre.

#### **5. Based on participatory approach**

Activities addressed directly to the residents are intended to involve different institutions and their members cooperating with each other and involve the residents in the estate's life. The activities will allow integration of the local community by strengthening local identity and neighbourly cooperation.

In a district with social problems such as Azory, acting together for the purpose of combating poverty and social exclusion was one of the main objectives. Integration of neighbours of different generations was the expected result.

The Social Garden and the Pocket Park projects were led by municipal institutions: the Municipal Social Welfare Centre and the Board of Green City Spaces were fully participative processes: both were preceded by consultative diagnosis, followed by a local opinion poll and consultation meetings as well as inviting residents to direct works participation. The Local Activity Centre project was also supported by a few political pressure actions made by the local activists and the District Council.

#### **6. What difference has it made? How did the result indicator shift?**

Small actions illustrate real possibilities that things can progress. The apathy of the resident population could be shifted by the mid-term. A crucial point is the presence



and activity of municipal workers and politicians. For the local community they become partners rather than authority figures.

The actions led to increased involvement of the local community in social activities contributed to strengthen the neighbourly ties of the Azory estate and improved the sense of identity and sense of security. We have observed an increase of common actions undertaken by the institutions, the number of events and number of participants. The satisfaction of inhabitants and leaders of institutions of this change was clearly demonstrated in surveys carried out during ULG meetings.

It's obvious, that involving local stakeholders in urban strategic planning is a democratic challenge. The practical knowledge of local needs of residents is a valuable input to improve public decisions. The partnerships which emerge from this process can be of fundamental importance in building trust between the municipality and its citizens. The partnerships can be crucial for urban projects' success.

### **7. Why should other EU cities use it??**

Activities addressed directly to the residents are intended to involve the residents in the life of the estate, improve security in the area and reduce social exclusion. Officials should not only create plans and scenarios, but also work directly in the field with residents. They should coordinate the implementation of plans and programs in cooperation with people at place. The activities will allow integration of the local community by strengthening local identity or neighbourly cooperation.

Civil servants' participation in all the actions contributed to the improvement of trust between the municipality, the local institutions and the residents (especially elderly people). Understanding local community and respect for its individuality were significant points of the achieved method to activate the citizens and involve them into the transformation process. The challenge was to implement an open, transparent process of a participatory decision-making to ensure the participation of the widest possible range of stakeholders and to reduce the natural social phenomenon, of aversion and resistance to any changes. The method helped to create space for dialogue within the community with the authorities and institutions.

### **8. Key fact and figures:**

Organization of meetings with Local UrblInclusion Group about pocket park, social garden and the social centre:

- 1st meeting of ULG - set up the ULG: inform all partners of the project launch, get them involved,
- 2nd meeting of ULG, outcomes of the meeting: the organizations operating in the Azory estate create a joint project from a participatory budget corresponding to the needs of residents.; discussion about the Social Centre in Azory, presentation of the pocket park project ,
- 3rd meeting of ULG - concerning the Social Economy project:
- 4th ULG meeting with participants of the URBlInclusion project during the Krakow seminar 19 of April.

- 5th ULG meeting concerning the coordination of Christmas events

Other common actions:

- outdoor meetings (feasts): 2 family feasts, occasional events (Christmas Tree decoration, Christmas Party, 5th anniversary of Seniors' Club), opening of the pocket park

- several meetings concerning the preparation of the project from the citizens' budget with inhabitants from the Senior Activity Centre,

Resource map elaboration:

- identification of the institution cooperating in Azory,

- preparing a resource map of Azory neighbourhood

**8.1 Start and end dates of case example:** : December 2017 – ongoing

**8.2 Date of preparation of this case example:** 20 March 2019

**8.3 Who prepared the case example?:** Natalia Biernat

**8.4 Budget:**

## 9. Extra information and hyperlinks:

**Common actions undertaken by different institutions which started to cooperate together:**

[https://ue.krakow.pl/aktualnosci/221735,229,komunikat,festyn\\_rodzinny\\_na\\_powitaniu\\_lata\\_w\\_ramach\\_projektu\\_urb-inclusion.html](https://ue.krakow.pl/aktualnosci/221735,229,komunikat,festyn_rodzinny_na_powitaniu_lata_w_ramach_projektu_urb-inclusion.html)

[https://ue.krakow.pl/aktualnosci/223083,229,komunikat,festyn\\_sasiedzki\\_na\\_powitaniu\\_jesieni\\_w\\_ramach\\_projektu\\_urb-inclusion.html](https://ue.krakow.pl/aktualnosci/223083,229,komunikat,festyn_sasiedzki_na_powitaniu_jesieni_w_ramach_projektu_urb-inclusion.html)

[https://ue.krakow.pl/aktualnosci/226307,229,komunikat,swiateczne\\_spotkania\\_integrujace\\_mieszkancow\\_na\\_osiedlu\\_azory.html](https://ue.krakow.pl/aktualnosci/226307,229,komunikat,swiateczne_spotkania_integrujace_mieszkancow_na_osiedlu_azory.html)

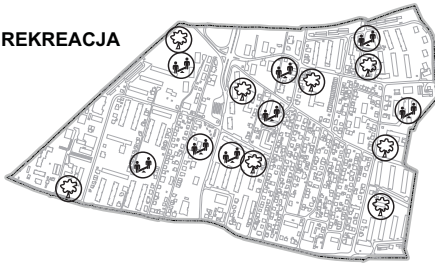
## 10. Pictures:



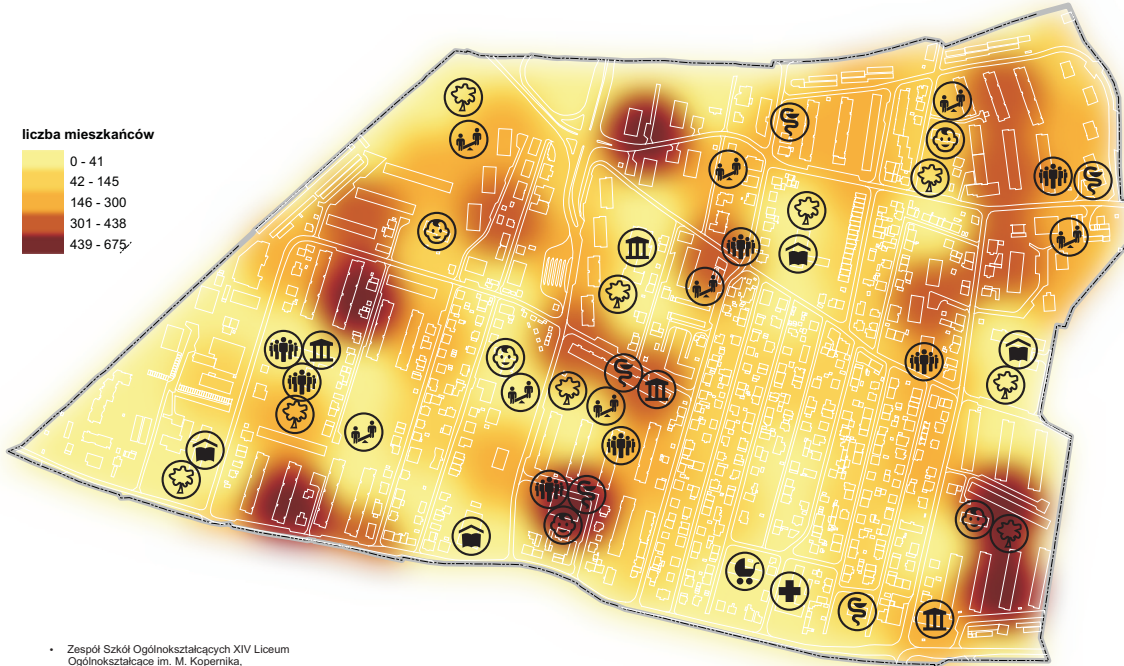
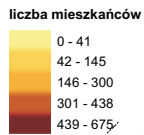




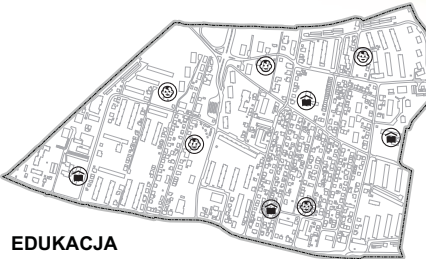
## REKREACJA



# OSIEDLE AZORY MAPA ZASOBOW



- Zespół Szkół Ogólnokształcących XIV Liceum Ogólnokształcące im. M. Kopernika, Józefa Chełmońskiego 24
- Szkoła Podstawowa nr 119 im. J. Porazińskiej, Bolesława Czerwińskiego 1
- Szkoła Podstawowa nr 113 im. L. Węgrzynowicza, Piotra Stachewicza 33
- Szkoła "Wierchy", Waleriego Eljasza Radzikowskiego 52
- Przedszkole Samorządowe Nr 118, Heleny Modrzajewskiej 21
- Przedszkole nr 121 Samorządowe, Piotra Stachewicza 21
- Kraina Uśmiechu. Przedszkole niepubliczne, Marii Jaremy 12
- Chatka Puchatka - Przedszkole Towarzystwa Przyjaciół Dzieci, Ludomira Różyckiego 5
- Źródło - Przedszkole - Kraków Zyguntowska 12a, Słownik, Stowarzyszenie Wspierania Edukacji i Rodziny
- Przedszkole Kraków Pracowite Pszczółki, Waleriego Eljasza Radzikowskiego 40A



## EDUKACJA

- Fundacja „Nie dzieli nas wiek” Weissa 8
- Stowarzyszenie Pacjentów i Ich Przyjaciół „Zaufanie” Chełmońskiego 4/62
- Stowarzyszenie „Fort Sztuki”, Mehoffera 2
- Towarzystwo Krzewienia Kultury Fizycznej Azory, Piotra Stachewicza 47
- Krakowski Klub Siermiery KKS Kraków, Bolesława Czerwińskiego 16
- Polskie Towarzystwo Dysleksji, Oddział terenowy nr 81, Bolesława Czerwińskiego 16
- Kościół pw. Niepokalanego Poczęcia NMP, Józefa Chełmońskiego 41

- Azory Sp. z o.o. Praktyka lekarska NZOZ, Nałkowskiego 1
- Apteka Hygieia, Niska 2,
- Apteka Słoneczna, Józefa Mehoffera 17
- Apteka "Pod Owieczką", Józefa Elsnera 3
- Apteka "Pod Owieczką", Marii Jaremy 5
- Apteka "Pod Owieczką", Tadeusza Makowskiego 4,
- Żłobek nr 25, Gustawa Ehrenberga 3
- Prywatny Żłobek "Spisówek", Piotra Stachewicza 32



## OCHRONA ZDROWIA



## ŻYCIE SPOŁECZNE

