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PRAGUE CITY INTEGRATION AGENDA



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Prague City Integration Agenda

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1. EXECUTIVE SUMMARY

This City Integration Agenda has been created as a part of the project INTEGRA, the letters standing for Integration of Third Country Nationals through Urban Partnerships, whose overall purpose is to improve the process of long-term integration of TCN (third country nationals) in selected cities of 5 EU countries (Bulgaria, Croatia, Italy, Slovakia and the Czech Republic) through city to-city knowledge and experience sharing.

INTEGRA project aims to develop, test and promote new models and tools for participatory assessment of city integration performance, to improve city integration policies, to deepen understanding between TCN and the majority society through dispersion of mutual fears and stereotypes and to initiate and support cooperation between stakeholders, experts, various sectors as well as individual cities and countries involved in the project. The project can be understood as a reaction/response to the challenges currently faced by EU countries, that deal with significant labour shortages which ask for better management of legal migration channels for skilled migrants, while tackling the challenges and problems which have resulted from the so-called “refugee crises”.

This agenda, being one of the main project outputs, is one of 5 agendas created in the selected cities in each of the project countries with the purpose to introduce suggestions and recommendations for the city representatives in order to improve integration policies and practice in the city (with regard to two most probable future scenarios of the city development regarding TCN). Subsequently, the recommendations shall be incorporated in the policies and strategic materials of the cities.

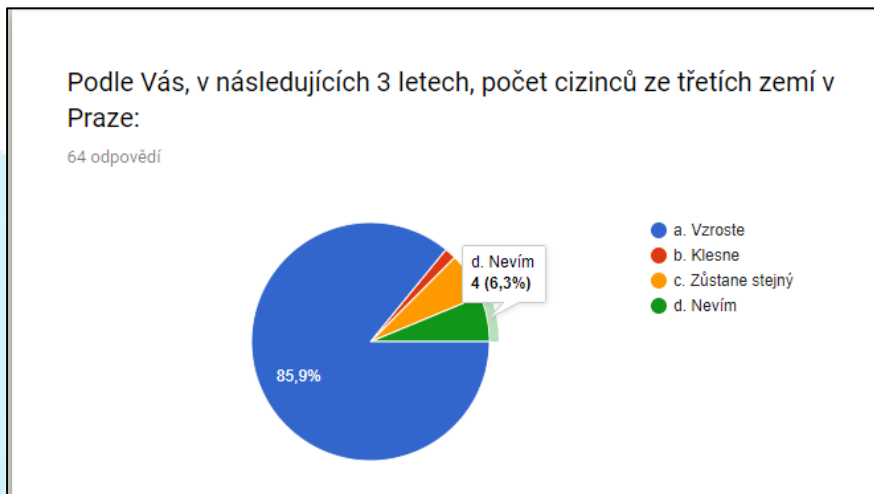
The agendas were based on the results of city audits carried out within the same project, with the aim to identify effective and sustainable city integration policies and practices as well as to identify areas and issues which need to be improved and innovated in order to ensure smooth TCN integration.



2. INTRODUCTION

The background information for this City Integration Agenda has been obtained during a city audit of Prague carried out between April and August 2018. The following methods - desk research, focus groups, city walks with check lists and PhotoVoice - were used to assess existing city integration policies and practices, evaluate their effectivity and sustainability and identify areas that need improvement or which have been ignored/overlooked and should be focused on in the future. Altogether around 100 stakeholders, experts, TCN and other Prague citizens got involved in the process. The findings and the recommendations formulated during and within the city audit were used to create a City Audit Report and served as a basis for this City Integration Agenda.

Additionally, a survey was conducted among integration experts and stakeholders to draw the most probable scenarios of the development of the city regarding TCN for the following 3 years, which would serve as model situations for drafting the City Integration Agenda. 4 basic dimensions were defined: number of TCN, job opportunities for TCN, access to housing and access to services for TCN. 64 experts participated in the survey.



Based on the city audit results, a series of relevant topics/issues were identified/defined. These topics were then discussed (in light of the two scenarios) during 2 all-day meetings, the so-called city integration labs (CIL). Within CILs, 26 city stakeholders, experts, ministry representatives, NGO workers and TCN agreed upon a series of recommendations that should be included in the existing Prague Policy for Integration of Foreign Nationals and the overall agenda of the city more generally. These recommendations, which will be introduced at the



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end of this documents, were further consulted during a public discussion with other 36 interested actors in the field:

Representatives of:	Number:
City of Prague	2
City districts	10
NGOs	14
TCN	5
Ministries	2
Research and academic institutions	1
TCN media	1

Since the city of Prague already has a city policy for CTZ integration, as mentioned above, this City Integration Agenda takes into consideration its structure and priorities when identifying and defining the individual recommendations. This agenda and its recommendations will be taken into account (where feasible) while preparing the Action Plan of the policy for 2020-2021, as well as the updated version of the policy in 2021. Furthermore, some recommendations are relevant for the more general Strategic Plan for the city of Prague.



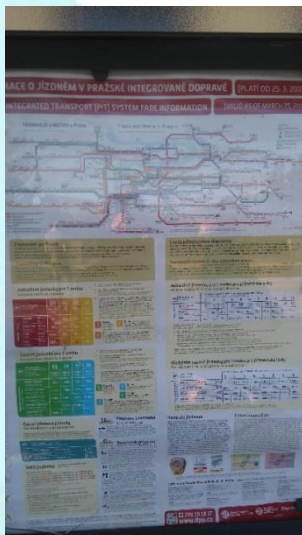
3. PRAGUE POLICY FOR INTEGRATION OF FOREIGN NATIONALS

Integration activities that take place in Prague and which are supported by the city are planned and carried out according to the Prague Policy for the Integration of Foreign Nationals. Prague's slogan, "Prague for all" supports the idea of an open city, where CTZ can find their new home. Prague policy is the result of work and effort of tens of representatives of the city itself, city districts, state and non-governmental organizations as well as TCN. The policy contains a summary of the historical perspective on the issue along with a description of the current context, while presenting a series of suggestions regarding integration of foreigners in Prague for the upcoming years. The current Prague policy presents the following integration priorities along with the corresponding recommendations on how to effectively achieve them:

Awareness and access to information

One of the most relevant issues related to the topic of access to information and awareness is providing information to CTN as well as the majority. It is key that all parties receive relevant unbiased information on available services, events and opportunities to get involved. One of the tools used for this purposes is the city's website not only for foreigners (www.prahametropolevsech.cz), available in several languages. Another key issue is cooperation among all actors active in the field of integration on the local level, as well as with international partners.

Migrants' access to social and other services



The services available for TCN in Prague are divided into social and follow-up services. While the first are ensured by the state, and distributed/limited based on the residence permit of TCN, others are offered mostly by NGOs, mostly within EU financed projects and therefore limited by the specifications of the donors. Social services are often regulated by the state institutions and the city of Prague has only limited possibilities to influence the way they are defined and set up.



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Education



Photo by Alena Makovcová

Education of TCN is an important topic in Prague. Even though most of the regulations concerning education (especially of children) are state created, the institutions that implement them are city institutions (who are in charge of secondary schools) or local municipalities (in charge of kindergartens and primary schools). The Prague policy puts a strong emphasis on the issue of education, for at the state level there exists no complex policy regulating education for children with other than the Czech mother tongue. The Prague policy defines several specific measures to support schools, teachers, TCN parents and children themselves.

Coexistence of majority society and TCN and other migrants

Peaceful coexistence of TCN and the Czech majority is one of the “new” priorities of the city, for it was defined as such during the update of the Prague policy for integration in 2018. Focus is put on the support of an intercultural dialogue, volunteering and intercultural openness of public offices/institutions towards migrants.

Every two years, specific steps towards realisation of the policy priorities are presented and elaborated on in an Action Plan of this policy. One specific institution/organization is appointed to take responsibility for fulfilling each recommendation. However, the real success of the policy and the action plans are highly dependent on cooperation and active involvement of all the relevant actors, including policy makers, experts in the field and importantly also the Prague inhabitants themselves. Prague policy outlines where the integration policy and practice should be headed in the following years, in order for Prague to stay a dynamic and modern metropolis.



Photo by Braulio Lara



Photo by Elena Dobrynina



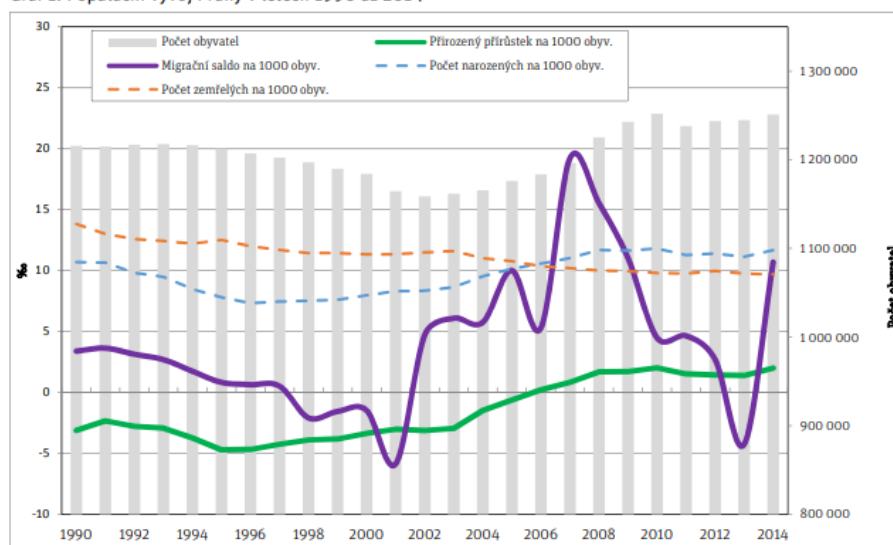
4. PRAGUE IN 3-5 YEARS

During the following 3-5 years, the situation in Prague is not expected to change dramatically. Prague has been characterized by stable improvement of life conditions, job market situation and population growth. On the other hand, housing and (partially also) access to health services, have presented the biggest challenges. In 2015, Prague Institute for Planning and Development carried out a complex study of the development of the city till 2050, which deals, among other things, with the topic of TCN presence in the city, access to housing market and services. As regards job opportunities for TCN, most insightful is the study of the Research Institute of the Ministry of Labour (RIML) from 2017. Both of these studies served as a basis for drawing the two future scenarios of the city development.

Presence of TCN¹

According to the Prague Institute for Planning and Development (IPD), in the past years, migration of foreigners to the Czech Republic has been “the main factor that has had the main impact on the **development of the population** in Prague” (the purple line in the graph) (IPD, Demography, pp. 5):

Graf 1: Populační vývoj Prahy v letech 1990 až 2014



Zdroj: ČSÚ

Graph 1: Development of Prague population between 1990 and 2014:

IPD findings support the conclusion that immigration will remain the main factor that shapes the development of the Prague population. Further increase in the number of foreigners in

¹ Source: http://www.iprpraha.cz/uploads/assets/dokumenty/Demografie/2_Demografie_2015-06-29_final.pdf



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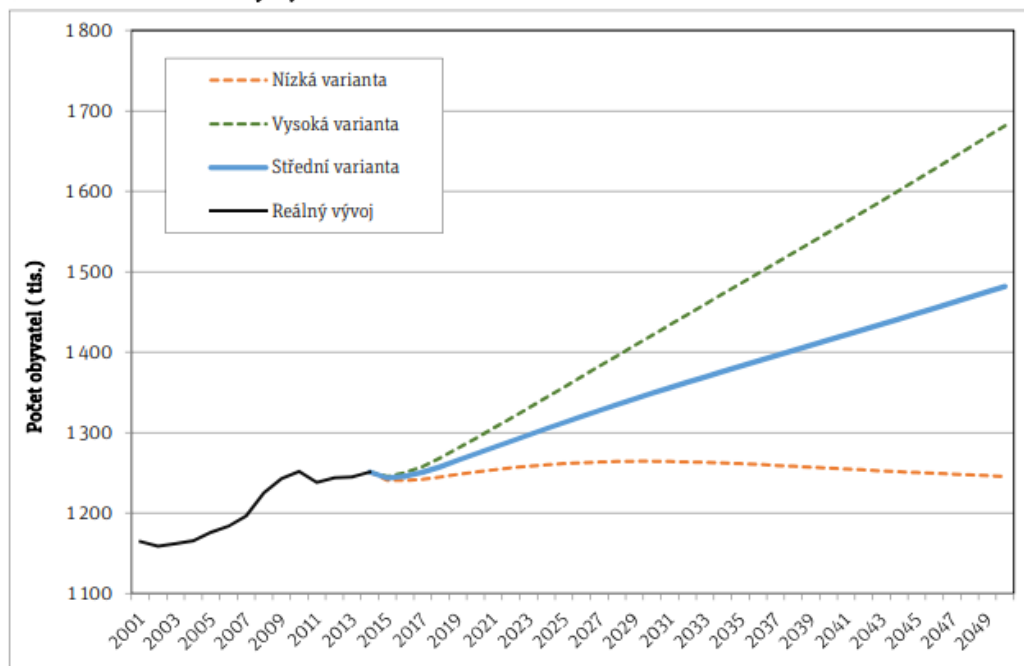
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Prague is expected. Together with an increasing life expectancy of locals and a relatively stable birth-rate of around 1,5 children per mother, it is expected that the population of the city will grow, in the most optimistic case, to almost 1 700 000 inhabitants by 2050. All three possible variants of the 2050 prognosis of the development of Prague population assume the overall number of Prague inhabitants will increase (or will be stable):

Graph 4: Demographic prognosis of the number of Prague inhabitants by 2050 – 3 variants of future development:

Graf 4: Demografická prognóza počtu obyvatel (střední stav, k 1. 7.) Prahy do roku 2050 ve 3 variantách budoucího vývoje do roku 2050



Zdroj: Burcin a kol. 2014

More specifically, it is expected that the number of TCN will increase, mainly due to very good conditions on the labour market. Therefore, according to IPD, it is very important “to maintain an open attitude of the city and strengthen its integration programs...from conditions in kindergartens...ensuring understanding and orientation in the city, to access to education, health, social and other services” (IPD, Demography, pp. 13).



Job opportunities²

According to the study of the Research Institute of the Ministry of Labour (RIML) from 2017 the percentage of employed TCN is higher than the percentage of employed people among Czech citizens or EU citizens living in the Czech Republic:

Table 2.8: Economic activity of persons older than 15 (vertical: employed, unemployed, not active, total/ horizontal: Czech citizens, EU citizens, other foreigners, total)

Tabulka č. 2.8 **Ekonomická aktivita osob 15letých a starších**

	občané ČR	občané jiných států EU	ostatní cizinci	celkem
zaměstnaní	55,3 %	69,4 %	76,4 %	55,6 %
nezaměstnaní	3,6 %	5,2 %	3,9 %	3,6 %
neaktivní	41,2 %	25,3 %	19,8 %	40,9 %
celkem	100,0 %	100,0 %	100,0 %	100,0 %

Zdroj: ČSÚ, VŠPS 2014; vlastní výpočty

More TCN are also self-employed (32,6%) compared to Czech citizens (13,9%) or EU citizens (13,9%) (RIML, 2017, pp. 30). The areas of employment most interesting for TCN are wholesale business and car-repairing industry (21,2%), processing industry (17,7%), construction (12,9%) and accommodation, hotel and restaurant services (10,7%) (RIML, 2017, pp. 33). The research also points out, that the strategies of integration and behaviour on the labour market are different depending on the country of origin of foreigners.

RIML developed 2 “extreme” scenarios for the employment situation of TCN for the period up to year 2100. One of them assumes zero migration, which, in our context, is not highly probable. In the second case, that of controlled migration, it was assumed that the difference between incoming and leaving working migrants will be around 9000 persons per year and that this balance could double by year 2100 (RIML, 2017, pp. 61).

Economic activity of migrants can make a real difference in the pension system and partially diminish the negative effects of the aging population. However, it is necessary that the contribution of foreigners to the Czech labour market is accompanied by corresponding measures for successful integration.

² Source: http://praha.vupsv.cz/Fulltext/vz_429.pdf

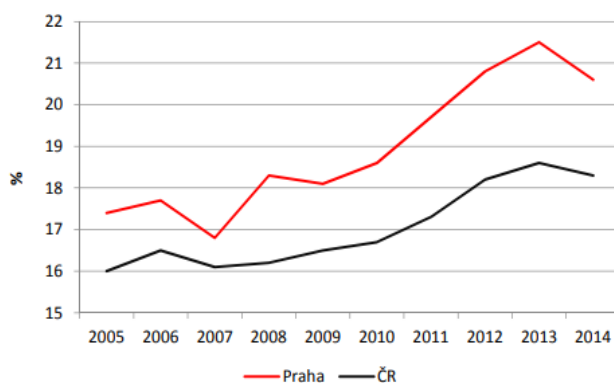


Housing market³

According to IPD, in 2013 the housing prices/costs in Prague were 2,5 times higher than in the rest of the country, while the differences in housing prices/costs did not correspond to the real differences in income (which is higher in Prague than in the rest of the Czech Republic, but far from being high enough to make up for the discrepancy in housing prices). The same problem concerns the rental market. The average proportion of net income of households spent on housing has increased dramatically over the last few years:

Graph 1: The proportion of net income of households spent on housing between 2005 and 2014 (in %).

Graf 1: Podíl nákladů na bydlení z čistých peněžních příjmů domácností (v %, 2005–2014)



Zdroj: ČSÚ (EU-SILC)

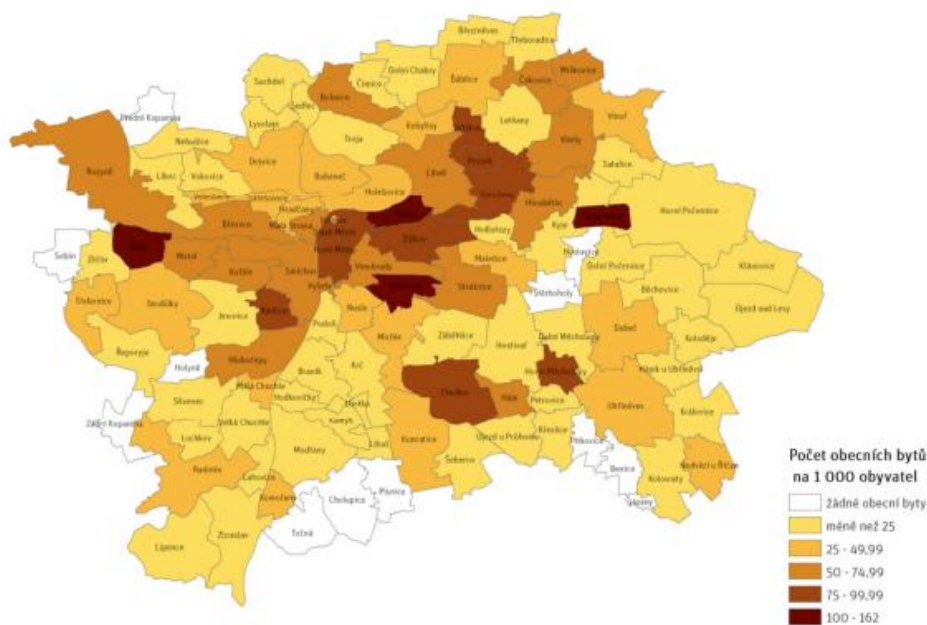
One of the possible measures that can help improve the housing situation, especially in case of lower-income population, is social housing. However, according to IPD, the housing policy of the city and city districts has been non-conceptual. Lots of public (state-owned) flats have been sold and the distribution of flats owned by the city and the city districts is highly disproportionate (IPD, Housing, pp. 11):

³ Source: http://www.iprpraha.cz/uploads/assets/dokumenty/Demografie/3_bydleni_2015_06_29_final.pdf



Map 3: The number of public flats per 1000 inhabitants in the individual cadastral areas:

Mapa 3: Počet obecních bytů v přepočtu na 1 000 obyvatel katastrálního území (SLDB 2011)



Zdroj: ČSÚ

The main recommendations defined by IPD are reformulation of the policy of public housing both at the level of the city and city districts and a complex audit of available public housing that could be offered to Prague inhabitants in need. Without continual and more active approach of the city, there is a risk of the homeless population increasing by more than 200% by 2020 (IPD, Housing, pp. 10).

Access to services⁴

According to the **Law on Social Services**, “the role of the state in providing social services has been transferred (from the state) to the city, city districts and nongovernmental non-profit organizations. The responsibility for the provision of these services was passed from the state to the individual (administrative) regions” (IPD, Social and health services, pp. 5).

Even though Prague has the highest number of social services providers in the country, given the population size of the city, it is still insufficient. TCN, due to their residence status, often

⁴ Source:

http://www.iprpraha.cz/uploads/assets/dokumenty/Demografie/7_socialni_sluzby_a_zdravotnictvi_2015_07_02_final.pdf



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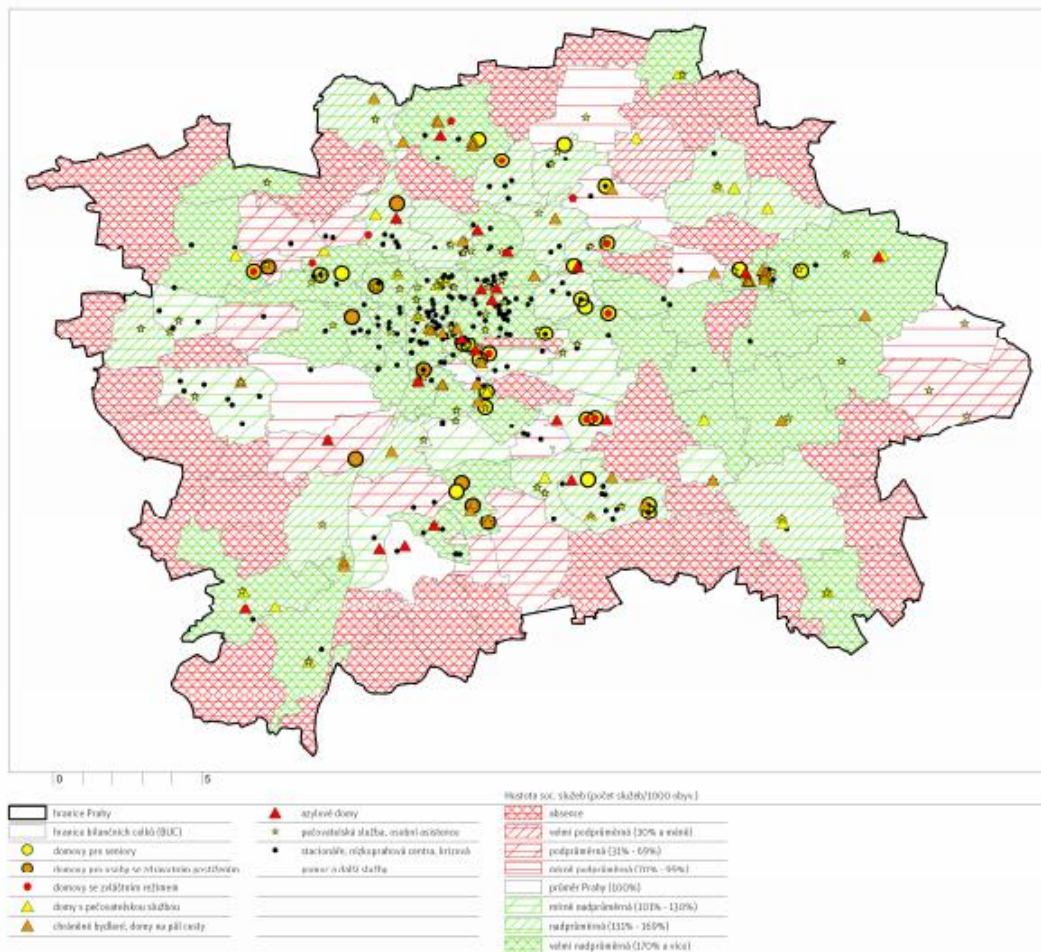
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have even more limited access to social services than the rest of the city inhabitants. Furthermore, services are unevenly distributed throughout the city (red marked are areas where social services are insufficient to almost missing).

Map 3: Capacity of social services in the territorial districts in Prague in relation to population density (2014):

Mapa 3: Kapacity sociálních služeb v BUC na území Prahy ve vztahu k hustotě osídlení (2014)



Ždroj: IPR Praha

According to several analyses carried out at the level of the city and city districts, “the NGO sector is the dominant provider of social services in Prague” (IPD, Social and health services, pp. 13). Social services for TCN are mostly offered within EU financed projects and are limited by the specifications of the donors. Registered social services providers can also offer services financed by state, however with limitations in respect to the residence status of the beneficiaries.

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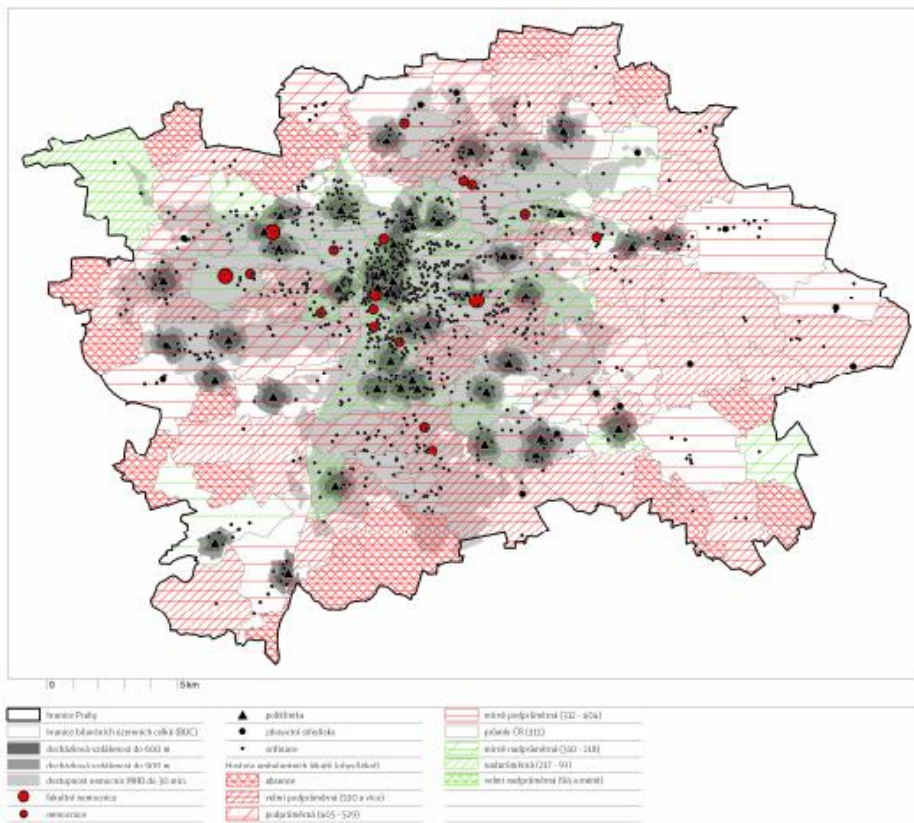


Given the current situation and the lack of prevention measures, social services, especially for elder people, homeless or people with special needs, could soon be critically unavailable/insufficient.

Unlike social services, the availability of **health services** in Prague is much higher/better compared to the rest of the country. However, facilities like hospitals as well as the outpatients' departments are still insufficient all over the city:

Map 10: Capacity of outpatient services (doctors) in the territorial districts in Prague in relation to population density (in 2014):

Mapa 10: Kapacity ambulantních lékařů v BUC na území Prahy ve vztahu k hustotě osídlení (stav 2014)



Zdroj: IPR Praha

However, it is necessary to mention, that “even in comparison to other Western European cities, the level of health services in Prague is very high” (IPD, Social and health services, pp. 26). Most of PID recommendations target missing services and facilities. With an increased population size, some services may become unavailable. Additionally, TCN do not have always access to existing services due to residence-status-related limitations or a language barrier.

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5. SCENARIO DRAWING

As explained in the introduction, in order to assess the possible scenarios for the next 3-5 years we chose four main topics of high relevance for the situation of TCN in the city of Prague:

The overall numbers of TCN in the city

Nowadays, more, than a third of all foreigners living in the Czech Republic live in the capital city. It is expected that the numbers of TCN will further increase during the next few years. Given the good economic situation, there is a large amount of TCN that come to the country every year. In the past two years, more than 11 000 TCN came to Prague only, mostly for employment purposes. Even in a situation of an economic crisis, when TCN tend to be the first and most affected, the number of TCN in Prague is expected to remain stable, for it is probable that TCN living in other parts of the country would migrate to Prague, where the job opportunities are always the best.

Job market



Photo by Zdravka Slavova-Tzoneva

Nowadays, the Czech Republic has one of the lowest unemployment rates in the EU, with Prague traditionally being the region with the highest employment rate in the country. As was suggested earlier, even in a situation of an economic crisis, the job opportunities in the capital are expected to stay the best (within the Czech Republic), therefore there is a minimum chance of the Prague job market undergoing a significant crisis during the next three years, even in regards to TCN.



Access to services

Access to services is key for a fully-fledged integration process to take place and for people to have a chance to live a high quality life. In Prague the services for TCN are partially ensured by the city (mostly basic services like public transport, access to internet, but also social services – which are dependent on the residence status of the person). Most of the follow-up services (legal and social counselling, language courses, courses of sociocultural orientation or assistance with interpretation) are provided by NGOs within EU funded projects (with the corresponding limitations). The quality of these services in Prague is high and the organizations providing them have long-term experience. Thanks to the field work that has been done during the last 7 years by the Integration Centre Prague, the awareness of TCN about existing services has grown significantly and there is a high demand for them.

Housing market for TCN

Housing availability presents one of the most pressing issues in Prague, not only in relation to TCN. Prague is a touristic city, and housing (not only in the centre of the city) has lately become a luxury - it is very expensive and hardly available/accessible. The city has a limited number of the so-called “social flats” and TCN usually do not reach them. Moreover, there exists high discrimination towards TCN on the housing market, as some owners refuse to rent a flat to TCN. Housing is therefore one of the key issues to take into consideration when discussing integration of TCN during the next period.

A number of 64 experts made a prognosis for the development of the situation regarding the 4 above-mentioned aspects (job opportunities, housing market, access to services, number of TCN), where more than a third were representatives of the city districts and TCN, followed by NGOs, academic and research institutions, schools and not the least the city of Prague. The results of the poll are presented in the table below:

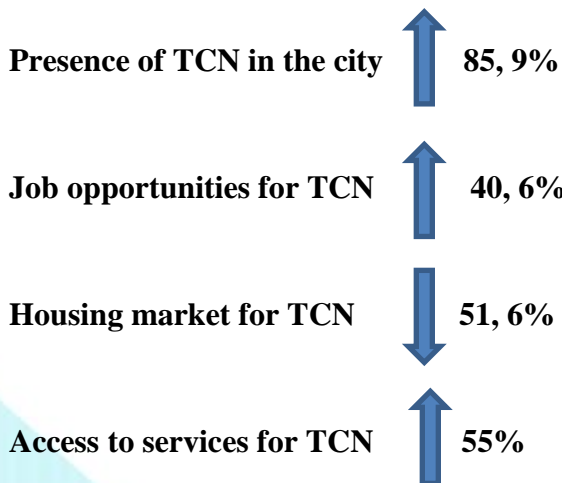
	<i>Do you think that, over the next 3 years, the JOB OPPORTUNITY for TCN will...</i>	<i>Do you think that, over the next 3 years, the HOUSING MARKET for TCN will...</i>	<i>Do you think that, over the next 3 years, the ACCESS TO SERVICES for TCN will...</i>	<i>Do you think that, over the next 3 years, the PRESENCE of TCN/migrants in Prague will...</i>
Increase	40,6%	14,1%	55%	85,9%
Stay the same	34,4%	32,8%	35%	6,3%
Decrease	15,6%	51,6%	6,7%	6,3%
Don't know	9,4%	1,6%	3,3%	1,6%



Based on the results two most likely scenarios were drawn:

SCENARIOS	Job opportunity for TCN	Housing market for TCN	Access to services for TCN	Presence of TCN in the city
Scenario 1	↑	↓	↑	↑
Scenario 2	—	—	—	— / ↓

SCENARIO 1



In the most likely scenario, the job opportunities, access to services for TCN and their presence in Prague will increase, while the housing market will get worse.

In near future, the presence of TCN in Prague will increase, either due to continuing immigration from third countries on economic grounds, or (in case of an economic crisis) due to internal migration from within the Czech Republic, in which case TCN living in other parts of the Czech Republic will come to Prague for better job opportunities. Except for economic migration, Prague is also a destination of a large (and still increasing) number of TCN students, mainly from the countries of the former Soviet Union. Given the large labour immigration, some of the newcomers might also be family members that come on the grounds of family reunification.

The job opportunities will most probably also increase over the next 3 years. Unless a global economic crisis occurs, there is and will be a large demand for workers on the local market.



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There exist programs targeting new foreign workers (mostly from Ukraine) for local employers, which are supposed to continue in the future.

Access to services is expected to improve as well, mainly due to the fact that with the increasing number of TCN in the city, the demand for services will also rise and the services and readiness of the local service providers are expected to improve accordingly.

Critical issues

The most critical aspect of this scenario is the increasing number of TCN in the context of the worsening **housing** situation. At present the low availability of housing is a result of a series of factors:

1. **High housing prices/costs.** The situation is bad partially due to Airbnb, which has significantly spread over the touristic parts of Prague.
2. **Discrimination of TCN on the housing market.** There is a high number of owners that refuse to rent their flats to foreigners. Apart from a language barrier, there exists a fear of the unknown as well as reservations regarding declaration of permanent address and potential problems/complications that might stem from it (police controls, etc.).
3. **Very low availability and access to public social housing.** Despite entitlement to a state-owned flat, most of TCN do not have access to them - partially because they are unaware of their right to it, and partially because only limited number of flats are available and TCN don't present the preferred target group.

With the increasing number of TCN in the city and a low probability that the public housing policy will change, one can expect the situation to get even worse. As a result of that, there is an increasing chance that the number of **homeless** people among TCN will rise, which would require **emergency and social assistance** that is currently insufficient. Therefore, it is vital to revise existing housing policies and enhance the available social services.

Apart from basic services such as housing or social support, **education of migrant children** might become problematic. More and more children with a different mother tongue enter schools at all levels every year. There is a need for specific measures to be implemented at a state level as well as in individual schools. The city arranges for some services (e.g. Czech language lessons), but they are neither sufficient neither available for everyone that needs them. A change in an overall approach to the situation is needed also at the ministry level.



SCENARIO 2

Presence of TCN in the city — or  6,3%

Job opportunities for TCN — 34,4 %

Housing market for TCN — 32,8 %

Access to services for TCN — 35%

According to the second most probable scenario, the situation will stay basically unchanged for the next 3 years in terms of presence of TCN, job opportunities, housing and access to services for TCN.

An unchanged number of TCN under the present circumstances/conditions (high demand for foreign labour forces) suggests that some of the TCN living in Prague will leave the city, while a similar number of TCN will come in. TCN who are most likely to leave are students after they have finished their studies, or employees who will receive a better offer abroad. Finally, a low number of TCN might return to their home countries (however, it is an unlikely possibility). Considering that newcomers are mostly employees or students, in this scenario, they would balance out the number of people that leave the city.

The job market, as the main pull factor, might undergo certain changes (e.g. employees might change jobs, leave the city or come to Prague from other parts of the Czech Republic), however, no significant changes are expected to occur. Furthermore, there exists a possibility that international migration will slowly drop, however, in that case the internal migration would probably increase, which would result in a similar stalemate.

In this second scenario, in which the number of TCN is expected to remain stable, the situation on the housing market as well as access to services are expected to remain the same.

Critical issues

In the second scenario, the most critical factor is that a stable-size population will be involved in and influenced by **many more processes**. Even if the number of TCN in total does not change, it will be so as a result of shifts between TCN that are leaving and those that are coming in. Critical issues regarding unavailable **housing** will remain, for newcomers will



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have even more difficulty to find a flat than the old residents. Access to **health services** might also become critical, because doctors are currently overwhelmed and might not want to receive any new patients, even if a part of the existing ones leaves. It is very important for the city to coordinate the number of newcomers and the available services for them. Also, it is important to cooperate with employers, so that they become active providers and financial supporters of integration services.



6. RECOMMENDATIONS

The final chapter of this Agenda will introduce the main challenges identified within the city audit along with the main recommendations developed within city integration labs and a public discussion. Each of the main challenges will be introduced, following by the corresponding recommendations.

Challenge 1: Mainstreaming is missing, TCN are pinpointed, instead of being taken as one of the integral parts of the society

Most of integration related activities in Prague are financed within specific projects (mostly from EU funds). Unfortunately, that means that the target groups are often limited, as a result of which mainstreaming activities without an “obvious” integration potential are not supported. It leads to the fact that most of integration events are for or about TCN, which makes mainstreaming difficult.

Recommendations:

1. It is necessary to support community actions and events at local level, where TCN and the majority meet. It is recommended to get inspiration abroad as there are many cities with great experience in supporting and organizing local mainstreaming initiatives and activities.
2. Use the capacity of state-funded city institutions (public libraries, children and youth centres) and focus on involving TCN in their activities, especially in those where language does not play a major role (e.g. sports).
3. When planning and organizing city services and events TCN should be included as one of the target groups.

Challenge 2: City communication strategy of integration related topics is missing

The city of Prague is generally considered by local experts as well as its inhabitants including TCN as an open city. However, even though Prague is supposed to be a “Prague for all” it never presents itself that way when communicating with its inhabitants and visitors. In respect to integration and migration related issues, communication of the city is very limited, if it exists at all.

Recommendations:

1. There is a need for improving the city's PR; Prague should be presented as “Prague for all”. The city website should be better used and improved; it should be presented as a platform for everyone, not only for TCN.



2. Prague should create a functioning and well-designed media campaign, within which the city would communicate with all of its inhabitants, a natural part of which are TCN.

Challenge 3: Systematic monitoring and evaluation of city policy implementation

Prague as the first central European city has its own policy for integration of foreigners. However, the policy is a recommendation based material and its implementation is dependent on cooperation between all the actors involved, especially city districts. Prague city districts have a certain autonomy and have their own strategic materials. Considering the fact that integration happens at the local level, it is very important to actively involve city districts in the process. Moreover, in order to get an overview of the efficiency of the policy implementation it is necessary to define a monitoring and evaluation system, which does not exist so far.

Recommendations:

1. Mapping of existing strategic materials at city district level is recommended. It is important to get an overview of the extent to which the topic of TCN and the priorities of the city policy for integration are reflected in local materials. Emphasis should be put on the role the city districts have in implementation of policies connected to TCN.
2. The city should provide systematic information on the existence and implementation of the policy towards local authorities. Successes achieved as a result of implementing the policy and methodological support should be used as argument and motivation for city districts to incorporate policy priorities in their own strategic materials.
3. The importance of the position of an integration expert at the level of city districts should be stressed. The position should be clearly defined, including its role and competences.
4. A monitoring and evaluation system of the implementation should be part of the policy itself, including reasonable objectives that should be reached within action plan periods.

Challenge 4: Inclusion of the “forgotten” topics - employment and health care - among city priorities

There are important topics related to integration of TCN that the existing policy has not tackled so far, such as employment or health care. It is mostly due to the fact that these aspects fall mostly under the responsibility of the Ministries, and the city has limited possibilities to influence them. On the other hand, there are some steps the city can do to



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improve the often critical situations (e.g. cooperation with employers to ensure better integration of TCN workers or solving the difficulty to find a doctor for TCN)

Recommendations:

1. **Employment.** It is important for the city to map the situation of employed CTZ and initiate cooperation among all the responsible parties/authorities/actors, including employers. The city should facilitate connection and cooperation between them, so that the presence of employed CTZ in the city is beneficial for all parts involved.
2. **Health care.** The city is the founder of several health care providing institutions (e.g. city polyclinics). It is recommended to map and monitor the situation in these institutions and ensure information for them (as well as for TCN) on the rights and possibilities TCN should have in terms of health care.

Challenge 5: Severely limited housing market for TCN

Prague has witnessed a significant population growth in recent years. However, available housing is currently very limited for the whole society including TCN and other migrants. One of the main reasons for this, is a very slow process of constructing new flats and houses as it takes several years to carry out a developer project in Prague. Very complicated laws and a confusing decision making process of the public authorities does not help to improve the situation. As a side effect, it brings about an increase in costs for developers. As a result, many companies tend to construct offices rather than houses and flats since they can get their investment back much faster. Huge demand for housing is playing its part in a notable increase of amounts of money paid for rents in the capital city. On one hand, Ministry of Labour and Social Affairs has developed a certain policy on social housing, which gives a good general direction, necessary definitions and framework. They have also been piloting some social housing projects to gain a first-hand experience in the field. On the other hand, there is a lack of systematic and long term measures not only at the national level but also, regrettably, at the local level. It is important to take this matter seriously on both sides and take concrete steps towards tackling this issue.

Recommendations:

1. There are examples of good practice in the Czech Republic, that should be collected and thoroughly analysed, of an active involvement of municipalities in tackling this issue which could serve as a source of inspiration for those, who lack experience or information. A good example might be the city of Brno and city district of Prague 7 since both of them have developed a policy and ways how to make social housing more accessible, not only for the Czech citizens (including Roma community) but also for migrants.



2. The city should systematically promote and increase its capacities of social housing through measures taken towards developers and their projects. Certain percentage (yet to be negotiated) of newly constructed flats should be given automatically into the hands of the municipality. It is necessary to include TCN as an eligible group for obtaining public social flats.
3. The city should start wider cooperation with Agency for Social Inclusion as they are quite experienced in the topic of accessible housing.

Challenge 6: Inclusion of TCN in long-term strategies and plans of social services provision

The structure and form of social services is defined by the Act No. 108/2006 Coll. on Social Services. There are quite many policies available on providing and developing social services both at the local and national level. TCN's access to social services is inconsistent as it varies depending on their actual legal status.

Recommendations:

1. Include TCN as a “target group” of the social services provided in the capital. TCN should be given more attention in strategy making processes. Prague's medium-term plan of development of social services is the most important document describing policy in detail at a regional level. This document completely lacks focus on the needs of TCN.
2. TCN should be included in preventive measures regarding vulnerable people such as drug addicts and the homeless since they might get into similar vulnerable situations as well and at some point seek appropriate help.

Challenge 7: Insufficient involvement of TCN

Involvement of TCN always depends on two main factors: existing opportunities on one hand, and motivation and involvement on the other. Since political involvement (possibility to vote or be elected) is not available for TCN, what we have in mind here is civic and community engagement, as well as participation in policy creating processes. There is still little involvement of TCN, mainly due to an often unclear offer/invitation or missing resources.

Recommendations:

1. There should always be a clear invitation for TCN to take part in various processes/events. TCN are often not used to civic engagement, they do not know what they can take part in or when they are welcome to get involved. An invitation in more than the Czech language could express clear invitation for all people interested.
2. Targeted communication with/to the community of TCN can be very motivational. TCN are often not involved because they know neither the mechanisms, nor the reason



to get involved. Having a community worker explaining that this is a way to make a change for better could be an efficient way to increase willingness to get involved.

3. Another factor leading to passivity might be the fact that TCN do not feel that the issues discussed are of concern to them. A way to motivate engagement could be providing a safe space/platform for TCN to comment and introduce topics, for example within the Prague website www.metropolevsech.eu.

Challenge 8: Support of intercultural openness of public institutions

One of the biggest challenges for TCN in their everyday life is visiting and dealing with Czech institutions. There are several factors that make communication in public offices difficult: language and cultural barrier or little knowledge of the situation of “the other” (TCN do not understand the Czech system, the public officers are not always acquainted with all the services a TCN is entitled to receive).

Recommendations:

1. Support intercultural workers' presence in city offices providing services to TCN or have them as a part of office staff.
2. Provide regular training for public officers working with TCN in intercultural competencies.
3. Provide methodological support for public officers. In most state institutions, public officers have very strict regulations limiting their activity. Including some basic advice on how to approach/work with TCN in the internal directives of the office can make a big difference.

Challenge 9: Complex prevention projects and measures are missing

While the city of Prague and some of the individual city districts have implemented certain integration measures, it is mostly when a problem arises or a crisis occurs that individual actors start to pay closer attention to the issues/problems corresponding to integration, instead of trying to prevent them from happening in the first place. Therefore, it is necessary to focus on developing long-term preventive measures in order to avoid having to rely on urgent solutions only (for some of which it might already be too late).

Recommendations:

1. The city should realize high-quality demographic studies in order to be able to plan, design and implement the necessary actions and services (for example the development of the number of children, including children of foreigners, when preparing the capacities of kindergartens/schools).



2. The city and its lead representatives should take a clear stand on the presence of foreigners in Prague, which would get reflected in the city's strategic materials and which would further manifest itself in the functioning of city offices and institutions.

Challenge 10: Peaceful coexistence is challenged by xenophobia in the public space

Xenophobia and racism and the corresponding hate-speech and hate-crime incidents aimed at foreigners have been on the rise in the Czech Republic (including Prague) as a result of the 2015/16 “refugee crises”, despite the Czech Republic having accepted extremely low number of refugees (compared to other EU countries). Many Czechs/Praguers lack objective information and knowledge about migration and are unable to differentiate between different categories of migrants living here. As a result, many migrants who have lived in Prague (in the Czech Republic) unproblematically for a long time have newly become targets of xenophobic and racist incidents. Therefore, with the rising number of foreigners living in Prague, it is crucial to adapt specific measures to tackle these issues and to improve the overall relationship between the Czechs and foreigners living in Prague in order to ensure their peaceful coexistence.

Recommendations:

1. The city should take a clear stand on the issue of xenophobia and racism and promptly and adequately react to hate-speech and hate-crime incidents that happen in the city (for examples verbal/physical attacks in the public transportation) in order to clearly demonstrate that such behaviour is unacceptable and deplorable.
2. Employees of city offices, the police, schools and other state-funded institutions should be educated (continuously) on the issues of migration and integration in order to ensure a “hate-free” approach and to prevent the undesirable behaviour towards foreigners due to lack of awareness and information.
3. The city should support the work of organizations that defend the rights of oppressed persons and that focus on helping victims of hate-speech and hate-crime. At the same time, they should help promote their work and to raise migrants' awareness about their existence and the services they offer to them.
4. The city should realize a “hate-free” campaign aimed at prevention of xenophobia in the area of Prague. For example, the campaign could be based on the idea of “local identity” as an important part of people's identity shared within a specific spatial community (regardless of national/ethnic/cultural background or differences) – this identity can be tied to the city of Prague as a whole, or to a



specific city district. It is advisable, that the campaign takes advantage of social media and famous youtubers and influencers in order to reach as many people as possible.

Challenge 11: Negative image of migrants and integration in media, negative political discourse

Xenophobia in the public space is to a great extent influenced and conditioned by strong anti-migration media and political discourse prevalent in the Czech society. Therefore, it is crucial that it is challenged/balanced by an alternative discourse, in order to alter the negative attitudes towards foreigners, and to raise people's awareness about the presence of foreigners in Prague and the positive and irreplaceable contribution they make to the city/society.

Recommendations:

1. The city should financially support media projects which aim at providing objective information about migration and integration and which focus on covering stories of successful integration and contribution of individual migrants. Furthermore, the city itself should cover and promote such stories through its own official communication means.
2. It is crucial to demand that the city's lead political representation adapts a responsible attitude and approach to the issue of migration and integration, the prerequisite of which is their sufficient knowledge about the topics. Therefore, it is advisable to regularly provide them with infosheets/factsheets that summarize the most important and relevant information in a clear and concise manner.

Challenge 12: Pending risk of isolated areas emerging in city parts, where TCN move in large numbers in and locals move out

There are (and might potentially arise in the future) areas in Prague, where more and more foreigners move to as a result of which the local environment and infrastructure changes. Consequently, the Czech locals have a tendency to move out due to their feeling that they are no longer "at home". Therefore, the city should implement preventive measures in order to avoid the emergence of such isolated areas (and potentially the emergence of ghettos or the so-called "no-go zones" known from other, especially Western, EU countries).

Recommendations:

1. The city should realise high-quality demographic studies in the whole area of Prague, as it presents an important preventive measure in regard to the emergence of isolated areas (and the corresponding negative phenomena) – the studies can help identify (potentially) critical areas and plan the necessary actions in good time.



2. High-quality field work should also be used by the city in order to continuously map the situation in individual areas and city districts. The field workers should also focus on informing new-comers as well as foreigners having lived in Prague for a longer time, about available services (provided by the city as well as the NGO sector) in order to prevent their “unhealthy” dependence on their ethnic/national communities and (often questionable) intermediaries which might deepen their isolation.

Challenge 13: Education of migrant children: negative feelings towards increasing number of TCN children in schools and the need to tend to them “at the expense” of czech children

With the rising number of foreigners living in Prague, the number of migrant children at schools also increases. That presents specific challenges that ask for a variety of services ensuring their smooth adaptation to the Czech school system (extra Czech lessons, assistance of inter-cultural workers, etc). However, the “extra” care they require tends to be negatively perceived by some Czech parents who worry that it is done “at the expense” of the Czech children and who disregard/don't realize the potential (educational and other) benefits that the presence of migrant children might, in fact, have.

Recommendations:

1. The topic and the corresponding issues should be sufficiently communicated and adequate support should be offered on various levels:
 - the municipality to the schools (raising awareness about the issues, provision of the necessary services)
 - school director to teachers (awareness raising about the issues and the services available)
 - school (teachers, director) to the parents (the Czech parents should be better informed about the situation of children with a different mother tongue in order to better understand the importance of services provided for them as well as the potential benefits of the migrant children's presence for the Czech children)
2. In order for the relations between the Czech and foreign parents (and children) to improve, focus should be put on various after-school and extra-curricular activities for children with the involvement of their parents. (Such activities will facilitate personal contact between the Czech and foreign parents and potentially deepen mutual understanding).
3. The city should support the position of an integration coordinator within individual schools, in order to ensure there is someone with sufficient capacity to focus on such issues and adequately deal with them.



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4. The city should support (both methodically and personally) the capability of pedagogical-psychological counsellors to work with children with a different mother tongue.