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**INTEGRAČNÍ
CENTRUM
PRAHA**

CITY INTEGRATION AUDIT REPORT FOR PRAGUE, CZECH REPUBLIC

**MULTI-METHOD PARTICIPATORY
ASSESSMENT AND MAPPING OF
CITY POLICIES AND PRACTICES FOR
INTEGRATION OF THIRD-COUNTRY
NATIONALS**



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City Integration Audit Report for Prague, Czech Republic

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TABLE OF CONTENTS

Executive Summary	4
Introduction	6
Part I. – City/Municipal Context	7
Part II: - Main Audit Findings.....	11
1. Desk Research	11
2. Focus Groups.....	14
3. City Walks with Checklists	16
4. PhotoVoice	21
Part III. – Conclusions and Recommendations	27
Part IV. – Good Practice	30
Works Cited.....	31



EXECUTIVE SUMMARY

Prague city audit was conducted between April and August 2018 and focused on 4 main topics:

- City Vision and Services;
- Civic Participation and Social Inclusion of TCN and Migrant Communities;
- Urban Environment and Safety;
- Attitudes towards TCN and Migrants.

The audit was carried out using desk research, focus groups with experts in the field, city walks with check lists and a PhotoVoice activity.

The main conclusion is that the City of Prague is open to TCN, it has policies that focus on this target group, and it offers TCN and other migrants a variety of high quality services. At the same time, however, there is still room for improvement, especially in the field of prevention of hate speech and hate crime, opportunities for TCN to get involved in the community and political life, as well as regarding the communication strategy of the City.

On one hand, Prague has a policy for integration of TCN, an information website, and it finances projects that support peaceful coexistence in the City. On the other hand, the implementation and impact of this policy has not been sufficiently evaluated; information for TCN is available, but TCN seldom know about it (partially because they are not used to looking for it); and activities financed by the City are meant to bring people together, but the activities are seldom mainstreaming.

Civic participation is generally low in the Czech Republic, although in central European terms, Prague has high standards. There are very active NGOs in the field of integration of TCN, and some city districts create opportunities for involvement and inclusion of TCN. However, there is a need for the City and the city districts to create more opportunities for TCN as well as a need to better motivate TCN to participate.

Prague is considered to be a safe city, with a very good public transportation system, which does not have any no-go zones. However, it lacks solid prevention measures in regard to hate crime and hate speech or the emergence of socially isolated areas, where more and more migrants move to, as a result of which locals tend to leave because they lose the sense of belonging there.

The City as such is open to TCN and most of Prague inhabitants have a positive attitude towards migrants that they know. On the other hand, the public discourse is to a great extent



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negatively influenced by media and some political representatives, and the City has not taken an official stand to oppose it.

The main findings of the audit are to be included in the strategic materials of the City, mainly the city policy for integration of TCN and its action plans. Given the fact that the policy has focused mainly on the city vision and services, the city audit recommendations regarding these topics should be taken into consideration when preparing the action plan for 2020-2021. The topics of social inclusion, urban environment, and attitudes can be subsumed under the policy priority called “Coexistence”. City audit recommendations regarding the topics/issues addressed in the existing policy will also be taken into consideration for the next action plan. The city audit topics that have not yet been included in the policy (mainly city environment related issues such as potentially isolated areas, prevention, and topics related to the attitudes of the majority towards TCN and public discourse) should be included in the updated version of the policy, which should come into effect starting January 2022.



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INTRODUCTION

This city audit has been carried out as a part 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 states (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 (the city audit being a realization of that aim), to improve city integration policies (mainly based on the city audit results), to deepen understanding between TCN and the majority society through dispersion of mutual fears and stereotypes (through a follow-up campaign) 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 city audit, being one of the main project activities, is one of 5 audits carried out in the selected cities in each of the project countries with the purpose to contribute to a comprehensive understanding of complex city integration issues. The various city audit methods (introduced above) were used to identify the effective and sustainable city practices as well as to identify areas and issues which need to be improved and innovated in order to ensure smooth TCN integration. As a part of the INTEGRA project, in each of the assessed cities the results will be used for drafting a city integration agenda, that will introduce suggestions and recommendation for a variety of possible future scenarios related to migration and integration of TCN. Subsequently, the recommendations shall be incorporated in the policies and strategic materials of the cities. This report will also serve as a source of information and inspiration for a follow-up INTEGRA campaign.

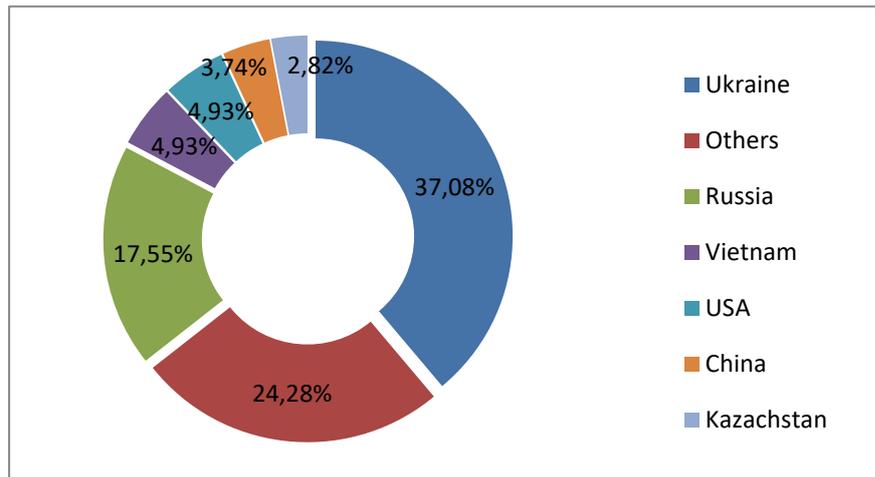


PART I.

CITY/MUNICIPAL CONTEXT

Prague is a significant historical Central-European city and the cultural, political, as well as economic centre of the Czech Republic. There are about 1,3 million people currently living in the City, out of which 200,000 are foreigners who moved to Prague for the purposes of work, studies or family reunification. They make up over 15% of the overall Prague population. Nearly 40% of all foreigners living in the Czech Republic live in Prague, the city being the most attractive place for foreigners to live within the Czech Republic region. Consequently, Prague can be considered one of the western cosmopolitan cities.

The most numerous TCN migrant communities living in Prague are the Ukrainians, Russians, Vietnamese and Americans:



Source: Ministry of Interior, 2018

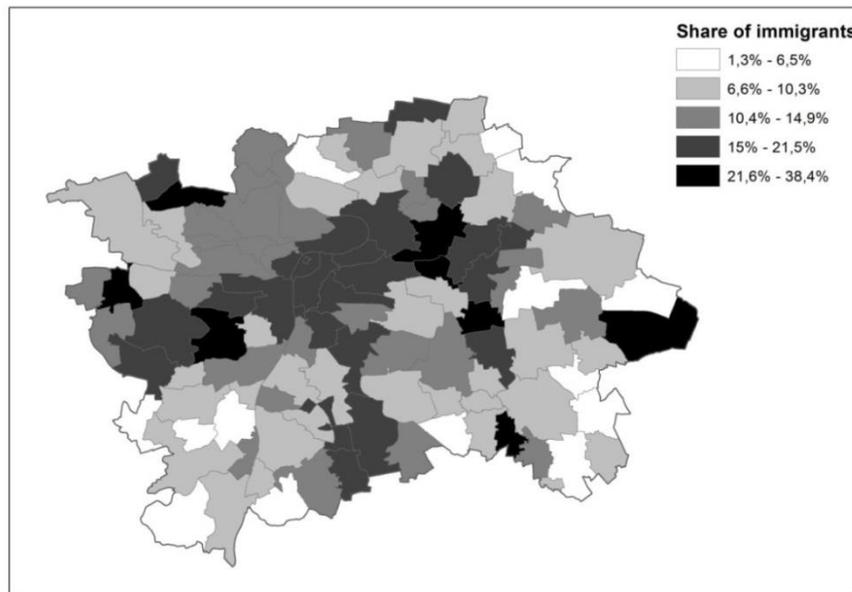
Prague has not (yet) registered the phenomenon of migrant neighbourhoods, occupied predominately by a specific migrant community. The presence of foreigners in residential areas of Prague cannot generally be spotted at the first sight.

The distribution of migrants across the Prague region is fairly even, although most of them have settled in the wider centre of the City, as demonstrated by the picture below, which shows the percentage of migrants per majority population in the individual Prague city districts (suburban city districts are much less occupied by foreigners than those closer to the city centre).



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Source: Czech statistical office, 2015

City services for TCN

The City of Prague has created a website specifically for foreigners living in Prague (www.prahametropolevsech.eu) which helps them gain information about the basic services offered by various public (including city) institutions and where they can learn about how the city offices work and where they can arrange for the things they need.

To make their communication with migrants/foreigners more efficient, the City has also supported the creation of a mobile app Prager which offers practical information about life in Prague, and an information booklet Prague is Our Home, which is intended primarily for newcomers. The Prague app was created by Integration Centre Prague based on its long-term experience working with TCN.



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The City further tries to support its inhabitants who do not speak Czech and who have not yet been able to orient themselves in the Czech environment through the so-called intercultural services, the accessibility of which has been supported through the city's grant system. The intercultural workers help foreigners become more independent so that they can take care of their matters themselves. However, before they are able to do so, they present an important "bridge" between the city offices and foreigners. Intercultural services financed by the City of Prague are currently offered by Integration Centre Prague.

Prague schools often have to deal with a language barrier of migrant children, especially at the beginning of their adaptation to the Czech school environment. This has been one of the problems continuously pointed out to the City of Prague by the principals of Prague schools. In response to this issue, two years ago, the City decided to systematically and financially support education of these students, by selecting one school in each city district which offers extra hours of Czech language lessons for them. The network of selected schools contributes to a faster adaptation of the students with a different mother tongue to regular Czech classes. Many programs have been established across the Czech Republic to improve the situation of such students, however, this form of support from the City of Prague is unique within the national context.

Other available services

Services, aimed at TCN and TCN inclusion, are provided in Prague by more than 20 non-profit organizations. Among the basic services offered to foreigners there is professional legal and social counselling, as well as Czech language classes. Some of the NGOs also offer specific types of counselling, such as psychological, career oriented or counselling for vulnerable groups of clients. Some organizations have focused on intercultural and community work. Informing migrants about the offered and accessible services has also been one of the main activities provided by the non-profit sector. The rights and interests of TCN and other migrants (not only those living in Prague) are promoted and protected by the Consortium of Migrant Assisting NGOs. Most of these services are offered for free, the finances coming from various grant sources, both European and national; some of the activities have also been supported and financed by the City of Prague.

City safety and attitudes towards TCN

According to the last study of safety from 2015, which has been initiated by the City of Prague, Czech inhabitants of Prague consider migration and terrorism a problem and they are generally distrustful of Muslim immigrants. On the other hand, the best perceived group of immigrants, according to the study, were the Vietnamese. The vast majority of respondents



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stated that they feel safe around their homes. While the data is slightly outdated, it nevertheless shows a specific trend regarding the perception of migrants in Prague.

The overall atmosphere in Prague is marked by public and political discourse, within which legally working TCN are mingled with asylum seekers, all under a hidden threat to security. Combined with an insufficiently transparent attitude of the City in this matter, this leaves the inhabitants of Prague in a certain vacuum, which presents a breeding ground for highly biased attitudes towards TCN.



PART II:

MAIN AUDIT FINDINGS

1. Desk Research

The goals of European integration policy on TCN have continuously been implemented in the strategic and policy documents dealing with integration and immigration produced by the Czech Ministry of Interior that is in charge of these issues. The priorities of the EU Commission's action plan regarding TCN integration have mainly been implemented through projects financed from the EU funds. The strategic documents dealing with integration of migrants in Prague were created with regard to the specific needs of the City, the professional public and migrants living there, as well as in line with the existing national policy on integration. The current European policies focus primarily on the integration of refugees, which is not entirely relevant for the Czech context, in which the number of refugees has been relatively low compared to other EU countries.

The basic document which contains the main vision of Prague is the city's strategic plan. However, the most important document, which specifically deals with the issue of migration and integration in more detail, is the Prague Policy for the Integration of Foreign Nationals.

Strategic Plan

The City's Strategic Plan is a key document for long-term planning of the development of Prague. The issue of integration of foreigners plays an important part especially in the area of community development and social cohesion. Integration Centre Prague is mentioned there as one of the means of integration measures in the City. The strategic plan also contains a reference to the Prague Policy for the Integration of Foreign Nationals, which is considered to be an important part of the strategic planning.

Prague Policy for the 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. 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; Migrants' access to social and other services; Education, and Coexistence of majority society and migrants. Every two years, specific steps towards realisation of these priorities are presented and elaborated on in an action plan of this policy.



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Prague Municipality and its role

In Prague, the issue of integration of foreigners is administered by the Department of National Minorities and Foreigners which is one of the departments of the Municipality director's office. Among other activities, this department is responsible for policy making and implementation through complete administration of grants in the field of integration of foreigners. It also actively cooperates with other Municipality representatives, representatives of public institutions, local authorities as well as all of the important actors in the field of integration, such as NGOs and state-funded institutions and associations.

Integration Centre Prague, o.p.s.

Integration Centre Prague (www.icpraha.com) is a non-profit organization founded in 2012 by the City of Prague to coordinate integration activities in the City.

It provides services to TCN and facilitates networking among relevant actors in the field of integration of TCN, including migrants themselves.





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City districts (CD) and their role

Most city district offices have appointed a coordinator of integration of foreigners, who is in charge of coordination of integration activities in the corresponding city district. His/her irreplaceable role lies especially in facilitating communication among individual actors that play part in integration of foreigners in the specific locality.

Správní členění hlavního města Prahy podle vyhlášky hl. m. Prahy č. 55/2000
Administrative breakdown of the Capital City of Prague according to Decree of the Capital City of Prague No. 55/2000



Platform of city districts and the Municipality of Prague

The platform of city districts is managed by the Municipality. It is a space for meeting of the integration coordinators representing the individual city districts (as explained above). The topics which are usually discussed relate to the realisation of the Prague policy on integration and its action plans and to the form and functioning of the grant system. The platform presents an opportunity for experience sharing among the individual city districts and it contributes to a more effective implementation and functioning of local integration measures. However, motivation of the city districts to actively participate in the platform is problematic, as the Municipality of Prague lacks legal support in this respect.

Regional advisory platform

The main aim of the regional advisory platform organized by Integration Centre Prague is to create space for meeting of experts from various fields, representatives of city districts and the Municipality, as well as migrants themselves or representatives of migrant associations. A wide variety of topics related to integration of foreigners are discussed there on regular basis.



2. Focus Groups

Prague vision and services; Social inclusion; City environment and safety; and Relations between TCN and Czechs were the main topics of discussion within 2 focus groups that took place on May 14th and June 11th. The focus groups were attended by 20 participants including representatives of local and state administration, local police, research and academic institutions, NGOs and TCN themselves.

A few main conclusions were drawn from the discussions. First, even though the Czech society is very biased in whether migrants are to be welcomed or not, TCN integration has not been a significant topic. Second, communication about integration of migrants between the City and local administration on one hand, and the inhabitants on the other, is insufficient. Third, the City of Prague is dealing with integration of TCN well, it has made some steps in the right direction, but there is still a lot of work to be done, for example in regard to the insufficient prevention measures.

Main findings





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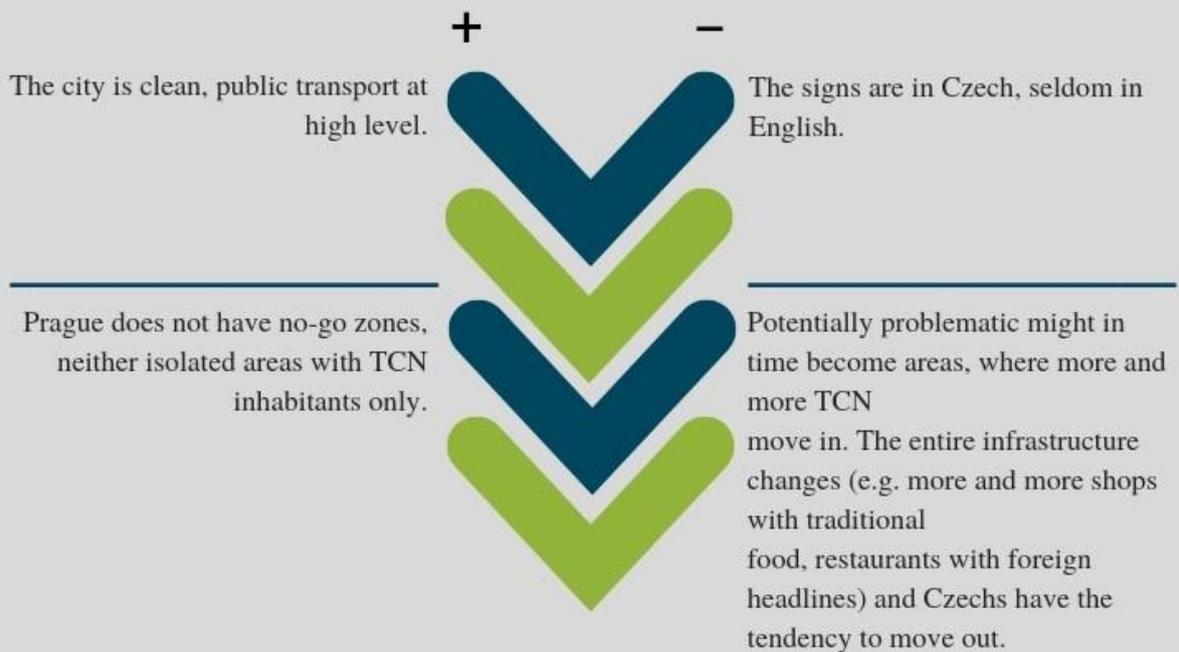
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Civic participation and social inclusion of TCN and other migrant communities



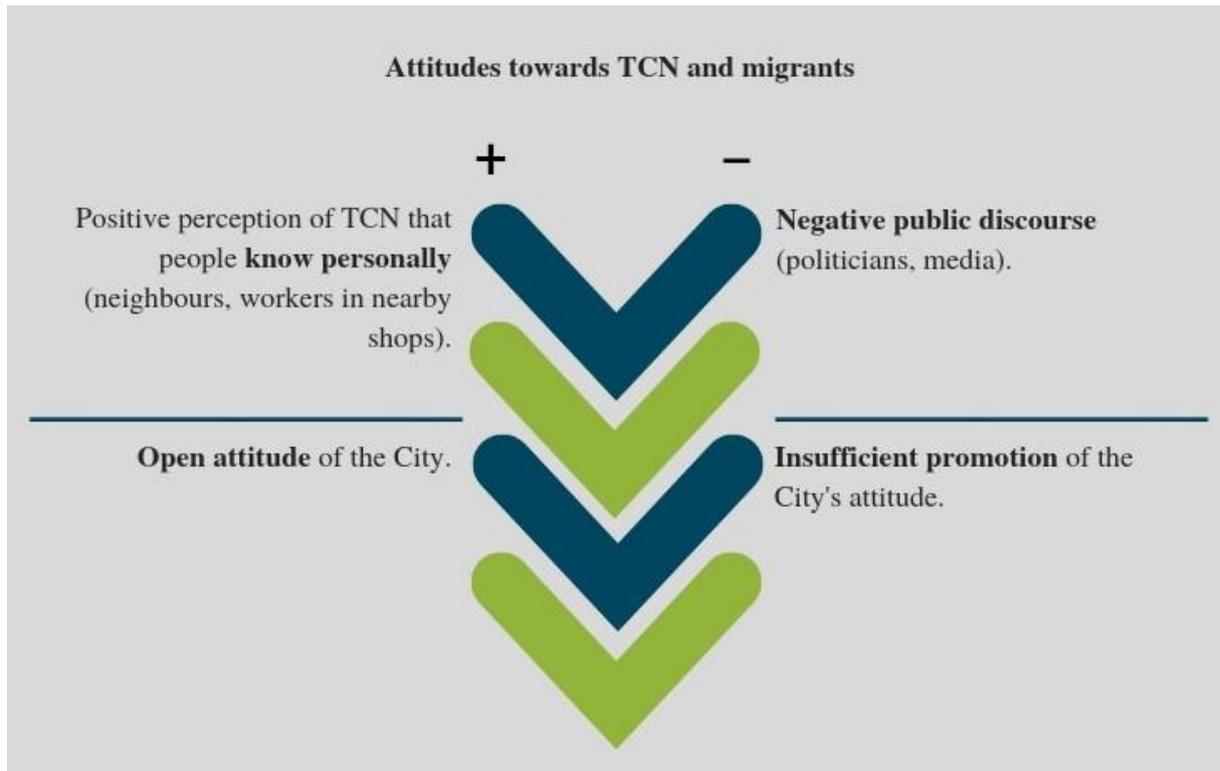
Urban environment and safety





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3. City Walks with Checklists

Three city walks took place as a part of the INTEGRA project, which were altogether attended by 20 people (representatives of the Municipality, city districts, Ministry of Interior, TCN, NGO workers, EU citizens, Czech citizens).

The first city walk took the participants to Prague 7 city district, which is located close to the city centre, which has a very diverse population in terms of ethnicities and nationalities, and where there is also a Vietnamese marketplace. The second city walk took place in the largest Vietnamese marketplace in the Czech Republic, situated in Prague Libuš city district. The last city walk was intended especially for TCN, which formed the majority of the participants. Along with them, we visited the main city centre, the main railway station and one of the most visited places in the Czech Republic, the Wenceslas square.

A total of 26 checklists were filled out as a part of the INTEGRA project (both by the city walk participants as well as by a few extra participants, mainly people working in the field of integration). The participants evaluated individual aspects on the scale from 1 to 5 (1 – the worst, 5 – the best). The best evaluated aspects in the checklists were the ones related to certain services offered by the City:



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City Vision and Services

	Score	Non-response
The city has a strategy for promoting diversity and equal opportunities in which TCN and migrants are identified as a target group.	3,92	0%
e financial and organizational city resources support	4,17	7,69%
The city has structures in place to encourage and ensure engagement of TCN communities in policy-making.	3,00	7,69%
City related information and advice is available and accessible to TCN and migrants, taking account of particular language needs, community locations, etc.	3,88	3,85%
The city simplifies the provision of services to migrants through one-stop shops, online portals, cultural mediation, etc.	3,60	23,08%
The city works with employer and educational organizations and NGOs to support projects helping migrants gain skills to improve their employability.	3,48	19,23%
There is wide public access to computers and the internet, at no or minimal charge, in public places such as local government offices, community centers and libraries.	4,24	3,85%
The city regularly collects information and monitors and evaluates its integration policies (e.g. strategic documents for urban development, social, educational and cultural services, respective action plans).	4,26	26,29%



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On the other hand, the worst evaluated aspects were the availability of public rental housing, existence of flexible options for TCN involvement in volunteering activities, existence of structures encouraging the engagement of TCN or the TCN being positively depicted in local media. More than a third of the participants left the questions related to the City funding or supporting self-organization of TCN unanswered:



Civic Participation and Social Inclusion of TCN and Migrant Communities

	Score	Non-response
The city promotes the opportunities for TCN participation via appropriate channels and in multiple languages.	3,42	26,29%
The city provides funds or other support for TCN/migrant self-organization, capacity building and activities.	3,69	38,46%
A range of flexible options for TCN/migrant volunteers is available, with training, recognition, guidance and compensation of personal costs.	2,90	23,08%
Voluntary/NGO sector bodies encourage and facilitate membership of TCN.	4,25	23,08%
There are city-supported initiatives and community-wide events to encourage intercultural dialogue and exchange between different city communities in the host society.	4,25	7,69%
TCN are depicted positively and without stereotyping in the media.	3,00	3,85%
The cultural offering of the city through its museums, galleries, cultural activities and programmes, grant-making, etc., reflects the diversity of the city population and allows for TCN/migrant cultural self-expression.	3,83	7,69%



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Overall, the best evaluated topic was the urban environment and safety, with the exception of the availability of affordable public and commercial rental housing, which ended up being the lowest evaluated aspect of all. The participants also knew very little about the City having appropriate resources for dealing with hate crime and hate speech.



Urban Environment

	Score	Non-response
Outdoor safety is promoted by good street lighting, police patrols and community education. – what type of education?	4,04	7,69%
Streets and public transport routes are well signed, in local language and in English/other language.	3,96	3,85%
Public buildings are well signed outside and inside.	4,19	0%
Public toilets outdoors and indoors sufficient in number, clean and accessible.	3,38	7,69%
Public transport costs are consistent, clearly displayed and affordable.	4,46	0%
Public transport is safe, reliable and frequent, including at nights and on weekends.	4,65	0%
Complete and accessible information is provided to users in local language and in English/another language about routes, schedules, etc.	4,15	0%
Sufficient public and commercial rental housing is available and affordable.	2,86	15,38%
If the share of migrant population in certain disadvantaged neighbourhoods is higher, service gaps, needs and challenges are promptly and efficiently addressed to overcome spatial segregation.	3,27	15,38%
Appropriate resources within the city to deal effectively with hate crimes and hate speech.	3,11	30,77%



As for the topic of attitudes towards TCN and migrants, the high occurrence of non-response to the listed questions suggested that people do not actually know what is the official stand of the City regarding this matter.



Attitudes towards TCN and Migrants

	Score	Non-response
There are mechanisms in place to measure and track public perception of TCN and migrants for the purposes of city policy development.	3,44	30,77%
The city collates, commissions, analyses and reviews data and information about migration and diversity in the city.	3,95	15,38%
The city branding activities aim to build a shared sense of belonging and identity for all citizens, including TCN and migrants.	3,74	11,54%
All city communication (publications, website, press releases, interviews, public statements, public functions) appropriately promote a positive image of migrants in the city.	3,45	15,38%
The existing migrant communities in the city play a visible positive role by eliciting role models and mentors, engaging in meaningful public campaigns, etc.	3,24	19,23%

All in all, it can be said that the City of Prague has a high standard of public services and city safety but it lacks good communication strategy and prevention measures. While the NGO sector workers tended to be more critical in the checklists, the TCN and city workers generally evaluated the situation better. However, the main line is, that TCN (quite often because TCN in Prague come from countries where similar services do not exist and therefore it does not occur to them to look for something similar), but also other Prague inhabitants lack information on what the City does (especially concerning the city strategies) or finances in the field of TCN integration. It is recommended that the City improves its communication strategy and develops efficient prevention measures to tackle hate crime and hate speech.



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4. PhotoVoice

The PhotoVoice activity took place between the 7th of June (when the first info meeting with PhotoVoice participants took place) and the 16th of August when the final workshop was held. All in all, 20 people participated in the activity - both migrants and Czechs, including representatives of the NGO sector and the Prague Municipality. The participants contributed about 150 photos to the project.

Many of the participants, mainly of foreign origin, used PhotoVoice to express their personal experience with integration in Prague, approaching and capturing the topic in a fairly abstract manner, rather than focusing on the practical particularities of their life there. It is interesting to note, that while the participants were encouraged to focus on both positive and negative sides of integration, many of them intentionally chose to focus on the positive aspects of their life in Prague, although they admitted to had encountered severe challenges during their integration process.

“Because integration for me means adapting, discovering new things and learning to see the beauty of change, just like we adapt, discover and appreciate the beauty of the changing seasons” (E. B.):



Autumn



Winter



Spring



Summer



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Another participant expressed through her photographs how her perception of Prague as well as her position in it changed over time. She described her journey from being “just one of the tourists” to becoming an “explorer, wanting to know as much as possible about the history and culture of the Czech Republic” to becoming a local, “avoiding the crowds of tourists, discovering new interesting and non-tourist places, seeing Prague from a completely different point of view” (N. A.).

As the process of integration can be challenging, the participants repeatedly stressed the importance of the presence of the “familiar” or a piece of home which makes them feel less alone in a new country and an unfamiliar culture. “Sometimes I am homesick and then I look for places which remind me of my home country” (N. A.) or “Prague is seeing a *martenitsa* in the park“ (Z. S. T.).



(N. A.)



(Z. S. T.)

They further stressed the importance of the support of community and friends. “The people I meet in Prague are one of the most important things. We exchange experience and have a great time together” (N. A.).



(N. A.)



(E. D.)



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City Vision and Services

Some of the participants' photos pointed towards the challenges encountered by foreigners in Prague; however, they also captured several instances of a helping hand being offered to the newcomers as well as permanent residents.



Series of photos for city walk at Prague 7 – „Prague for all” – making an effort (Author anonymous).

Civic Participation and Social Inclusion of TCN and Migrant Communities

Some of the participants used PhotoVoice as an opportunity to share the work that they are doing for foreigners in order to help them integrate in the Czech society – for example A. M. shared photos from events that the Community centre of the Organization for Refugees organizes for children of foreigners living in Prague. Another participant shared the results of work of an organization Kulturus, managed by the Russian community living in Prague, which aims to promote Russian culture.



This is what integration can look like. “It is very inspirational to see children from all around the world to get to know each other and get along” (A. M.).

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Kulturus – festival of the relevant contemporary Russian culture (A. L.).

Urban Environment and Safety

Many of the participants also captured in their photos the “beauty of Prague”, however, as one of the participants tried to show, it is also the foreigners who contribute to making it beautiful and clean – a fact that is often ignored and overlooked by Czech locals:



(Z. S. T.)



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Attitudes towards TCN and Migrants

Furthermore, some of the participants captured the ambivalent views of the Czech society regarding the issue of migration. They took photos of both the pro-migrant as well as anti-migrant sentiments expressed through graffiti, signs, stickers etc. all around Prague. As J.J. said, “people are frustrated and they want to express their frustration (...). What we find in the streets has a tremendous impact on us, it defines us.”



(Ja. J.)



“I am not a laughing monster that wishes for the death of refugees.” A bit different patriot, Prague city centre (J. J.).



“Welcome in the Czech Republic. Watch out for false bank notes and illegal job agencies.” Information board for the newcomers (J. J.).

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Several conclusions can be drawn from the photos submitted by the PhotoVoice participants. On the one hand, the photos showed, that Prague is, to a great extent, a city friendly to TCN and migrants - it is a city with a vision that “Prague is for all”, city which through different means makes an effort to inform and include foreigners and help them with orientation and integration in the new society. On the other hand, the photos and discussions revealed that there is in fact still room for improvement, whether it is regarding the issue of language and language barrier encountered by foreigners, or the anti-immigrant moods and sentiments prevalent in the current Czech society. Furthermore, the instances of hateful graffiti bring attention to the importance of acknowledging the presence and danger of hate crime – an issue which should be taken seriously by respective authorities.

Overall, the PhotoVoice activity revealed the need for an information strategy and campaign aimed at raising public awareness regarding the issue of migration and the presence of foreigners in Prague and the positive contribution they make to the city and the Czech society more generally. Finally, the photos also showed, that integration is a highly individual process which consists of several different stages which correspond to different needs on the side of the foreigners. This should therefore be taken into consideration by the various actors (including the Prague Municipality, NGOs, etc.), who should design their services accordingly in order to achieve the best possible results.



An intercontinental smile (B. L.).



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PART III.

CONCLUSIONS AND RECOMMENDATIONS

As an overall conclusion it can be said that the City of Prague is a city that acknowledges the presence of TCN and includes them in its strategic materials. It has made important steps towards being an intercultural city open to diversity and able to cope with it. However, there is still work to be done, and as a result of the city audit, a series of challenges and recommendations how to improve the situation were drawn:





Activities targeting foreigners preferred to mainstreaming activities



Try to achieve maximum mainstreaming in the field of integration across strategic materials and even as a part of practical measures; combine events for foreigners and those for majority population (change of grant politics; organize events that reflect the actual composition of districts/communities; offer support to teachers so that they are able to work with plurality without emphasizing the origin of children in kindergarten)

There is on-going discussion, but no palpable results or changes



Reconsider the functioning of regional advisory platform and focus more on thematic meetings

Insufficient communication and lack of awareness on the side of majority population as well as foreigners



Improve communication towards majority as well as foreigners; develop a communication strategy and project management; better networking and awareness raising (parallel initiatives); creation of stable information channels including digital channels

Insufficient detection of the needs of city inhabitants



Development of fieldwork, evaluation of needs of inhabitants; city districts should conduct research on the situation of migrants in their area, use it to formulate local strategies/community planning

Offices show little readiness, willingness, cooperation



Increase the number of office employees, open offices to people, train office workers; involve Czech citizens with migration background in local administration



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INTEGRA



Civic participation and social inclusion of TCN and other migrant communities

- Discrimination at work, housing ➤ Do not overlook discrimination
- Lack of involvement of migrants in advisory and decision-making processes ➤ Involve young people in the process of supporting integration (actively)
- Missing civil society at the lowest level; the city does not reach out to its inhabitants ➤ Support civic participation at the local level; develop and support community work and participation; support quality public life, where foreigners actively participate

Urban environment and safety

- Insufficient information in other languages besides Czech, seldom in English ➤ Provide signs and information on city services in other languages besides Czech
- Potentially problematic might in time become areas, where more and more TCN move in. Increasing probability of socially isolated areas ➤ Monitor similar areas, support the development of a community feeling place-based

Attitudes towards TCN and migrants

- Lack of medialization of integration of foreigners ➤ Publish positive news about integration in the media; engage Czech public figures with positive attitude towards foreigners
- Negative public discourse (media, politicians) ➤ Provide alternative sources of unbiased information, train media to cover positive aspects of integration



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PART IV.

GOOD PRACTICE

To sum up, throughout this document there were mentioned several examples of good integration practice in the City of Prague.

Regarding information channels towards foreigners, there is the municipality website www.prahametropolevsech.eu and the **mobile app** Prager, both designed specifically for foreigners (in various language versions) in order to provide them with all the important information.

Furthermore, there are intercultural services available, which help foreigners to orient themselves in the new society and take care of various important matters, thus presenting a “bridge” between them and the City. Some of these services are financed by the Municipality itself. These services are provided by the NGO sector, which further offers free professional counselling (legal, social, psychological, career) and language classes for foreigners. Some NGOs focus on community work, organizing events for foreigners as well as for Czechs, providing opportunities for the majority and minority to meet.

In order to improve adaptation of migrant children to Czech schools, the City of Prague systematically and financially supports the provision of extra Czech lessons for them in cooperation with selected schools.

In order to facilitate communication and cooperation between experts, city districts and Municipality representatives and migrants and migrant organizations, ICP organizes a regional advisory platform where a variety of topics relevant for integration are discussed on regular basis. The Municipality further organizes a platform of city districts, where integration coordinators from individual city districts meet, share experience and work towards more effective implementation and functioning of local integration measures.



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