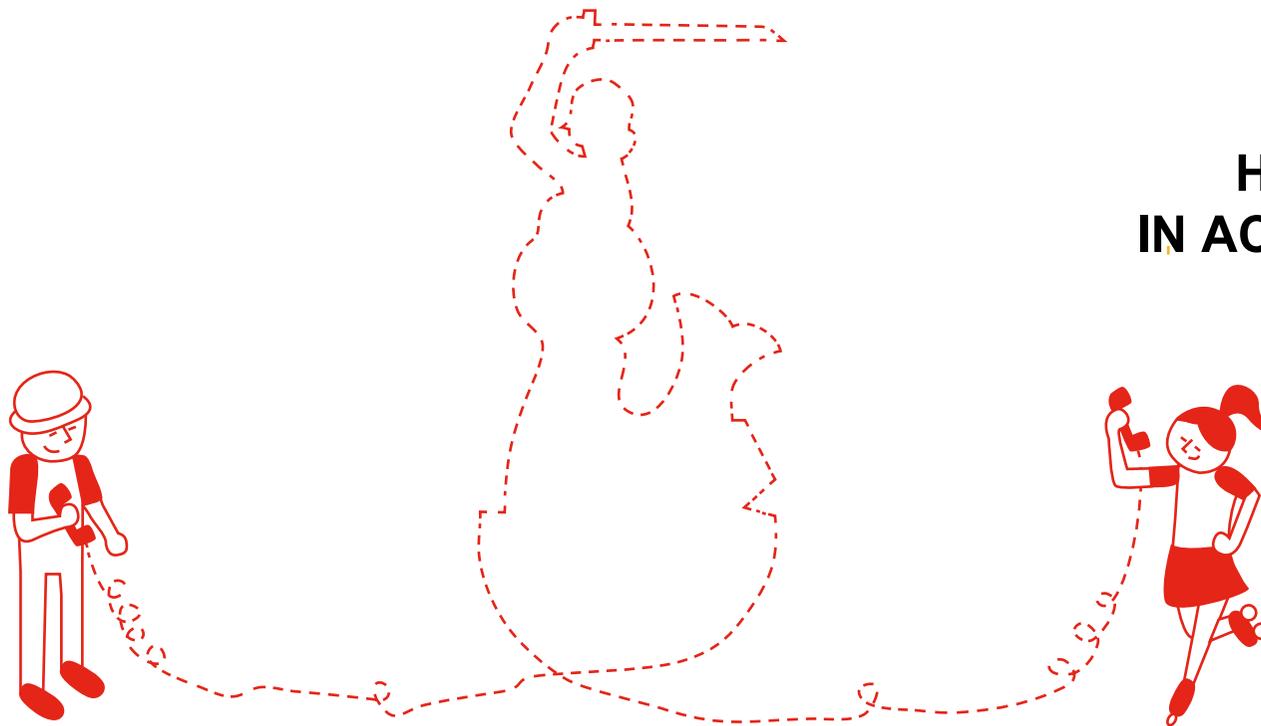




ESSENTIAL GUIDE FOR ACTIVE CITIZENS

**HOW TO GET INVOLVED
IN ACTIVITIES IN YOUR CITY**



THE ESSENTIAL GUIDE FOR ACTIVE CITIZENS

HOW TO GET INVOLVED IN ACTIVITIES IN YOUR CITY

2nd Edition
Warsaw 2016

How can you change your environment? What can you do for others? What is the city of your dreams like?

If you are looking for answers to these questions, then this **Essential Guide for Active Citizens** is for you. It was prepared to help you put your own ideas into practice, to show you how you can collaborate with others and where you can look for relevant information. Today, there are more and more opportunities to get involved, including public consultations, the participatory budget, local initiatives, and involvement with NGOs or local partnerships.

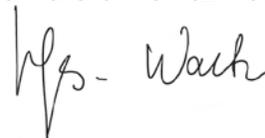
Engaged residents, a friendly place, an open metropolis – this vision of Warsaw has been developed in partnership with residents, experts and public officers as part of efforts to map out the Warsaw Development Strategy until 2030. Warsaw is us, its residents. We go our own ways, pursue our own interests, and go after our dreams and professional ambitions, while also being involved in the life of our City and sharing a sense of responsibility for it.

This second edition of the Guide not only updates, but also expands on the first to include examples of activities taken up by Warsaw's residents and descriptions of the new tools they have used. This Guide will show you how these tools work and how to use them. It will also guide you through the sometimes complicated structure of the City Office.

Have an idea? Take action and join other active citizens. Already active? Find out what other tools you can use.

Let's change Warsaw together!

Mayor of Warsaw
Hanna Gronkiewicz-Waltz



Citizens

There are 1,630,144 registered residents in Warsaw (as at 31st December 2015), but estimates including non-residents suggest that there are about 3 million people in Warsaw each day.

The City

Warsaw is the capital of Poland. It is a municipality with county rights. Its responsibilities are laid down in the Commune Local Government Act and the County Local Government Act. Warsaw's responsibilities as the capital city are governed by the Act on the Government System of the City of Warsaw. The City of Warsaw has a legal personality and its independence is under judicial protection.

Mayor and Council

The Mayor of Warsaw is the executive body of the city, and the Warsaw City Council, composed of 60 councillors, is the legislative and supervisory authority. Mayor and councillors are elected directly by the citizens in free quadrennial elections.

Districts

Warsaw is divided into 18 districts (auxiliary units). The responsibilities of the districts are outlined by the Act on the Government System of the City of Warsaw and laid down in detail by the Statute of Warsaw and the resolution on delegating certain tasks and responsibilities of the City of Warsaw to districts. The funds for the implementation of these tasks are specified in the annexes to the city budget.

Details of the City of Warsaw

Tax ID. No. (NIP): 525-22-48-481

Business Registration Number (REGON): 015259640

Statistical No.: 1465011

KEY:



check this term in our glossary



look here for more details



fun facts

1	TAKE ACTION AND CHANGE YOUR CITY	6
	If you have any ideas for initiatives or projects to change your neighbourhood for the better	
2	SPACE FOR ACTION – SPACE FOR CHANGE	16
	If you are looking for a testing ground for your ideas	
3	DIALOGUE – CHANGE STARTS WITH A CONVERSATION	22
	If you want to share your opinions	
4	WHO RUNS THE CITY?	30
	How the City is managed – a brief guide	
5	IN TOUCH WITH THE CITY	34
	If you want to take an active part in the life of your neighbourhood	
6	A CITY FOR EVERYONE	42
	If you are looking for information on...	
7	GLOSSARY	45
	The city's acronyms, explained	

USEFUL CONTACTS

THE MULTICULTURAL CENTRE IN WARSAW ul. Jagiellońska 54 (entrance from Haller Square)

The Multicultural Centre aims to make people of various cultural backgrounds feel at home, regardless of how long they have stayed or are planning to stay in Warsaw.

The Centre is open from Monday to Saturday, 9:00 AM to 8:00 PM
www.cw.org.pl, biuro@cw.org.pl
Telephone: +48 22 253 8135. The Centre is all about:

- Information – we provide information for foreigners looking for information on local government and NGO programmes, on how the city agencies function, and on Warsaw's cultural services, as well as information for Warsaw citizens and Polish tourists looking for information on multiculturalism in Warsaw;
- Empowerment – we empower foreigners to cope independently and successfully with the challenges of living in Warsaw and support immigrant communities in implementing their own projects and in their integration efforts;
- Education – we support educational initiatives involving multiculturalism, integration and education in a multicultural environment, Polish-language courses, and also initiatives providing information on the multicultural heritage and contemporary multicultural face of Warsaw;
- Culture – we support cultural initiatives by members of various expatriate communities, provide assistance in international culture-making projects, and manage an interactive exhibition on Warsaw's multicultural heritage.



centrum
wielokulturowe



Warsaw 19115

Warsaw 19115 is a quick and easy way to contact Warsaw's local government. Operating from one site via a number of channels, this service is designed to provide information and to receive calls from people with reports, requests for intervention, applications and ideas related to the city life. Use the website, the free app or the phone service. The Warsaw 19115 service is available to Warsaw residents 24/7, and is also available in English. In addition to information on, for example, public transport and the issue of documents, the centre also accepts reports on issues requiring intervention by municipal services. For more information, please go to page 35.



What is the story behind the Playground in Tużycka Street?

Sara Tchorek: When I would go on walks with my daughter, I always felt the need for a place where I would be able to sit down and rest, and since I had a lot of neighbourhood friends here who felt the same way, we started thinking what we could do about it. While we were looking for a solution, we contacted a local councillor, but he couldn't do anything about it on his own. However, after some time, he told us about a thing called the Participatory Budget. We submitted our project together, proposing two locations, and this one won the vote.

(Photo by Kamila Szuba)



As part of a local initiative, the residents of the Mokotów District, in partnership with the Mokotów District Office, have begun to look after the birds and squirrels living in the Park near Cmentarz Mauzoleum Żołnierzy Radzieckich (The Soviet Military Cemetery). They installed 160 new nest boxes and created an electronic map showing the location of all the boxes!

(Photo by Kamila Szuba)

TAKE ACTION AND CHANGE YOUR CITY



LOCAL INITIATIVE

It is a form of cooperation between the City of Warsaw and residents for making joint efforts to benefit the local community.

If you and your neighbours or friends have an idea for a specific undertaking that is important to you and your community, you can submit an application to the Office in order to put the idea into practice together.

As part of local initiatives, the residents of Warsaw and the City of Warsaw have already jointly completed over 40 projects, including neighbourhood picnics, social patios, and backyard renovations.

The submitted ideas must come under the definition of a PUBLIC SERVICE and focus on one of the following areas: activities to support the development of local communities; charity; activities to benefit culture, art, or for the protection of culture and national heritage; promotion and organisation of voluntary services; education; activities in the area of physical culture and tourism, or environmental protection; revitalisation activities.

Residents, as applicants, can contribute in the form of community service and through financial or in-kind contributions.

Residents implement local initiatives together with the City of Warsaw. As part of its contribution, the City can purchase the necessary materials or services, provide organisational support, or rent the required equipment.

In April 2016, the application assessment criteria were changed. Now the focus is on projects that not only take into account the needs of the local community, but also demonstrate considerable progress, general accessibility and broad support from residents.

LOCAL INITIATIVE IN 6 SIMPLE STEPS:

1. Come up with an idea for an initiative
2. Draw up your application
3. Have the application assessed
4. Finalise the details and sign the agreement
5. Put the initiative into practice
6. Draw up a project summary

Remember:
The City does not provide funds or subsidies directly to local initiatives.

 CHECK THIS TERM
IN OUR GLOSSARY



You can find more information about local initiatives in our brochure "Take action in your neighbourhood! Local initiatives in Warsaw – step by step" and at: www.inicjatywa.um.warszawa.pl.

THE PARTICIPATORY BUDGET

The participatory budget is a process by which residents can decide how public money is to be allocated. As part of this decision-making process, residents submit projects, discuss them and choose the ones they wish to be implemented.

THE SUM AVAILABLE FOR ALLOCATION AS PART OF THE SECOND EDITION OF WARSAW'S PARTICIPATORY BUDGET WAS OVER PLN 51 MILLION. AS MANY AS 2,333 PROJECTS WERE SUBMITTED, AND 1,464 PROJECTS IN 18 DISTRICTS PASSED TO THE VOTING STAGE. WARSAW'S RESIDENTS SELECTED 644 PROJECTS FOR IMPLEMENTATION.

The winning projects allowed Warsaw to make many improvements – from street surface repairs to the construction of new playgrounds. Some public libraries were provided with new books, various instructors were hired to organise classes, and bird and insect houses were put up.

Funds for the implementation of projects selected by residents in the vote are allocated within district budgets. Therefore, these are not additional funds, but form part of the district budget earmarked for allocation directly by residents.

Project voting usually takes place in June. Anyone can participate in deciding how nearly PLN 59 million is to be allocated within the district budgets.

You can vote online at www.twojbudzet.um.warszawa.pl, in person (using ballot paper) at your local District Office, or at other voting places. All residents of Warsaw, regardless of their age, can take part in the vote.



Did you know...?

Each city district has its own dedicated participatory budget team.

The team is made up of:

- 6 residents
- 5 representatives of NGOs
- District Councillors (1 per club)
- up to 5 Community Councillors
- 4 to 5 District Officers
- a representative of the Young People's District Council
- a representative of the Senior Citizen District Council

How has the participatory budget changed Warsaw?

See for yourself at:

www.twojbudzet.um.warszawa.pl

or contact your local Participatory Budget Coordinator (for the list of Coordinators and contact details, please visit the above-mentioned website).



For more information to help you prepare your project, please visit **www.twojbudzet.um.warszawa.pl**

SUBMIT YOUR PROJECT

If you live in Warsaw and would like to submit your project:

- check the available funds for the district or area of your interest,
- check what kind of projects can be submitted there (possible options include local and district-wide),
- think about the needs of your local community,
- elaborate on your idea – prepare the information required in the application form,
- estimate the cost of putting your idea into practice,
- submit your project at www.twojbudzet.um.warszawa.pl, by post or at your District Resident Services Division.

TAKE PART IN PARTICIPATORY BUDGET VOTING

1. You can vote only within one district of your choice and only within one area in that district. If you vote more than once, all of your votes will be considered invalid.
2. If you don't know how your district is divided into areas, visit www.twojbudzet.um.warszawa.pl. You can also obtain information on the division at the Resident Services Division at your local District Office.
3. Check which projects have been put to a vote, and decide which of them you like best.
4. You can select any number of projects, as long as their total cost is no higher than the amount allocated for the district as a whole or for the specific area, as otherwise your vote will be considered invalid.

DISCUSS AND SUPPORT

You can also get involved in the participatory budget in other ways:

- by taking part in resident discussions on development priorities within your district – such meetings are intended to explain the basic principles of district operation, and in particular to draw your attention to the needs associated with the districts' sustainable development,
- by signing project support lists (you can support more than one project),
- by joining other residents in public debates on the submitted projects. The goal of such debates is to learn about projects submitted by other residents. The debates are held in all the areas that can submit projects.

OPEN COMPETITIONS TO PROVIDE SERVICES (FOR NGOS)

The City can outsource public services to NGOs. Such outsourcing is usually based on open competitions, carried out by City of Warsaw Departments (for city-wide services) or City Districts (for district-wide services).

Open competitions to provide services allow NGOs in Warsaw to perform public services defined in the Public Benefit Act of 24 April 2003. These services may cover such areas as education, culture, social welfare, local community support, health care and promotion, and voluntary service promotion and organisation. This form makes it possible to put artistic projects, sports events, charity events, social campaigns, and many other ideas into practice.

As part of such outsourced services, NGOs have also implemented innovative projects, such as Społeczne Centrum Wspierania Organizacji Pozarządowych (The Warsaw NGO Support Centre), Warszawa Lokalnie (Local Warsaw), Centrum Społeczne Paca 40 (The Paca 40 Social Centre), and the website www.warszawa.ngo.pl.



FOR MORE INFORMATION ON FOR MORE INFORMATION ON OPEN COMPETITIONS TO PROVIDE SERVICES (INCLUDING COMPETITION ANNOUNCEMENTS AND RESULTS), PLEASE USE THE SEARCH ENGINE AT WWW.NGO.UM.WARSZAWA.PL/OTWARTE-KONKURSY-OFERT-NA-REALIZACJE-ZADAN-PUBLICZNYCH



You can also submit your proposal using the Electronic Application Generator (EAG):

www.generator.um.warszawa.pl

SMALL GRANTS (TO NGOs)

The City can award subsidies to NGOs for public services, known as small grants. The amount of funding from the City budget allocated for such services cannot exceed PLN 10,000, and the implementation period cannot be longer than 90 days.

So far, **small grants** have supported such initiatives as location-based games, conferences, workshops and artistic events, as well as sports events and competitions.

In order to apply for a small grant, your organisation must submit a form with an idea (proposal) to a specific City of Warsaw Department or your local District Office. You can do this at any time during the year, but the implementation date must be within the specific calendar year (i.e. it cannot exceed the budget year).

Small grants are awarded in a variety of fields, such as education, social welfare, culture, and sport and recreation. You can also apply for an interdisciplinary grant (combining services across various areas).



If you have an idea for a small grant, find out more on our website:

www.ngo.um.warszawa.pl/male-granty

If you have any questions, please write to:

malegranty@um.warszawa.pl

WARSZAWA LOKALNIE (LOCAL WARSAW)

WARSZAWA LOKALNIE is a new system for supporting residents in their local efforts. This project is managed by a consortium of 5 NGOs: Fundacja Inicjatyw Społeczno-Ekonomicznych (The Foundation for Social and Economic Initiatives), Stowarzyszenie BORIS (The BORIS Association), Stowarzyszenie CAL (The CAL Association), Towarzystwo Inicjatyw Twórczych “ę” (The Association of Creative Initiatives “ę”) and Fundacja Civis Polonus (The Civis Polonus Foundation).

WARSZAWA LOKALNIE enables residents to benefit from:

- The support of district community facilitators
- Local initiative incubators
- Support in organising Warsaw Neighbour Day and Community Christmas Party events
- Support for local partnerships and other forms of local collaboration between different sectors
- Annual Idea Generators

BROADEN YOUR KNOWLEDGE AND SKILLS WITH:

- AKADEMIA INICJATYW SĄSIEDZKICH (THE NEIGHBOURHOOD INITIATIVE ACADEMY)
- INFOPUNKT AKTYWNEGO WARSZAWIAKA (THE ACTIVE WARSAW RESIDENT'S INFOPOINT) AND BIBLIOTECZKA AKTYWNEGO WARSZAWIAKA (THE ACTIVE WARSAW RESIDENT'S LIBRARY) (OPEN DAILY AT WARSZTAT WARSZAWSKI [THE WARSAW WORKSHOP] AT 4 CONSTITUTION SQUARE)
- OPEN TRAINING ON LOCAL GOVERNMENT OPERATIONS AND OPPORTUNITIES FOR LOCAL INITIATIVES
- LABORATORIUM INNOWACJI LOKALNYCH (THE LOCAL INNOVATION LABORATORY)

WARSZAWA LOKALNIE also provides support for selected schools and libraries in Warsaw that wish to become more open to their local communities. For a more detailed description of the system, updates on current initiatives and meeting dates and places, please visit www.warszawalokalnie.waw.pl or facebook.com/warszawalokalnie.



Remember:

All initiatives undertaken as part of the Warszawa Lokalnie system are free of charge.

WARSZTAT WARSZAWSKI (WARSAW WORKSHOP)

This is the hub of the WARSZAWA LOKALNIE (LOCAL WARSAW) system, and, at the same time, a place where you can use dedicated space for non-commercial resident and NGO efforts free of charge.

Have an interesting idea? Need a place to put it into practice?

Care about your neighbourhood? Would you like to organise a neighbourhood picnic or Christmas party, a festival on your street, a workshop or debate?

Need help? Visit the Workshop!

At 4 Constitution Square, you will find rooms for your initiatives as well as INFOpunkt Aktywnego Warszawiaka (The Active Warsaw Resident's INFOpoint) and Biblioteczka Aktywnego Warszawiaka (The Active Warsaw Resident's Library), open daily.

Find out more about the opportunities afforded by Warsztat Warszawski!

www.warsztatwarszawski.blogspot.com

facebook.com/warsztatwarszawa

WARSZTAT WARSZAWSKI

Plac Konstytucji 4
(Constitution Square)
00-552 Warsaw
warsztat@fise.org.pl
Phone: 22 622 01 91



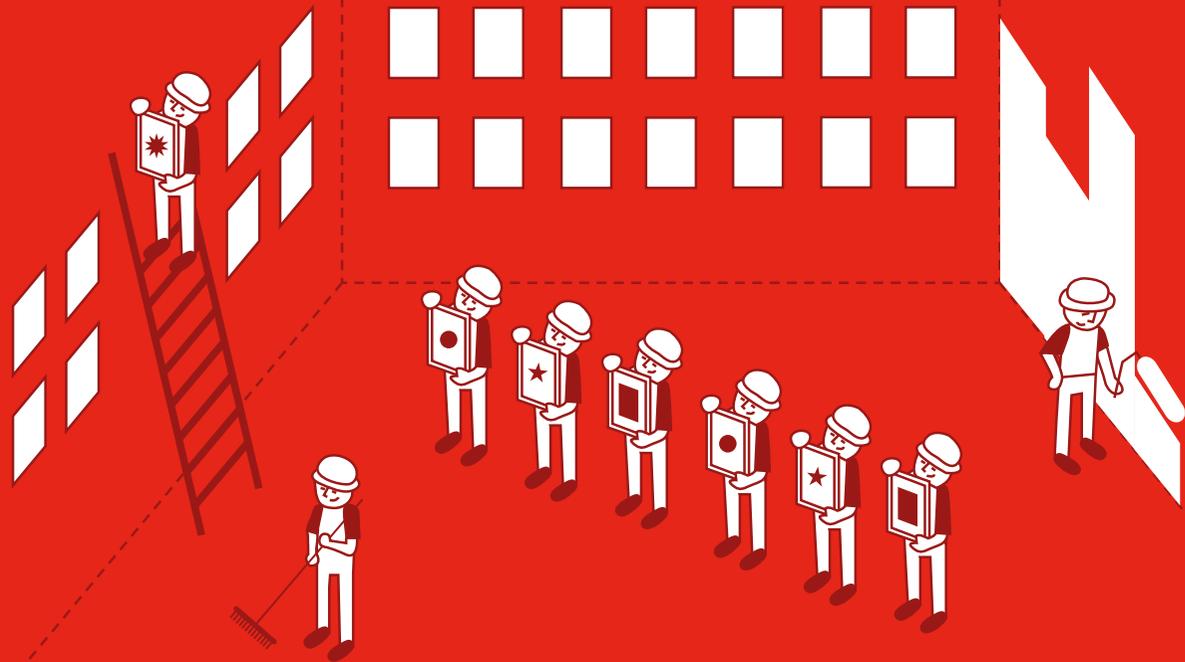
HOW CAN I PUT MY IDEA INTO PRACTICE?



	LOCAL INITIATIVE
WHO CAN SUBMIT A PROJECT?	Residents, either on their own or via an organisation
DEADLINE FOR SUBMITTING FORMS	Any time
IMPLEMENTATION	Residents implement the project. The Office can provide the necessary equipment, but not funding
SELECTING PROJECTS FOR IMPLEMENTATION	Public officers assess projects on the basis of pre-determined criteria
MAXIMUM VALUE	Depending on the current City budget constraints and the amount of resident contributions
PROJECT IMPLEMENTATION TIME FRAME	Usually by the end of the year
FORMS AND DETAILS	www.inicjatywa.um.warszawa.pl

PARTICIPATORY BUDGET	SUBSIDIES FOR NGOs	
	OPEN COMPETITIONS TO PROVIDE SERVICES	SMALL GRANTS
Resident (+ support list)	NGO	NGO
As appropriate for each call	As specified in the competition announcement (usually the 2nd half of November – 1st half of December or March – 1st half of April)	Any time (you might want to check the available funds on the relevant website)
The Office implements selected projects	The organisation implements the project using funds provided by the City (service outsourcing) or funds provided by the City and the organisation itself (service support)	The organisation implements the project using funds provided by the City (it does not have to make any financial contributions on its own)
Residents vote for projects to be included in the City budget	Organisations and public officers recommend proposals, while the decision is made by the Mayor	Organisations and public officers recommend proposals, while the decision is made by the Head of the Division or Head of the District
Depending on the district	Depending on the individual competition	Up to PLN 10,000 from the City
The next calendar year	The deadline specified in the competition announcement	Up to 90 days per calendar year
www.twojbudzet.um.warszawa.pl	www.ngo.um.warszawa.pl	www.ngo.um.warszawa.pl

SPACE FOR ACTION – SPACE FOR CHANGE



LOCAL ACTION HUBS



Local Action Hubs (Miejsce Aktywności Lokalnej, MAL) are various facilities that support the implementation of residents' ideas, neighbourly relationships and active leisure in your immediate surroundings.

Local Action Hubs can provide residents with the space and equipment necessary for their activities or support the organisation of local events. LAH staff and volunteers are open to different suggestions by residents and their needs.

The function of a Local Action Hub can be performed by:

- public institutions, such as libraries, community centres, schools, and social welfare centres;
- local businesses, such as clubs/coffee bars, cafes, stores, and private theatres;

Residents can both participate in and organise events there. The nature and programme of events at Local Action Hubs are determined by the residents themselves, not the community centre or District Office. It is a meeting place for everyone: children, teenagers, young parents, busy neighbours and seniors.

At Local Action Hubs, you can take part in neighbour meetings, various workshops, board game clubs, young parent meetings, participatory budget application writing marathon sessions... and many other events that you can either attend or co-organise!

Local Activity Hubs may be established on the initiative of District Offices, NGOs or residents. They can also be initiated by community councils, community centres, libraries or local businesspersons. There is no fixed framework for such places, and each LAH looks a little bit different and has its own unique programme and focus.

Running a place that is open for ideas from residents?

You can join our LAH network – just visit www.inicjatywa.um.warszawa.pl/siecma1 and fill in & send our form, describing what you do.

DOMY SĄSIEDZKIE (COMMUNITY CENTRES)

Community Centres are a special kind of LAH, since their primary (or only) goal is to support local initiatives and neighbour integration. Community Centres not only provide room for, but also bring together, a community of people with a common place of residence and who engage in local initiatives (e.g. through a neighbourhood voluntary service or mutual aid).

Residents can either act as the centre's hosts or co-hosts (together with the staff of the institution/organisation that runs the Community Centre). In Community Centres, residents can, for example, learn from one another about new things, organise meetings, or simply spend time together.

Community Centres should operate on the basis of:

- the principle of reciprocity (if you benefit from Community Centre resources or initiatives, you should give something back, e.g. run some classes yourself, help manage the place, replenish the stationery or tea supplies from time to time);
- mutual trust (between coordinators and residents, and between residents themselves);
- openness – Community Centres are to be open to all local residents (they should not be taken over by one group only);
- tolerance and respect for each resident's individuality.



YOU CAN USE THESE LOCATIONS FOR SEVERAL HOURS OR DAYS, UP TO A MONTH, OR, IN THE CASE OF REGULAR USE (E.G. EACH MONDAY) – UP TO THREE MONTHS.

www.ngo.um.warszawa.pl/aktualnosci/lokale-uzytkowe-na-krotkie-dzialania

For the updated list of Community Centres, please visit:

www.inicjatywa.um.warszawa.pl/domysiedzkie

SPACE FOR SHORT-TERM INITIATIVES

NGOs, individuals and companies, who plan short-term initiatives, can use municipal business premises. This provides an opportunity for interesting, spontaneous initiatives to liven up the neighbourhood.

If you want to use a location for short-term initiatives (whether commercial or not-for-profit, such as exhibitions, photo shoots, happenings and fundraisers), you must apply in writing. Such applications must be addressed to the Head of the District in which the premises are located, or to the district representative of Zakład Gospodarowania Nieruchomościami (Real Property Management Services, ZGN).

Fees for using the premises are defined by the District Board. It is important to note that organisers of non-commercial, e.g. cultural or social, events might only be required to pay for utilities.

For more information about municipal business premises and Real Property Management Services (ZGN) contact details, please visit

www.inicjatywa.um.warszawa.pl/domysiedzkie

PREMISES ON PREFERENTIAL TERMS

NGOs, social cooperatives and other public benefit organisations can rent municipal business premises on preferential terms. Rental applications may be submitted to the local District Office.

www.ngo.um.warszawa.pl/wynajem-lokali



YOU CAN USE THESE PREMISES FOR SEVERAL HOURS OR DAYS, UP TO A MONTH, OR, IN THE CASE OF REGULAR USE (E.G. EACH MONDAY) – UP TO THREE MONTHS.

www.ngo.um.warszawa.pl/aktualnosci/lokale-uzytkowe-na-krotkie-dzialania

For the updated list of Community Centres, please visit:
www.inicjatywa.um.warszawa.pl/domysasiedzkie

ACTIVITIES IN THE PUBLIC SPACE

Local initiatives in the public space frequently take place on squares, in streets, on pavements or in parks. Usually they are open to everyone, and can include picnics, festivals, exhibitions, and garage sales. These can be mass or very small events.

For such initiatives in the public space, you will need consent from the owner or administrator of the venue. Where do I start? How do I find them? What else should I keep in mind? These are questions that all local event organisers ask themselves. We have prepared two online guides to help you answer these questions:

- “Take action outside! How to organise public space events in Warsaw” (2013);
- “Legal neighbours, or what to keep in mind when organising a neighbourhood event in the public space” (2016).

DIALOGUE – CHANGE STARTS WITH A CONVERSATION





OPEN WARSAW

OPEN WARSAW (www.otwartawarszawa.pl) is an online platform where active residents can share their visions, projects and ideas for changing Warsaw with the City of Warsaw. The submitted ideas can be thoroughly discussed through joint brainstorming and the involvement of many parties, and the best of them can be put into practice. This new means of involving residents in creating the urban experience is known as **crowdsourcing**.

In 2014 and 2015, residents discussed space, green spaces, education, gap-bridging, and Warsaw identity. Out of 1,147 ideas submitted by residents to make a difference in Warsaw, city officers and a jury of experts in various fields selected 50 projects, which are now being gradually implemented. These include, for example, hammocks by the Vistula for reading enthusiasts, a Warsaw version of Monopoly – *Warsaw: The Inter-War Period* – and cycling gamification for Warsaw schoolchildren.

As part of its efforts to revise its Development Strategy, the City of Warsaw invited its residents to share their visions of the City in 2030. Based on over three thousand surveys filled in by the residents, experts created “Active residents, a friendly place, an open metropolis” – a vision of Warsaw in 15 years’ time.

If you want to share your creative ideas for making a difference in Warsaw with the City authorities, join Open Warsaw at:

www.otwartawarszawa.pl, or
www.facebook.com/OtwartaWarszawa



Did you know...?

In the spring of 2016, Warsaw residents considered ideas on how to improve relations between pedestrians, cyclists and drivers as part of their active participation in the “Życzliwość na drodze” (“Kindness on the Road”) campaign. Working together, residents and experts created a local road etiquette guide.

PUBLIC CONSULTATIONS

Public consultations are a form of dialogue between the District Office or the City of Warsaw and residents, who can voice their opinions on various issues that matter to them. The purpose of these consultations is not only to make residents aware of any planned changes, but, above all, to bounce concepts off of them in order to get their feedback and pool ideas.

In principle, public consultations can focus on anything, but usually residents are consulted on spatial development plans and new investments. Such consultations can address street modernisation or garden square development, community centre services or plans concerning the ways in which the city is developed. The city's strategic documents can also be discussed.

Public consultations have provided residents of Warsaw with opportunities to discuss, for example: the Warsaw Cycling Path Development Programme 2020, the Local Activity Hub in the Białołęka District, the establishment of a playground in the Śródmieście District, and the design of Wiecha Park and its surroundings.

All remarks and proposals made during consultations are considered, but not all of them can be followed up. For instance, if you would like to mark out a new road across a natural protection area, that would be impossible.

All residents of Warsaw can take part in such consultations, regardless of their age.

You don't even need to be a permanent resident or of age. Feel free to come if you are interested in the topic to be consulted and if you wish to express your opinion.

The initiative to hold public consultations can also come from the city or district authorities, NGOs, youth councils, Warsaw Public Benefit Council and lower-tier administrative units, i.e. communities.

PUBLIC CONSULTATIONS CAN TAKE DIFFERENT FORMS, SUCH AS:

- consultation points
- consultations using models
- site visits
- online surveys
- consultation workshops
- individual interviews
- open debates
- comments sent by e-mail or post



Did you know...?

Public consultations are a way for the City of Warsaw to review ideas before it makes its final decision. Final projects can meet the majority of needs that have been expressed, or only a small number of them. Everything depends on the available budget, legal considerations and other possible limitations.



RESIDENT-INITIATED PUBLIC CONSULTATIONS

Warsaw residents can initiate public consultations.

For matters of city-wide importance, the idea must be supported by at least 1,000 voting-eligible residents of Warsaw, while those of district importance require the support of 200 residents.

Requests for consultation can also be made by the City or district authorities, as well as by NGOs, youth councils, the Warsaw Public Benefit Council and community councils.

Requests for public consultations must include:

- a description of the consultation subject,
- a proposed form of consultation,
- reasons for the consultation.

For request templates, please visit www.konsultacje.um.warszawa.pl and go to the Public consultation requests tab.



Remember: Public consultations are always organised before a decision on the matter is made, but only after the problem is clearly identified; that is, when it is certain that the project will be implemented, but it is still early enough to take feedback from residents into consideration during the decision-making process.

Want to know what consultations are currently being held? Visit the Warsaw Social Consultation Platform at www.konsultacje.um.warszawa.pl and facebook.com/konsultacjespoleczne.warszawa

You can find out more about resident-initiated public consultations at: www.konsultacje.um.warszawa.pl/content/wnioski-o-konsultacje-spoleczne

ZONING PLAN CONSULTATIONS

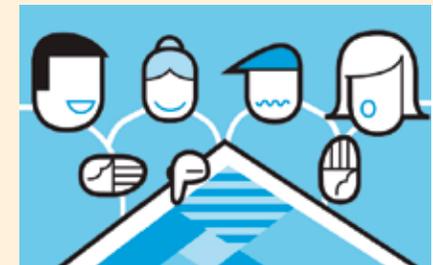
Zoning plans are urban spatial development scenarios that show what our City will look like in the future, how houses, streets, squares and infrastructure can be built and redeveloped, and how green areas, i.e. parks and garden squares, are to be arranged.

The purpose behind the plan's preparation and consultation is to achieve a reasonable, win-win compromise between the often conflicting needs of various city residents and users.

Everyone can make a difference: you just need to express your concerns and needs in writing. You will have the opportunity to do so at two stages throughout the procedure:

- Immediately after the Mayor has notified the public of the start of the plan's development. You can write about anything you would like to change (or keep the way it is) within the scope of the plan. You usually have 21 days to submit your comments.
- When the first draft of the plan has been prepared by urban planners and the City of Warsaw. This is when it is disclosed to the public, which means that anyone can have access to it at the Office and online. At that point, you can make comments on the draft plan and propose changes to it.

The plan is comprised of text (a resolution) and visuals (a plan map). It is prepared by architects and urban planners, who are supported by such experts as sociologists, economists and engineers. The plan is also consulted with the units responsible, for example, for historical monument conservation and the environment.



RESIDENTS CAN TAKE PART IN CONSULTATIONS ON LOCAL ZONING PLANS. THIS ALLOWS THEM TO HAVE AN IMPACT ON WHAT THEIR IMMEDIATE SURROUNDINGS LOOK LIKE AND HOW THEY WILL DEVELOP.

You can learn how zoning plans are created in Warsaw in the brochure "How local zoning plans are created in Warsaw", available at: www.architektura.um.warszawa.pl/content/jak-powstaje-miejscowy-plan-zagospodarowania-przestrzennego-w-warszawie or in the guide "ZONING PLANS explained", available at: <http://www.konsultacje.um.warszawa.pl/publikacje>

You can also find the latest news about zoning plans in the Public Information Bulletin: www.bip.warszawa.pl/Menu_przedmiotowe/ogloszenia/plany_zagospodarowania/default.htm

DIALOGUE WITH NGOs

THE WARSAW PUBLIC BENEFIT COUNCIL

The Warsaw Public Benefit Council is comprised of 20 members, including NGO representatives, city councillors and public officers.

The Warsaw Public Benefit Council is a consultative and advisory body whose main mission is to provide feedback on documents concerning cooperation with NGOs and public services referred to in Article 4(1) of the Public Benefit and Voluntary Service Act of 24 April 2003, and to address important issues regarding collaboration between NGOs and the Office.

SOCIAL DIALOGUE COMMITTEES

Social Dialogue Committees (SDCs) are advisory and initiative-driven groups established by NGOs and the City of Warsaw. SDCs are the principal partners of the City when it comes to developing solutions across various public service areas managed by the City of Warsaw.

SDCs are also responsible for assessing draft legal acts connected with priority public services of the City of Warsaw and for assessing call topics. SDC representatives serve as members of committees assessing subsidy applications and of teams evaluating small grant applications.

The committees gather to discuss important municipal matters concerning cooperation between NGOs and local government. The Social Development Council also assesses critical municipal documents.

SDCs provide assistance in such areas as culture, animal protection, sport, the Vistula River, facilities for people with disabilities, architecture and spatial planning. For more details, please visit:

www.ngo.um.warszawa.pl/komisje-dialogu-spoecznego/wykaz-komisji.htm

A new committee can be set up on the initiative of at least 10 NGOs.



DISTRICT SOCIAL DIALOGUE COMMITTEES

District Social Dialogue Committees (DSDCs) are advisory and initiative-driven groups established by NGOs and districts of the City of Warsaw. DSDCs are the principal partners of the City when it comes to developing solutions across the districts of the City of Warsaw.

DSDCs bring together representatives of various NGOs working to benefit local communities across specific districts. This collaboration makes it easier for districts to identify the needs of their residents and to plan actions to meet those needs. Some districts hold annual NGO days, often initiated by local DSDCs. An example of such an event would be the annual Team-Building Picnic in Szczęśliwice. Currently, there are 17 DSDCs, which are happy to welcome any and all organisations interested in cooperation.

In July 2015, the Programme for the Development of Cooperation between the City of Warsaw and NGOs until 2020 came into effect. This seminal document constitutes an operating plan governing the cooperation between the City Office and the third sector for the next few years. It provides guidance on how the framework of social dialogue should develop and also strengthens the positions of SDCs and DSDCs.

S3KTOR – A CONTEST FOR THE BEST NON-GOVERNMENTAL INITIATIVE IN WARSAW

The aim of S3KTOR is to select the ten best local NGO initiatives undertaken in the previous year and to promote local NGOs among Warsaw residents. If you want to learn more about organisations operating in your neighbourhood, or to showcase your best projects, then S3KTOR is for you.

The contest is for initiatives launched during the previous year to benefit Warsaw and its residents, in the following categories:

EDUCATION, ECOLOGY AND THE ENVIRONMENT, CULTURE AND ART, SOCIAL PROJECTS, URBAN SPACE, CIVIL SOCIETY AND HUMAN RIGHTS, LOCAL COMMUNITY, SPORT AND RECREATION, HEALTH, COMPLEX PROJECTS

Anyone can submit initiatives to S3KTOR, including residents of Warsaw, NGOs, institutions, companies, etc. Do you know of an organisation that you believe should be awarded? Please fill in the Initiative Registration Sheet, available at www.ngo.um.warszawa.pl.



Is there a DSDC operating in your district?
Find out at:
www.ngo.um.warszawa.pl/dzielnicowe-komisje-dialogu-spolecznego

You can find the Programme for the Development of Cooperation between the City of Warsaw and NGOs until 2020 at:
<http://www.ngo.um.warszawa.pl/program-rozwoju-wsp-pracy>



Vote for the Resident Award and see the winners and nominees from previous years at:
www.ngo.um.warszawa.pl/s3ktor



- Stowarzyszenie BORIS (The BORIS Association), boris.org.pl (responsible for managing Społeczne Centrum Wspierania Organizacji Pozarządowych – The Warsaw NGO Support Centre)
- Federacja Centrum Szpitalna (The Centrum Szpitalna Federation), szpitalna.ngo.pl
- Federacja MAZOWIA (The MAZOWIA Federation), mazowia.org.pl
- Fundacja Rozwoju Społeczeństwa Obywatelskiego (The Civil Society Development Foundation), frso.pl
- Stowarzyszenie Klon/Jawor (The Klon/Jawor Association), warszawa.ngo.pl

STOŁECZNE CENTRUM WSPIERANIA ORGANIZACJI POZARZĄDOWYCH (THE WARSAW NGO SUPPORT CENTRE)

The Warsaw NGO Support Centre (SCWO) is a comprehensive and free support system for NGOs in Warsaw. Any NGO operating in Warsaw can benefit from the support.

The Warsaw NGO Support Centre provides assistance through its five member organisations: the BORIS Association, the Civil Society Development Foundation, the Klon/Jawor Association, the Mazowia Federation, and the Centrum Szpitalna Federation. These organisations provide free training and seminars, consulting, legal and accounting advice, as well as meeting rooms and workstations at their headquarters.

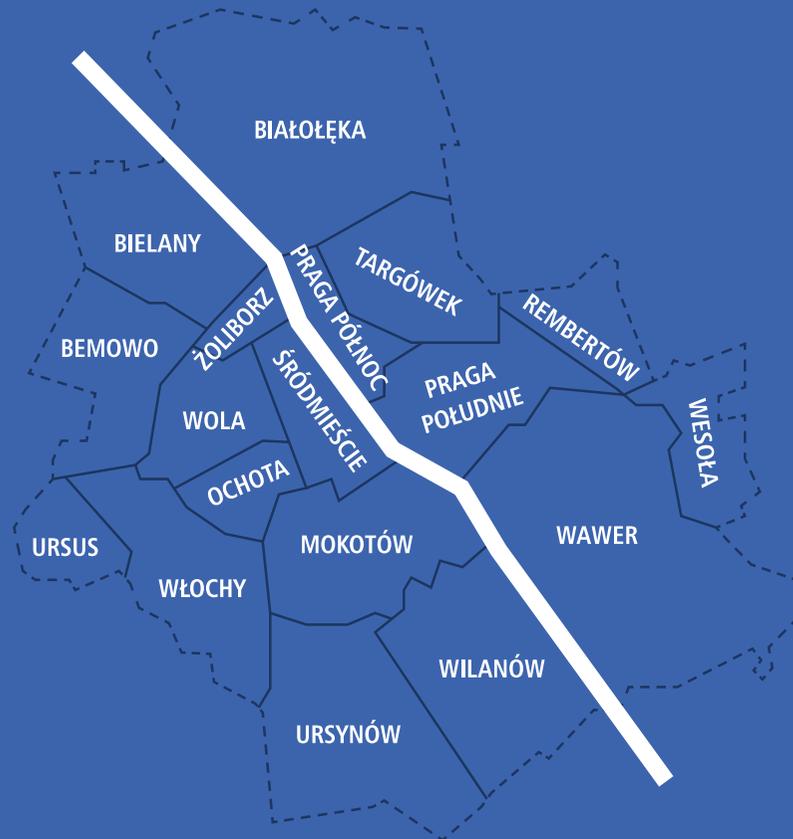
Both registered and newly established NGOs can seek help there. The Centre also provides support to Social Dialogue Committees and District Social Dialogue Committees, as well as to local public officers cooperating with NGOs.

For the most up-to-date description of services provided by the Centre, please visit warszawa.ngo.pl.



www.warszawa.ngo.pl/scwo

WHO RUNS THE CITY?

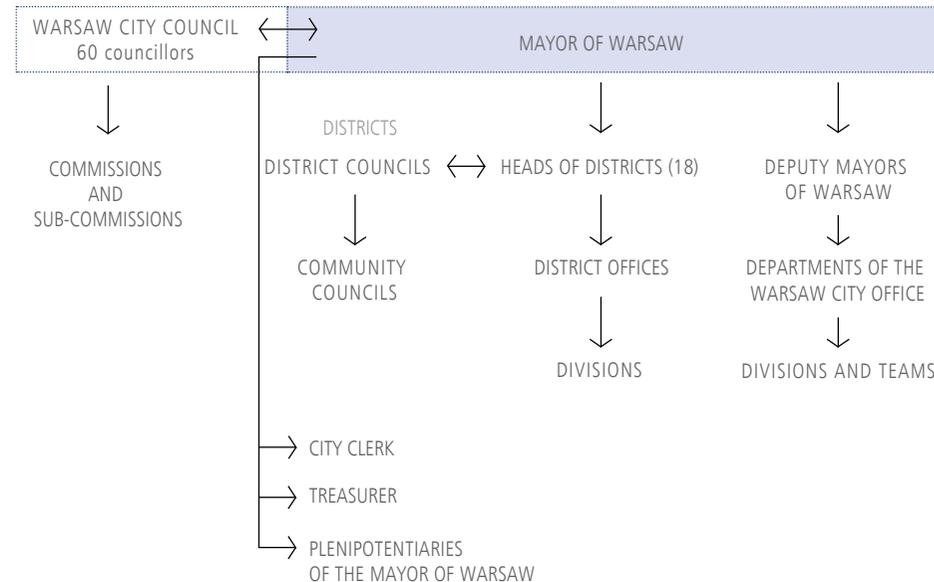


WARSAW IS A CITY, A MUNICIPALITY, AND A DISTRICT AT THE SAME TIME

SINCE 2002, WARSAW HAS BEEN A SINGLE MUNICIPALITY, SUB-DIVIDED INTO 18 DISTRICTS.

THE CITY OF WARSAW

Cities like Warsaw are complex organisms. For them to operate efficiently, it is crucial that responsibilities be allocated and numerous units and bodies work together in concert. Who should you go to for specific issues?



Matters that directly affect residents and are local in nature are managed by the authorities of each district, i.e. District Councils and Boards, which are led by Heads of Districts.

If your matter is connected with your immediate environment, contact the Head of your district or seek advice at the District Office, in the relevant department, e.g. the District Sports and Leisure Division, the District Culture Division, etc.

If your matter concerns Warsaw as a whole or the internal procedures of the City, consult the relevant department of the City of Warsaw by contacting either its Head or an employee of the relevant division, such as the Assistance for Disabled Persons Division at the Welfare and Social Projects Department of the Warsaw City Office.

IN SOME MATTERS, YOU CAN ALSO CONTACT THE PLENIPOTENTIARIES OF THE MAYOR OF WARSAW, FOR EXAMPLE:

- the Plenipotentiary for Equal Treatment,
- the Plenipotentiary for Cycling Transportation
- the Plenipotentiary for the Culture Development Programme
- the Plenipotentiary for Vistula Embankment Development
- the Plenipotentiary for Cooperation with NGOs
- the Plenipotentiary for Cultural Education

Remember: you can always ask your local councillor (of the City Council or District Council) for support in implementing your idea or to intervene on your behalf.

WARSAW CITY COUNCIL

The Warsaw City Council is a decision-making and supervisory body. It makes decisions concerning crucial municipal affairs and supervises the Mayor. It is comprised of 60 councillors, who serve as members of policy committees, e.g. the Budget and Finances Committee, the Spatial Order Committee, and the Urban Nomenclature Committee. The councillors make decisions about the most important municipal affairs, such as annual City budgets and zoning plans.

MAYOR OF WARSAW

The Mayor of Warsaw is the City's executive body. The Mayor is responsible for municipal and district public services, such as municipal institution management, Warsaw City Council resolution implementation, and municipal property management, and also serves a representative role.

The Mayor exercises some of its powers via:

- the Deputy Mayors of Warsaw
- the City Clerk
- the Treasurer
- the Heads of Districts
- various organisational units of the City of Warsaw, such as the City Guard, the Employment Office, the Public Transport Authority, the City Cleaning Authority, the Municipal Roads Authority, as well as social welfare centres, crèches, preschools, schools, and sport and recreation centres.

The Mayor defines the organisational rules and regulations for the City of Warsaw. These rules and regulations stipulate the basic organisational units of the City of Warsaw as being departments that handle various affairs across Warsaw.

COMMUNITY COUNCILS

Community Councils are lower-tier organisational units within Districts. In Warsaw, Community Councils are appointed by District Councils on the latter's own initiative or at the request of at least five percent of residents having voting rights and residing within the proposed Council area. Community Councils are appointed to supervise, manage and take part in the decision-making concerning community functioning. The detailed competences of the Councils are defined in their statutes, which are adopted as District Council resolutions.

Did you know...?

Warsaw City Council sessions are open to residents, and anyone can take part in them.

For more details, please visit www.radawarszawy.um.warszawa.pl

Did you know...?

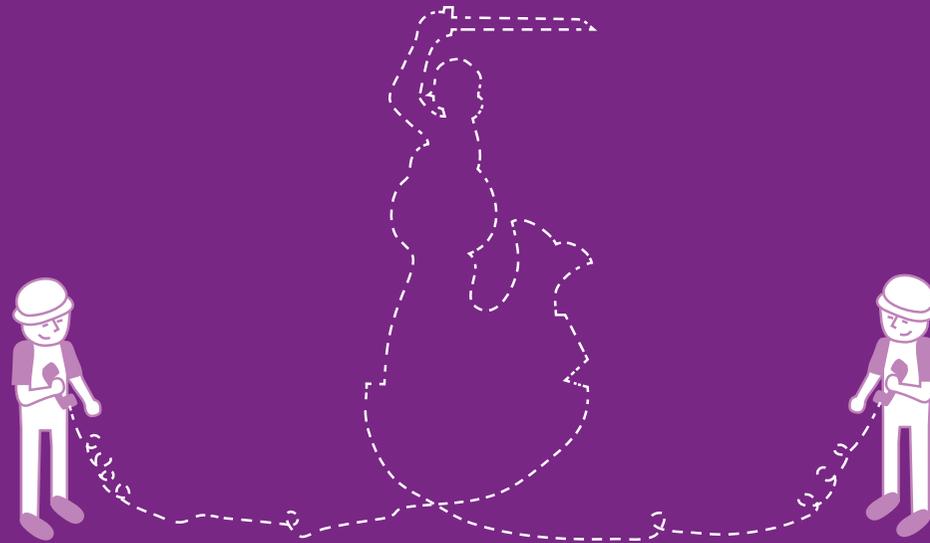
The City statute, rules and regulations and a diagram of the organisational structure of the Warsaw City Office are available at:

www.bip.warszawa.pl

Did you know...?

In Warsaw, there are 58 community councils operating within 9 districts. Between five and twenty councillors serve on each council. For more details on these lower-tier auxiliary administrative units, visit the individual districts' websites.

IN TOUCH WITH THE CITY



WARSAW 19115 – THE CITY CONTACT CENTRE



WARSAW 19115 – THE CITY CONTACT CENTRE

Telephone: **19115**
www.warszawa19115.pl

REMEMBER!
CALL **112** IN CASES OF
IMMINENT THREAT TO HEALTH
OR LIFE, OR THREAT OF
DAMAGE TO PROPERTY.

The City Contact Centre is a quick and easy way to contact Warsaw's Local Government. Operating from one site via a number of channels, this service is designed to provide information to and receive calls from people with reports, requests for intervention, petitions and ideas related to city life. Use the website, the free app or the phone service. The Warsaw 19115 service is available to Warsaw residents 24/7.

Each day, a team of consultants receives calls from Warsaw residents and refers the issues they report to the appropriate departments. In addition to information on, for example, public transport and the issue of documents, the centre also accepts reports of issues requiring intervention by municipal services. All reports and requests/petitions are registered in the system and their handling is continuously overseen until the matter is resolved. Regardless of the subject of your call, the matter will be referred to the appropriate person/place. You'll receive a confirmation number to monitor the progress of your issue.

The Warsaw 19115 City Contact Centre also operates the Warsaw Notification System. It's a free-of-charge system designed specifically for Warsaw residents to help them with their everyday lives in Warsaw. It provides up-to-date information on various aspects of Warsaw life. You can select categories and locations (i.e. districts) that are of interest to you, and the system will also automatically issue alerts to warn you of local emergencies.

These alerts will be sent as push notifications via the Warsaw 19115 mobile app or texted to users who have registered on the 19115 website. Go to www.warszawa19115.pl to learn more.

THE RESIDENT SERVICES DIVISION (WOM)

This is the first place to go for residents who wish to contact the City of Warsaw. Located in each district, WOMs are responsible for receiving petitions and requests from residents, providing them with information on how their matters are handled and on the status of their issues, and also for issuing documents (identity cards, driving licenses, vehicle registration cards, etc.).

WOMs will also inform you which department of the district handles the matters that are of interest to you (e.g. education, sport, environmental protection, closing a lane to traffic).

BEMOWO

www.bemowo.waw.pl
ul. Powstańców Śląskich 70
tel. centrala 22 53 37 500

BIAŁOŁĘKA

www.bialoleka.waw.pl
ul. Modlińska 197
tel. 22 676 76 70

BIELANY

www.bielany.waw.pl
ul. Żeromskiego 29,
tel. 22 373 33 33

MOKOTÓW

www.mokotow.waw.pl
ul. Rakowiecka 25/27
tel. 22 56 51 516

OCHOTA

www.ochota.waw.pl
ul. Grójecka 17a,
tel. 22 578 35 00

PRAGA-PÓŁNOC

www.praga.pn.waw.pl
ul. Ks. I. Kłopotowskiego 15
tel. 22 59 00 000

PRAGA-POŁUDNIE

www.praga.pd.waw.pl
ul. Grochowska 274
tel. 22 44 35 555

REMBERTÓW

www.rembertow.waw.pl
ul. gen. A. Chruściela „Montera” 28
tel. 22 44 33 889

ŚRÓDMIEŚCIE

www.srodmiescie.warszawa.pl
ul. Nowogrodzka 43
tel. centrala 22 699 80 00

TARGÓWEK

www.targowek.waw.pl
ul. Kondratowicza 20
tel. centrala 22 44 38 727

URSUS

www.ursus.warszawa.pl
pl. Czerwca 1976r. nr 1
tel. 22 478 60 00

URSYNÓW

www.ursynow.waw.pl
al. Komisji Edukacji Narodowej 61
tel. centrala 22 54 57 100

WAWER

www.wawer.warszawa.pl
ul. Żegańska 1
tel. informacja 22 443700

WESOŁA

www.wesola.waw.pl
ul. 1. Praskiego Pułku 33
tel. 22 773 60 00

WILANÓW

www.wilanow.pl
ul. St. Kostki Potockiego 11
tel. 22 44 35 069

WŁOCHY

www.ud-wlochy.waw.pl
al. Krakowska 257
tel. 22 443 44 44

WOLA

www.wola.waw.pl
Al. Solidarności 90
tel. centrala 22 443 58 00

ŻOLIBORZ

www.zoliborz.org.pl
ul. Słowackiego 6/8
tel. 22 560 13 13

THE CITY-WIDE RESIDENT SERVICES CENTRE (OPOM)

The Centre's responsibilities include accepting applications for the issue of vital records certificates, residence registration under an administrative decision, issuing replacement driving licenses, and receiving notifications on the sale of a car. In addition, foreigners can file applications for temporary and permanent residence permits and long-term EU-resident permits at the centre.

The OPOM is located at pl. Starynkiewicza 7/9, room 33, ground floor. Office hours: Mondays 8:00 AM - 5:30 PM and Tuesdays-Fridays 8:00 AM - 3:30 PM.



A list of requests/petitions you may submit via the website:

<http://www.um.warszawa.pl/zalatw-sprawe-w-urzedzie/artykuly-sprawy-urzedowe/ogolnomiejski-punkt-obslugi-mieszkanow>

COUNCILLORS' OFFICE HOURS

Each district or Council of Warsaw councillor should be available during office hours to meet with citizens and discuss issues of relevance to the neighbourhood with them. If you wish to draw the attention of the district authorities to a specific subject or issue, go to one of the councillors.

A prior appointment (date and place) is required to meet with most councillors. Some of the councillors hold office hours at regular times (e.g. one specific day of the week, always at the same hours).

You may contact the councillors by phone, email or social media (Facebook, Twitter).



Information on councillors' office hours or contact details are available on district websites or on the Warsaw City Council's website:

www.radawarszawy.um.warszawa.pl

DISTRICT COUNCIL AND WARSAW CITY COUNCIL SESSIONS

During their sessions, the district councils and the Warsaw City Council discuss issues of relevance to the districts and the city and make key decisions in this respect. The sessions are open to the public – anyone who is interested may come and watch the session, and also speak (at designated times).

The Council of Warsaw holds sessions where it expresses its will by adopting resolutions, standpoints and decisions on all matters in which the City has the statutory powers to act. At the first session, the Warsaw City Council elects its Chairperson, who manages the work of the Council and makes sure that sessions proceed smoothly and as set out in the agenda.

Council sessions take place at least once per quarter (or more often, if needed). The district councils hold sessions where they make decisions through resolutions.

District council sessions take place at least once per quarter. The sessions are open to the public.

Session minutes (reports) are available online for anyone interested to see what the council discussed and how the individual meetings proceeded.

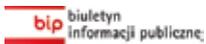
For dates and agendas (plans) of district-council sessions, go to the district websites (district council tabs) or district Resident Services Divisions (the district office).



Did you know...?

The Wola District is the first district to make it possible for citizens to watch council sessions online.

THE SESSIONS OF THE WARSAW CITY COUNCIL AND SOME DISTRICT COUNCILS ARE ALSO AVAILABLE AS ONLINE AND AUDIO BROADCASTS. RECORDINGS OF PAST SESSIONS AND SESSION MINUTES (REPORTS) ARE AVAILABLE ON THE COUNCIL'S WEBSITE: WWW.RADAWARSZAWY.UM.WARSZAWA.PL




If there's any information you can't find on the Public Information Bulletin (BIP), you can request the City to **PROVIDE YOU WITH ACCESS TO PUBLIC INFORMATION** – www.um.warszawa.pl/zalatw-sprawe-w-urzedzie/sprawa-w-urzedzie/udostepnianie-informacji-publicznej-na-wniosek

IN URGENT MATTERS, GET IN TOUCH WITH A DISTRICT OR CITY COUNCILLOR, AS THE COMPLAINTS AND PETITIONS THEY SUBMIT ARE HANDLED WITHIN 14 DAYS.

www.bip.warszawa.pl



Templates for complaint letters and requests/petitions are available at www.um.warszawa.pl > Załatw sprawę w urzędzie > Sprawy urzędowe > Rozpatrywanie skarg i wniosków obywateli

PUBLIC INFORMATION

THE PUBLIC INFORMATION BULLETIN (BIP) is “an official tele-information service whose purpose is to publish public information within a uniform system of websites” (Article 8 of the Public Information Access Act).

You can find the organisational structure and responsibilities of the City in the BIP, as well as templates for electronic documents, public calls for bids, ordinances and resolutions, updates on legislative work, the city budget and ongoing recruitment procedures.

PETITIONS AND COMPLAINTS

As a citizen of Warsaw, you can submit a petition or complaint to any office of the City.

PETITIONS

Step by step:

1. Draw up the petition and remember to put your first and last name and your address on it. To make things easier, you can use a petition form.
2. Attach any photocopies of documents that might prove useful in handling the petition.
3. Submit the petition.
4. You will receive a notification of how your petition was handled.

Petitions are handled without undue delay, within a month at the latest.

COMPLAINTS

Step by step:

1. Draw up the complaint and remember to put your first and last name and your address on it.
2. Attach any photocopies of documents that might prove useful in handling the complaint.
3. Submit the complaint.
4. You will receive a notification of how your complaint was handled.

Complaints are handled without undue delay, within a month at the latest.

LEGISLATIVE INITIATIVE

Warsaw residents may propose resolutions or standpoints to be adopted by the Warsaw City Council.

To do so, a group of five Warsaw residents with active voting rights first form an initiative committee. The committee's task is to draw up a draft resolution and a statement of reasons for the resolution, collect 15,000 signatures from eligible Warsaw residents endorsing the draft resolution, and to submit these documents to the Chairperson of the City Council. If the documents are formally correct, the Council will put the draft resolution to a vote.

LOCAL REFERENDUM

Local referendums allow local citizens to directly express their opinions on issues of relevance to them. A referendum may be initiated by Warsaw residents (at least 10% of voting-eligible citizens must file a petition) or by the Warsaw City Council.

In a local referendum, Warsaw residents, as members of the local government community, vote to express their will on:

- dismissing the Warsaw City Council;
- how to resolve a matter of relevance to the local government community;
- other issues of relevance to the social, economic or cultural ties within the local government community;
- dismissing the Mayor of Warsaw;
- residents' self-taxation for public purposes.

A referendum shall be considered valid if at least 30 percent of eligible voters place their vote. A referendum on dismissing the Mayor or the Council shall be considered valid if at least three-fifths of the voters that elected the Mayor or the Council place their vote. If a referendum is valid, its result is considered to be final.



A CITY FOR EVERYONE



MISCELLANEOUS:

WWW.UM.WARSZAWA.PL
 WWW.SPORTOWA.WARSZAWA.PL
 WWW.KULTURALNA.WARSZAWA.PL
 WWW.ZIELONA.UM.WARSZAWA.PL
 WWW.CZYSTA.UM.WARSZAWA.PL
 WWW.ROWERY.UM.WARSZAWA.PL
 WWW.WARSZAWTOUR.PL

**THE VARSOVIAN AND YOUNG
VARSOVIAN CARD**

www.karta.um.warszawa.pl

**FOR CULTURAL MANAGERS,
EDUCATORS AND TEACHERS**

THE WARSAW CULTURAL
 EDUCATION PROGRAMME
 THE PLENIPOTENTIARY
 OF THE MAYOR OF WARSAW
 FOR CULTURAL EDUCATION
 DISTRICT COORDINATORS
www.edukacjakulturalna.pl

FOR YOUNG PEOPLE

WARSAW <26
www.kulturalna.warszawa.pl
 YOUNG WARSAW
www.facebook.com/MlodaWarszawa
 THE CITY GUIDE FOR YOUNG PEOPLE
www.informatorrodzinny.um.warszawa.pl
 THE YOUNG PEOPLE'S WARSAW
 CITY COUNCIL (MRW)
www.mrw.um.warszawa.pl
kontakt@mrm.warszawa.pl
www.facebook.com/mrmwarszawa
 THE YOUNG PEOPLE'S DISTRICT COUNCILS
 (MRD)
 Information on the MRD can be found on the
 official websites of District Offices and on the
 Facebook page of the MRD

FOR SENIOR CITIZENS

www.senioralna.um.warszawa.pl

FOR FAMILIES

WWW.WARSZAWARODZINNA.UM.WARSZAWA.PL
 WWW.EDUKACJA.UM.WARSZAWA.PL
 CITY GUIDES FOR FAMILIES:
 TODDLER, JUNIOR, TEENAGER
www.informatorrodzinny.um.warszawa.pl

FOR PEOPLE WITH DISABILITIES

WWW.POLITYKASPOLECZNA.UM.WARSZAWA.PL
 /NIEPELNOSPRAWNOSC

FOR FOREIGNERS

THE MULTICULTURAL CENTRE IN WARSAW
 ul. Jagiellońska 54, www.cw.org.pl
 THE PLENIPOTENTIARY OF THE MAYOR OF
 WARSAW FOR EQUAL TREATMENT
www.ngo.um.warszawa.pl/komisje/komisja-dialogu-spolecznego-ds-rownego-traktowania
 THE SOCIAL DIALOGUE COMMITTEE
 FOR FOREIGNER-RELATED AFFAIRS
www.ngo.um.warszawa.pl/komisje/komisja-dialogu-spolecznego-ds-cudzoziemcow

FOR CONSUMERS

WWW.KONSUMENT.UM.WARSZAWA.PL
 THE CITY CONSUMER OMBUDSMAN
 ul. Canaletta 2, tel.: 22 443 34 44
konsument@um.warszawa.pl

FOR ENTREPRENEURS

WWW.FIRMA.UM.WARSZAWA.PL
 WWW.EURZAD.UM.WARSZAWA.PL
 THE SMOLNA CENTRE
 FOR ENTREPRENEURSHIP
 ul. Smolna 4, tel.: 022-443-07-56

FOR ARTISTS

WWW.KULTURALNA.WARSZAWA.PL
 ARTS SCHOLARSHIPS
www.stypendia.um.warszawa.pl

FOR NGOS

www.ngo.um.warszawa.pl
www.facebook.pl/warszawapozarzadowa
 THE PLENIPOTENTIARY OF THE MAYOR OF
 WARSAW FOR COOPERATION WITH NGOS
www.ngo.um.warszawa.pl/kontakt
 THE SOCIAL DIALOGUE FORUM
www.ngo.um.warszawa.pl/forumdialogu-spolecznego
 THE NGO COOPERATION PROGRAMME
 FOR 2016
www.ngo.um.warszawa.pl
 SOCIAL ECONOMY
www.ngo.um.warszawa.pl/ekonomiaspoleczna

OTHER

THE 2022 INTEGRATED WARSAW
 REVITALISATION PROGRAMME
www.rewitalizacja.um.warszawa.pl
 WEBSITES ON ASSISTANCE
 AND COMMUNITY PROJECTS IN WARSAW
www.politykaspoleczna.um.warszawa.pl
www.inicjatywa.um.warszawa.pl

FOR NGOS

WWW.NGO.UM.WARSZAWA.PL
 WWW.FACEBOOK.COM
 /WARSZAWA.POZARZADOWA
 THE PLENIPOTENTIARY OF THE MAYOR OF
 WARSAW FOR COOPERATION WITH NGOS
www.ngo.um.warszawa.pl/kontakt
 THE SOCIAL DIALOGUE FORUM
www.ngo.um.warszawa.pl/forumdialogu-spolecznego
 NGO COOPERATION PROGRAMME FOR 2015
www.ngo.um.warszawa.pl
 SOCIAL ECONOMY
www.ngo.um.warszawa.pl/ekonomiaspoleczna

THE WARSAW.NGO.PL WEBSITE

This website provides updates on what's happening in Warsaw's third sector. Warszawa.ngo.pl provides assistance to associations and foundations in areas such as management, law, accounting and fundraising.

On warszawa.ngo.pl, you can:

- find useful tips and information on training courses and conferences;
- place announcements to look for volunteers or project partners;
- read about Warsaw's social activists;
- find a database of Warsaw's NGOs.

The website is run by the Klon/Jawor Association and co-financed by the City of Warsaw via Społeczne Centrum Wspierania Organizacji Pozarządowych (The Warsaw NGO Support Centre, SCWO).



MINI GLOSSARY

BIP – Public Information Bulletin

DSDC – District Social Dialogue Committee

SCD – Social Dialogue Committee

THE CITY – for the purposes of the Guide, the City also means the City of Warsaw (City Office) and all its units

NGO – non-governmental organisation = third sector

WOM – Resident Services Division

PUBLIC TASK – administrative measures related to all public affairs of local importance, aiming to satisfy the collective needs of residents. They are implemented under applicable laws directly by the administrative authorities or commissioned to NGOs, for example. In this publication, the term means a performance (service) or the obligation to make sure that certain services are provided to citizens and other entities.

ZDM – Municipal Roads Authority

ZGN – Real Property Management Services

ZOM – City Cleaning Authority

ZTM – Public Transport Authority

STAY UP TO DATE!

THE 2022 INTEGRATED WARSAW REVITALISATION PROGRAMME

The 2022 Integrated Warsaw Revitalisation Programme includes measures aiming to spark the development of Warsaw's right bank: the Praga-Północ, Praga-Południe and Targówek districts.

Revitalisation means improved quality of life – investing in the development of shared spaces, and in community, cultural and sporting projects. It also involves renovating old tenement buildings, roads and sidewalks, building new parks and squares, establishing new institutions, and housing construction. From small local projects to major city-wide efforts, revitalisation measures aim to support the development of specific areas of the city.

The Integrated Warsaw Revitalisation Programme (ZPR) includes initiatives focused on three districts (Praga-Północ, Praga-Południe and Targówek) and six areas: Nowa and Stara Praga, Szymulowizna, Kamionek, Targówek Mieszkaniowy and Targówek Fabryczny. A total of 130,000 people live in these areas.

ZPR is also a strategic document that provides a comprehensive description of the multifaceted nature of changes across multiple fields, including infrastructure, culture, sports, social policy and citizen empowerment and integration. If you want to get involved in the revitalisation process, stay up to date at www.rewitalizacja.um.warszawa.pl.

www.rewitalizacja.um.warszawa.pl



Did you know...?

The Integrated Revitalisation Programme is scheduled to be completed by 2022. Warsaw will spend more than PLN 1.4 billion on the Programme.

WARSAW LOCAL CENTRES

In 2015 residents and experts chose 10 places on the map of Warsaw to become Local Centres. The Local Centres will serve as venues where residents can meet with friends, spend free time with their families or do some basic shopping.

The Local Centres will be designed with residents in mind, in the form of multifunctional venues and squares that bring together and bond local communities, facilitate social and neighbourly relationships and provide a space for spending time together. A number of establishments will operate in the centres, including small shops with local products, food and beverage establishments and offices for start-ups, as well as events, including exhibitions, fairs and many more.

Ten pilot Warsaw Local Centres:

- 1) Białoleka - ul. Modlińska 257
- 2) Mokotów - skwer Broniewskiego „Orszy”
- 3) Ochota - ul. Mołdawska
- 4) Praga-Północ - Plac Hallera
- 5) Rembertów - ul. Chruściela
- 6) Targówek - ul. Kondratowicza
- 7) Ursus - Osiedle Niedźwiadek
- 8) Wawer - ul. Walcownicza
- 9) Wilanów - ul. Nałęczowska
- 10) Żoliborz - Plac Grunwaldzki

For more information on the progress of development works involving Local Centres, go to your local district coordinators or to www.facebook.com/warszawskiecentralokalne.



Ochotnicy warszawscy (Warsaw Volunteers)

Warsaw Volunteers is a city volunteering project launched to facilitate an appealing, friendly and safe environment for volunteering in Warsaw.

The project primarily aims to promote the idea of volunteering among Warsaw residents and to build a system for integrating volunteering measures. Warsaw Volunteers is tasked with creating a safe environment for volunteers to unlock their potential and improve their skills. The project provides a range of training courses for current and potential volunteers. A Volunteer organisations, including institutions and NGOs, will also receive support under the project. Warsaw Volunteers will facilitate the development of volunteering within City agencies, such as employee volunteering or institutional volunteering programmes, in order to expand the range of possibilities for Warsaw volunteers.

The project's originators hope to bring proven methods and solutions from other cities to Warsaw and adapt them to local conditions. Interested in volunteering? Go to www.ochotnicy.waw.pl.

Warsaw 2030

In 2015, the City of Warsaw started updating its Development Strategy. The updated document will indicate Warsaw's paths of development until 2030, addressing a number of aspects of the city's functioning.

During the initial months of the Strategy development process, Warsaw residents put forward their ideas for the future Warsaw. These ideas served as the basis for a vision of Warsaw, a brief and general description of Warsaw in year 2030, which the City will pursue through the Strategy. The vision described below came about through the joint efforts of citizens, experts and City officials.

WARSAW 2030 AD is:

ACTIVE CITIZENS – Warsaw is us, its residents. We follow our own paths, develop our interests, and pursue personal dreams and professional ambitions, all while also engaging together in Warsaw life and taking responsibility for the city.

FRIENDLY PLACE – Warsaw is a city where everyone feels at home, free and safe. A variety of spaces, emerging from the skilful combination of tradition with modernity, of urban and natural environments, of local and metropolitan atmospheres, provide a comfortable place to live and supportive conditions for active citizens.

OPEN METROPOLIS – Warsaw is a city that is open to the world. It takes on new challenges and inspires others. Its diversity and cooperative attitude produce a unique environment for creating and fostering ideas, while the city itself forms an important link in the chain of European metropolises.

PAWILON WARSZAWA (WARSAW PAVILION)

Situated in the heart of Warsaw, Pawilon Warszawa is a new place devoted to the capital city and related cultural initiatives. Formerly an information service point of the Warsaw Metro, it has been repurposed as a space for exhibitions and workshops, as well as a platform for citizens' ideas and projects by the Museum of Warsaw, the Centre for Public Transport of the City of Warsaw, and the Warsaw Tourist Office.

Pawilon Warszawa is a modern space for dialogue and knowledge about Warsaw. It is home to initiatives involving both the fascinating history of Warsaw and its present-day participatory character. A place for both citizens and tourists, the pavilion hosts a variety of events, including film screenings, educational initiatives, workshops, lectures, exhibitions and debates. Pawilon Warszawa is also a place for dialogue between citizens and the City: meetings and workshops on the participatory budget, public consultations, local-initiative consultations, etc. all take place here.



Did you know...?

Volunteering organisations can use the www.ochotnicy.waw.pl website to post information on their activities and look for volunteers. Anyone can go to this website to learn what's happening in their neighbourhood or what a specific organisation is planning to do there. It's also an easy way to sign up as a volunteer for a given event.



#Warsaw2030 – Future Warsaw For information on future updates to the Warsaw Development Strategy, go to www.2030.um.warszawa.pl



Pawilon Warszawa (Warsaw Pavilion)
The Pavilion is located at ul. Marszałkowska 105.
(close to Świętokrzyska St.)
Opening hours: Tuesday-Sunday,
10:00 AM - 6:00 PM (longer opening hours in summer)
Tel.: 502 244 866
For more information on the Pavilion, go to
www.pawilon.muzeumwarszawy.pl
Like us on Facebook
www.facebook.com/pawilonwarszawa

WARSAW ONLINE

WWW.UM.WARSZAWA.PL

WWW.FACEBOOK.COM/WARSZAWA

WWW.TWITTER.COM/WARSZAWA

WWW.KRONIKA.WAW.PL – CHRONICLE (WARSAW IN SHORT FILMS)

WWW.ZMIENIAMYWARSZAWE.PL

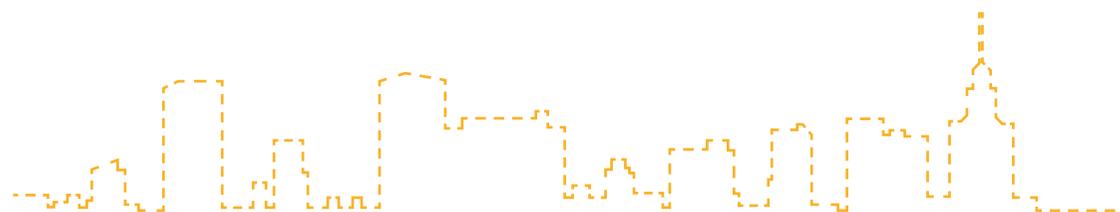
WWW.FACEBOOK.COM/HANNA.GRONKIEWICZWALTZ

This brochure has been prepared by the Centre for Public Communication of the City of Warsaw

Edited by: Anna Malinowska, Zuzanna Włodarczyk, Agnieszka Matan
English version edited by: Translation Street

2nd edition
Warsaw, 2016
ISBN 978-83-63269-5-5

BẠN SỐNG Ở WARSZAWA VÀ BẠN MUỐN CÓ ẢNH HƯỞNG TỚI KHU VỰC LÂN CẬN NƠI MÌNH SỐNG? HÃY ĐỌC CẨM NANG VÀ KIỂM TRA BẰNG CÁCH NÀO CHÍNH QUYỀN THÀNH PHỐ CÓ THỂ TRỞ THÀNH ĐỐI TÁC CỦA BẠN.
TRONG CUỐN SÁCH NÀY CÔNG CỤ LÀM CHO CÁC HOẠT ĐỘNG TRONG THÀNH PHỐ TRỞ NÊN DỄ DÀNG HƠN ĐƯỢC MIÊU TẢ CỤ THỂ.
CHÚC THÀNH CÔNG!



Do you have any suggestions or comments regarding **this Guide**?
E-mail us to inicjatywa@um.warszawa.pl
or write a letter to the Centre for Public Communication of the City of Warsaw
27 Senatorska St., 00-099 Warsaw