



# LOCAL **INTEGRATION** PLAN IN THE CITY OF **OSIJEK**



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**INTEGRA**



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# 1. Introductory notes on project

The INTEGRA Project was devised to advance the process of the long-term integration of third country nationals in 5 EU member states (Bulgaria, Croatia, the Czech Republic, Italy and Slovakia), via an exchange of knowledge and experience among the states' cities. The project promotes deeper mutual understanding between migrant communities and the host societies, in contrast to the increasingly widespread political discourse of securitization, which depicts migrants and refugees as a great security threat to Europe.

The main objectives of the INTEGRA project are the capacity building of local authorities in 5 EU member states aimed at the development and implementation of initiatives of increased participation of third country nationals in the social and cultural life via a cooperation of several stakeholders, the improvement of the inter-city cooperation and the promotion of the exchange and dissemination of the best practices and policies between the civil society sector and public bodies that are the key stakeholders for the integration of third country nationals and the strengthening of the cohesion of the communities and improvement of the public perception of migration and diversity through the participation of third country nationals in the relevant advisory bodies and participation at the local level as representatives.

The project partners aim to determine the current and future challenges of integration and develop concrete measures for the solution of problems regarding local integration. The key outcomes of the INTEGRA project include the establishment of local and cross-border networks, of methodology and tools that can be used by stakeholders on the local level for the inclusion of third country nationals in civil society initiatives via city audits, including policy assessments and documenting, and for the recognition of obstacles and opportunities for the integration of third country nationals (particular emphasis is placed on urban security and participation in cultural/social activities).

Expert workshops for the integration of citizens will be used to develop integration plans on the level of each individual city, with scenarios for the future for each city. Based on these plans, advocacy and awareness-raising activities on these issues will be carried out in each member state.

Over 80 representatives of local authorities will participate in project activities; more than 160 migrants will be included in consultations and decision-making in their communities, and over 4,200 persons will be comprised by information materials and internet information sources. A conference held for the purpose of advocacy and awareness-raising on the relevant issues, to be held in Brussels, will gather experts on the national, regional and EU level as well as public officials dealing with migration and integration.

The project seeks to achieve the following results:

- City protocols and guidelines for the inclusion of stakeholders in the integration of third country nationals;
- Establishment of a local network of awareness raising in the field of the integration of third country nationals;
- Developed framework for a document on integration/long-term integration strategy for the City of Osijek;
- 4 *toolkits* for city audits;
- 5 integration plans;
- Determined, distributed and reviewed best practices on local /regional / national level for providing support to the integration of third country nationals;
- Established transnational networks of stakeholders and experts aimed at raising awareness on issues of diversity, migration and integration;
- Reinforced contacts and mutual relationship between the host society and third country nationals in the city;
- Stakeholders and citizens have more solutions at their disposal for the participation of TCNs via their effective and systematic inclusion in the processes of participatory and transdisciplinary consultations with several stakeholders, for the purpose of the collective conception and implementation of inclusion initiatives;
- Better understanding of the positive contributions of legal migration and migrants to the host societies.

## 2. Preparation of the Local Integration Plan in the City of Osijek



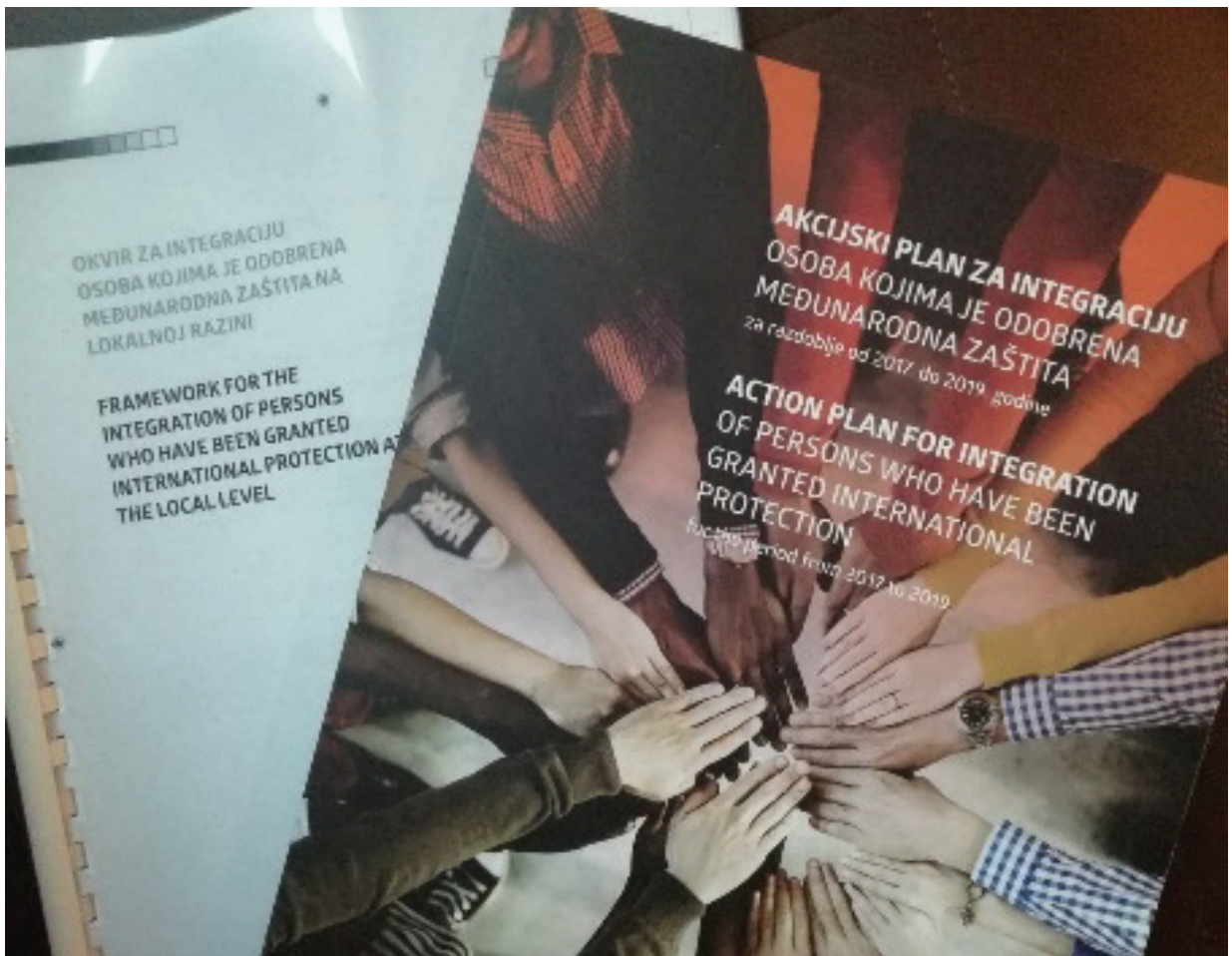
*The Local Integration Plan in the City of Osijek* was developed in a participatory process involving a series of integration laboratory workshops entitled “Creation of the Local Plan of the Integration of Third Country Nationals in the City of Osijek”, led by Goranka Lalić Novak, PhD, Assistant Professor at the Department of Administration Sciences of the Law School of the University of Zagreb and Teo Giljević, PhD, Assistant Professor at the Department of Administration Sciences of the Law School of the University of Zagreb. The integration laboratory workshop gathered representatives of the City of Osijek, the regional office of the Ombudsman, the Croatian Employment Service, and representatives of the Red Cross, civil society organizations and religious communities.



The integration laboratory workshop defined general and specific objectives in selected fields (education, health care and social welfare; employment and accommodation; local capacities; security and awareness-raising) in two potential scenarios, as well as measures, achievement indicators and proposed activities for achieving the objectives and measuring the integration of third country nationals in the City of Osijek. At the beginning of the workshop, a SWOT ANALYSIS of the City of Osijek was prepared.



*The Local Integration Plan in the City of Osijek* was prepared primarily as a support mechanism for the City of Osijek in the Republic of Croatia in its preparation of city strategies and action plans regarding the integration of third country nationals.





## 3. City of Osijek – a place where migrants are integrated in the society

### 3.1. Osijek as a multicultural center



Osijek is a city located in eastern Croatia. It is situated in a plain on the right bank of the River Drava between the 16<sup>th</sup> and 24<sup>th</sup> kilometer from its confluence with the Danube. It is the largest city in Slavonia, and the fourth largest city in Croatia. It is the center of the Osijek-Baranja County and the region's industrial, administrative, judicial and cultural hub.



Osijek boasts an exceptionally rich social and cultural heritage comprising, just like the entire Osijek-Baranja County, tangible and intangible cultural and historic heritage. This heritage exceeds what is stored in museums, galleries, libraries and similar institutions, and includes both architectural heritage and religious buildings. This includes the entire urban entity of the Osijek Citadel, which includes, in addition to the Citadel proper, the entire area of the Citadel's left bank, the Crown Fort (Kronenwerk) powder magazine – premises intended for alternative theatre performances and other cultural events.





The challenges that the Citadel is currently faced with concern not only the need to highlight its value and protect its rich tangible, intangible and primarily architectural heritage, but also the need to determine and designate its purpose in particular cultural and historical sites that are currently dilapidated or do not have a designated purpose. One of the great challenges for cultural institutions is the lack of suitable staff in certain fields, such as the development and preparation of cultural and tourism products, marketing, preparation of EU funded projects, cultural management and cultural entrepreneurship. It is recommended that in the future period adequate support is ensured for the development of human resources through the inclusion of experts and other organizations active in the area of the Citadel, the City of Osijek and the Osijek-Baranja County.

Osijek is a city characterized by multiculturalism, confirmed by data on the existence and activities of numerous religious communities, such as the Catholic Church, Serbian Orthodox Church, Islamic Community, Evangelical Pentecostal Church, Evangelical Church, Calvinist Church, Christian Adventist Church, Christian Baptist Church, Reformed Christian Church, Jewish Community, and others.

In partnership with the Ministry of Culture and the Ministry of Tourism, the Agency for the Restoration of the Osijek Citadel and various other cultural institutions, the City of Osijek will carry out the restoration and revitalization of valuable, mostly dilapidated, Baroque buildings and Citadel walls. This is the most significant segment of the restoration of the infrastructural cultural heritage that the City of Osijek plans to partially finance by applying for EU structural funds, after which they will be designated a cultural purpose. The common denominator of these projects is the re-application of the Osijek Citadel for inclusion in the UNESCO list of World Cultural Heritage.



### 3.2. Demographic Structure



According to the 2011 census, Osijek is the fourth most populated city in Croatia and the most populated city in Eastern Croatia (with a population of 107,784, which represents a decline of 6,832 residents compared to the 2001 census). In addition to population decline, two other alarming indicators are the population age and education level.

Like the rest of Croatia, Osijek is showing signs of population aging, which occurs when the average age of the population exceeds the age 30. The severity of the problem is corroborated by the aging index, which is calculated as the percentage of persons aged 60 and over compared to the number of persons aged 0-19. An index exceeding 40% indicates that the population has begun to age. The average age of the population of Osijek is 41.9, whereas the Croatian average is 41.7, of Split 41.7, of Rijeka 44.5 and of Zagreb 41.6. The aging index of the population of Osijek is 120.1%, of Croatia 115%, of Split 113.4%, of Rijeka 169.8% and of Zagreb 118.9%.

In the period between the 2001 and the 2011 census, the education level of the Osijek population improved. Although the share of the highly educated population in the general population of Osijek, Croatia and select cities increased in 2011 compared to 2001, and the share of low-education residents reduced, Osijek continues to lag behind Split, Rijeka and Zagreb: Osijek has a 15.4% share of highly educated residents; which is higher than the Croatian average, which amounts to 11.9%, but below the shares of Split (20.7%), Rijeka (19.2%) and Zagreb (22.5%).



According to the 2001 census, the share of low-education residents (with completed primary school education) amounts to 33.6%, which is below the Croatian average (40.37%), but above the averages of Split (23.6%), Rijeka (26.8%) and Zagreb (25%).

### 3.3. Economic situation

Osijek is the fourth largest city in Croatia, the largest city of Slavonia and Baranja and the center of the Osijek-Baranja County. Until now, the economy of the City of Osijek has had a traditional structure, with only a few economic sectors oriented towards markets outside of the local area. The most important economic sectors are trade, the processing industry and construction, according to total revenues, employment and export orientation.

The favorable geostrategic position of the City of Osijek is in many ways determined by the fact that within its 280 km perimeter, a series of regional centers and as many as four capitals are located: Zagreb, Sarajevo, Budapest and Belgrade. In addition to this, Osijek is an important intersection of water, road, rail and air transport routes, connecting Europe to Croatian ports in the Adriatic Sea and Balkan countries, and further with the Middle East, Asia and the rest of the World.



The excellent transport infrastructure is one of the most important comparative advantages Osijek has in relation to the wider Central European region. The Osijek Port on the Drava River is located in the immediate vicinity of Drava's confluence with the Danube, the longest and richest river of the European Union, which connects 10 countries between Germany and the Black Sea. The motorway of the Pan-European transport corridor Vc to the west of the City and the Osijek International Airport to the east are connected to the city's southern bypass. Also, the city boasts excellent railway connections and a solid traffic and public utilities standard.

The future of any city depends directly on the knowledge and education of its residents. In this regard, the Josip Juraj Strossmayer University in Osijek, with more than 18 thousand students enrolled at 11 Faculties, 5 Departments and one Academy of Arts – represents a sound foundation for the scientific, economic and general development of the city as a regional center. The City Administration cooperates with the University on a series of development projects that rely on the benefits of full membership in the EU and its funds.

The 2018 "Doing Business in the EU" Report, commissioned by European Commission from the World Bank, monitors business regulations that affect small and medium enterprises in 190 world countries. In Croatia, Varaždin assumes the leading position when it comes to small and medium enterprises, followed by Osijek, Rijeka, Zagreb, and Split. Of the five regulatory areas, the City of Osijek is the best in the country when it comes to the registration of title and the settlement of commercial disputes.





The Economic Development Strategy of the City of Osijek – from an industrial to a smart city – points out as one of its goals – “Osijek – a city attractive for living”. The Strategy points out the need of the city’s residents to highlight the value of the historical heritage and identity by emphasizing the cultural and natural diversity and to define investment projects that will result in increased numbers of visitors and a decreased rate of population outflow. As part of these goals, the Strategy defines a set of objectives that will lead to strengthening the attractiveness of Osijek for residents and visitors, particularly young people, young urban families, experts in the IT sector, health care, education and the creative industries, so as to raise the city’s profile.

Specifically, the strategic objectives are the following:

- ✓ Objective 1: Position Osijek as an open and advanced city, the center of the wider region and an attractive location for entrepreneurship and employment by nominating it as the 2020 European Capital of Culture;
- ✓ Objective 2: Create the conditions for and stimulate the development of creativity and innovation, particularly at the regional University, and to develop the sector of creative industries and the independent non-institutional cultural scene in Osijek and the region, and
- ✓ Objective 3: Strengthen ties and cooperation models between the development stakeholders of the different sectors (economy, administration, academic commu-

nity, civil society) in order to create a dynamic and promising environment, attractive for living and the retention of young people.

### 3.4. Labor market situation



In late 2016, the number of unemployed persons in the City of Osijek, according to data of the Osijek Regional Office of the Croatian Employment Service, amounted to 7,299. A year later, in 2017, the number of unemployed persons amounted to 6,207. On 30 June 2018, the number amounts to 5,010. In the observed period, the number of unemployed persons is decreasing, and efforts will be made to continue this trend in the future.

In 2017, persons with a three-year secondary school diploma comprise the largest share of registered unemployed persons (32.3%), followed by persons with a four-year secondary school diploma (29.1%), and persons with a completed primary school (24.7%). Persons with a diploma of either type of secondary school make up slightly more than 60% of the total number of unemployed persons. However, it should be kept in mind that persons without a completed elementary school (7.5%) and persons with a completed elementary school make up 32.2% percent of the total number of unemployed persons. Finally, the share of persons with a completed higher education institution or University diploma comprises a minority of the unemployed – 6.4%. The structure of unemployed women according to education level is somewhat more favorable than the structure of unemployed men: 32.2% of unemployed women have a four-year secondary school diploma, whereas the share for men is 25.0%. The

share of unemployed men without an elementary school education is 8.6%, while the share for women is 6.6%. An increase in unemployment has been recorded compared to the previous year for all education levels, but the highest increase was recorded for persons with a University diploma (36.6%) and higher education institutions (31.6%).<sup>1</sup>

### **3.5. Contemporary migration trends in the City of Osijek**

The urban agglomeration of Osijek, with the City of Osijek at its center, was formed on the basis of the criterion of the percentage of daily migrations towards the agglomeration center – an area according to the criteria of a share of daily migrations towards the center of an urban area exceeding 30%, the percentage of daily migrations towards the agglomeration center – an area according to the criterion of a share daily migrations of pupils and students exceeding 15 %, and the spatial continuity of the urban agglomeration, which comprises the following local government units: the City of Osijek, City of Belišće and City of Valpovo, and the municipalities Antunovac, Bilje, Bizovac, Čeminac, Čepin, Darda, Erdut, Ernestinovo, Kneževi Vinogradi, Koška, Petrijevci, Punitovci, Šodolovci, Tordinci, Vladislavci and Vuka. All local government units belong to the territory of the Osijek-Baranja County, except for the Municipality of Tordinci, which is located on the territory of the Vukovar-Srijem County.

According to the 2011 census, 195,235 residents live on the territory of the urban agglomeration of the City of Osijek. Most of these live in the center of the agglomeration, the City of Osijek (108,048), while the smallest number lives in the Vuka Municipality (1,200 residents). The total number of daily migrants to the City of Osijek amounts to 13,230, of which employed daily migrants to the City of Osijek amount to 9,235, and pupils and students to 3,995.

With a surface area of 1,923.95 km<sup>2</sup>, the Urban Agglomeration Osijek (UAOS or UA Osijek) comprises 45.07% of the surface area of the Osijek-Baranja County and 2.05% of the surface area of the Vukovar-Srijem County (Tordinci Municipality). Of 108 settlements on the territory of the UAOS, 28 of them (25.92%) are located in cities, and 80 of them (74.08%) in municipalities. The majority of settlements are located on the territory of the City of Osijek (11), and the least number of settlements on the territory of the Antunovac Municipality and the Petrijevci Municipality – 2 each. According to the 2001 census, the urban population comprises 66.57% of the total population of the UAOS, and according to the 2011 census 66.74%. Although the share increased, it is evident that the total number of urban residents (in the cities of Osijek, Belišće and Valpovo) decreased by 8,293, more than in all municipalities together. Least populated are the areas of the peripheral northeastern and northwestern parts of the UA Osijek. The UA Osijek has been characterized by polarizing demographic trends and differences between regions, particularly urban-rural divisions for a longer time period. Also, population density of the UA Osijek varies significantly in urban and rural areas. The City of Osijek (632.34), City of Belišće (154.69) and the Municipality of Čepin (96.16), which is considered a suburban area of Osijek, have the highest population density, followed by the City of Valpovo (81.80). The lowest population density was recorded in the municipalities Kneževi Vinogradi (18.55), Bilje (20.88), Šodolovci (22.36) and Koška (32.43).

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<sup>1</sup> Most recent data available in the Monthly Statistics Bulletin of the Croatian Employment Service: [http://www.hzz.hr/UserDocsImages/stat\\_bilten\\_10\\_2018.pdf](http://www.hzz.hr/UserDocsImages/stat_bilten_10_2018.pdf)



### 3.6. Local authorities and local public services

In the integration of third- country nationals, the City of Osijek provides various kinds of public services with together the central and regional level of organizing and civil society organisations

(social welfare, health care, education) pursuant to the Aliens Act (OG 130/11, 74/13, 69/17, 46/18) and International and Temporary Protection Act (OG 70/15, 127/17).

The City of Osijek is organised around 11 settlements (situation in 2006), i.e. Brijest, Briješće, Josipovac, Klisa, Nemetin, Osijek, Podravlje, Sarvaš, Tenja, Tvrđavica and Višnjevac. Osijek consists of the old city centre, Tvrđa, for the most part developed throughout the 18<sup>th</sup> century, the Upper City, the Lower City and the New City (together wutg Jug I and Jug II districts), Cvjetno naselje, Retfala and the Industrial Zone. The City of Osijek is a city with the most green vegetation and green areas in Croatia; the Industrijske četvrti. To je grad s najviše zelenila i zelenih površina u Hrvatskoj; the city area has 17 parks with the total surface of 394000 m<sup>2</sup>.

The companies owned or co-owned by the City of Osijek are the following:

- Gradski prijevoz putnika d.o.o. - WWW.GPP-OSIJEK.COM
- Osječki sajam d.o.o. - WWW.OS-SAJAM.HR
- Poduzetnički inkubator BIOS d.o.o. - WWW.INKUBATOR.HR
- Regionalna veletržnica Osijek d.d. - WWW.VELETRZNICA.HR
- Športski objekti d.o.o. - WWW.SPORTSKI-OBJEKTI.HR
- Tera Tehnopolis d.o.o. - WWW.TERA.HR
- Tržnica d.o.o. - WWW.TRZNICA.HR
- Ukop d.o.o. - WWW.UKOP-OSIJEK.HR
- Unikom d.o.o. - WWW.UNIKOM.HR
- Vodovod-Osijek d.o.o. - WWW.VODOVOD.COM
- Zavod za stanovanje d.o.o - WWW.ZAVODZASTANOVANJE.HR
- Zračna luka Osijek d.o.o. - WWW.OSIJEK-AIRPORT.HR
- Obnovljivi izvori energije Osijek d.o.o. - WWW.OIEO.EU

### **3.7. Safety and crime rates**

In the first half of 2018 in the City of Osijek there were 655 offences recorded and prosecuted on the courts' own motion, which is 5.3% less than in the same period in 2017.<sup>2</sup>

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<sup>2</sup> [http://dms.osijek.hr/JavniDokumenti/00375180347282\\_1.pdf](http://dms.osijek.hr/JavniDokumenti/00375180347282_1.pdf)

## 4. The city of Osijek in the next 3 years: possible development scenarios



It is expected that in the following period the City of Osijek, as well as the rest of Croatia, will face the trend of ageing population, that is the change of age structure of population evidenced in a decreasing number of young people (low fertility rates, emigration and a growing number of older people)<sup>3</sup> and continuous emigration of domicile working age population, especially young people, to the western EU member states.

Croatian population is currently one of 15 oldest world's populations, and the share of older people in the total population has been continuously growing. The share of older people has been growing particularly rapidly and significant economic and social expenses linked to demographic aging are to be expected in the future. Generally speaking, such demographic situation creates many damaging effects, such as lack of labour force, bigger burden placed on work age population in the framework of intergenerational transfers (taxes, subsidies and grants), increased expenses of the pension and health care systems, lack of creativity for older workforce. The areas hit with depopulation also face stagnating economy, lower investments and slowing down of economic development. As a bigger city, Osijek represents an attractive area for immigration.

<sup>3</sup> «Croatian population is currently one of the fifteen oldest world's populations and the share of older people in the total population has been continuously growing (people older than 80 years of age and older).» [http://www.hzpr.hr/UserDocImages/propisi/Demografski\\_scenariji\\_i\\_migracije.pdf](http://www.hzpr.hr/UserDocImages/propisi/Demografski_scenariji_i_migracije.pdf)

It is expected that in the following period (2019-2022) labour shortages in the City of Osijek resulting from demographic processes will become increasingly important. This primarily concerns the need for qualified and highly educated workforce as well as workforce ready to take up jobs that are less attractive to local population. Thus, it is possible that the demand for workers of diverse profiles will continue growing, which would open space for the employment of third-country nationals. Available analyses also indicate that the Osijek and Baranja County has the most disadvantageous position and it is forecast that the population will drop for about 15% until the year 2030 (see Čipin et al., 2014).

Local public services (education, health care, social welfare) provided in the City of Osijek will also suffer the consequences of such demographic trends. On the one hand, a very low fertility rate combined with emigration of (younger) working-age population will have an impact on a lower number of children, which consequently leads to closing of certain local schools and decreasing of the number of professional associates employed by schools, and termination of certain less attractive high school programmes that are necessary for the society (trades and crafts) and to shrinking of certain university programmes. On the other hand, ageing of population combined with constant emigration of professionals will necessarily result in an additional burden placed on health care and to community services as well as higher costs, which might in turn lead to additional lowering of current standard of health care and community services.

Concerning housing, one of the key problems in Croatia and also in the City of Osijek is an inadequate legal and institutional framework since there is no national housing strategy in force or a social housing strategy or a programme for the housing of vulnerable groups. In this sense, there are two separate issues to be taken into account: social housing and availability of housing on the private market. The total number of municipal apartments used for this purpose is not expected to grow in the next three years and it will be very hard for the third country nationals to comply with all the requirements necessary to qualify for the official list of social housing apartments having in mind that one of the criteria is having residence in the area of the City of Osijek over the period of at least ten years. The criteria for distribution of municipal apartments to third country nationals are not expected to change because that could create tensions with the domestic population. In terms of renting apartments on the free market, it is possible to expect that the current trend of reluctance to rent to third country nationals will continue in the future, and this is particularly the case with the migrant population.

The situation with safety in the City of Osijek will probably not change considerably but it might change if there will be a new migrant and refugee wave comparable in size with the previous one during the period 2015-2016. In the case of a significant increase of the number of third country nationals (particularly with irregular migrants) it is possible to expect changes in the situation with safety and raising of the level of preparedness by the police.

Lately, there is an apparent trend in the Croatian society to support negative attitudes towards migrants. Polarisation in the political and public narrative is becoming more visible and the migration issue is growingly perceived as a threat to safety and a danger to dominating values and cultural paradigm in the Croatian society. Further polarisation of this issue is very likely in the future period.

This could be additionally reinforced by the relatively recent war experience in the area. Citizens' attitudes will also be impacted by their own experience of living as refugees in exile during the Homeland War in Croatia.

The City of Osijek as well as a vast majority of local communities in the Republic of Croatia does not have any experience with the integration of third country nationals, especially in the case of countries that do not belong to the same cultural context (e.g. refugees coming from African and Middle Eastern countries). In practice this means that the capacities of local authorities and community services is getting weaker (e.g. not enough interpreters and translators, lack of inter-cultural skills).

In the following period, developing of local capacities for integration will depend on the number of third country nationals.

### **Scenario no. 1**

According to the first scenario, a relatively small increase in the number of third country nationals is expected in the City of Osijek:

- Economic migrants from the region (Bosnia and Herzegovina, Serbia, Kosovo, Macedonia) - 350 persons
- Refugees located in the area of the City of Osijek as defined by the Croatian Government's Deployment Plan - 100 persons
- Other third country nationals (work migration and connecting of families); based on the Decision of the Croatian Government on the annual quota of work permits for aliens - 50 persons

According to this scenario, there will 500 third country nationals together with members of their families, which is app 0.5 % of the total population in the City of Osijek according to the last census in 2011.

### **Scenario no. 2**

According to the second scenario, the number of third country nationals living in the City of Osijek will moderately grow:

- Economic migrants from the region (Bosnia and Herzegovina, Serbia, Kosovo, Macedonia) - 700 persons
- Refugees located in the area of the City of Osijek as defined by the Croatian Government's Deployment Plan - 300 persons
- Other third country nationals (work migration and connecting of families); based on the Decision of the Croatian Government on the annual quota of work permits for aliens - 1000 persons

There will 200 third country nationals together with members of their families in total, which is app. 2 % the total population in the City of Osijek according to the last census in 2011.



## 5. Integration objectives and measures in chosen areas

**The general objective** of the *Locan Integration Plan in the City of Osijek* is to introduce integration measures for third country nationals with an emphasis on persons with international protection approved.

The key **strategic fields** of integration are: education, health care and social welfare, employment and housing, local capacities, safety and raising awareness of citizens.

### 5.1. Education, health care and social welfare

**Special objective:** to facilitate access to community services in the fields of education and health care.

**Activities:**

- To organise regular meetings in city districts (representatives of schools, kindergartens, NGOs, medical centres).
- Education and raising awareness of professionals in community services.
- To provide personal assistants in schools.
- To provide psychological and social assistance to children and parents.
- To provide support in accessing community services.
- To provide additional languages courses organised by civil society organisations and suited for users.

### 5.2. Employment and housing

**Special objective:** to provide access to affordable and adequate housing.

**Activities:**

- To collaborate with employers, the Croatian Chamber of Economy and the Croatian Chamber of Crafts together with the Croatian Employment Office
- To foster and develop social entrepreneurship.

- To develop innovative models for re-skilling.
- To prevent spatial separation of third country nationals.
- To raise awareness and disseminate information about available private housing for rent.
- To educate third country nationals about employment rights in order to prevent any abuse.

### 5.3. Local capacities

**Special objective:** to strengthen administrative capacities and introduce an efficient coordination among all stakeholders.

**Activities:**

- To institutionally map all the key stakeholders.
- To introduce regular meetings of all key stakeholders involved in the integration.
- To nominate contact officers in the City of Osijek.
- To learn and work on networking between other Croatian cities with integration experience.
- To plan funding of activities related to the integration in the city budget.
- To establish a coordinating team with a translator for the initial phase of integration.

### 5.4. Safety and awareness-raising

**Specific objective:** Advance social cohesion and inclusion in local community.

**Activity:**

- Continued informing of citizens by police on the lack of any safety threats from third country citizens
- Cooperation with local media
- Establishment of mentorship program (family-friendly)
- Development of support program by using local resources (local and foreign volunteers – European Solidarity Corps)
- Strengthening of the ‘Police in the Community’ Program
- Inclusion of integration subjects in cultural and sports events

## Appendix 1: SWOT ANALYSIS

The SWOT analysis demonstrates the strengths and weaknesses of the integration of persons granted international protection in the City of Osijek and the opportunities and threats from the surroundings. All elements of the analysis were collected from the participants of the integration laboratory workshop entitled "Preparation of the Local Integration Plan in the City of Osijek".

The participants of the workshop prepared a SWOT analysis based on the questions from Table 1.

Snage (S)	Slabosti (W)	Prilike (O)	Prijetnje (T)
Što radite dobro?	Imate li potrebne kapacitete i resurse za integraciju migranata?	Možete li predstavljati primjer dobre prakse (u RH i izvan)?	Postoji li politička podrška doseljavanju stranaca?
Koje prednosti imate u odnosu na druge lokalne jedinice u RH?	Postoje li razlozi zbog kojih Osijek ne bi trebao primati migrante?	Mogu li migranti zadovoljiti potrebe za radnom snagom?	Očekuje li se izbijanje nove izbjegličke krize?
Koristite li racionalno lokalne resurse?	Imate li već visoke troškove za socijalne programe na svom području?	Mogu li migranti ponuditi nove usluge/proizvode na tržištu?	Očekuje li se otpor lokalnog stanovništva (lokalni mediji)?
Je li Osijek prepoznat kao mjesto u kojem se migranti mogu osjećati dobrodošli?	Postoji li otpor među gradskim službenicima i dužnosnicima?	Mogu li migranti doprinijeti demografskoj obnovi (npr. područne škole)?	Očekuje li se podrška središnje razine vlasti?
Imate li dobre odnose s građanima?	Imate li dovoljne kapacitete za uspješnu komunikaciju/PR s građanima?	Mogu li se privući sredstva iz EU fondova?	Kakva je gospodarska situacija?

Strengths	Weaknesses	Opportunities	Threats
Political support	Insufficient financial resources for hiring interpreters	City of Osijek as an example of good practice in integration of third country nationals	Resistance from local residents
Multiculturalism and experience with care for refugees and displaced persons	Insufficient connection with central government	Meeting local labor force needs	Further politicization of migrations in the local political life
Developed civil society and cooperation with the City	Lack of interpreters in the area of the City of Osijek	Development of social entrepreneurship	Uncooperative beneficiaries who do not accept integration measures
Presence of and cooperation with religious communities	<i>Ad hoc</i> approach to integration of refugees in the entire Croatia on a local level	Experience in applying for financial resources from EU funds	Changes in political circumstances and loss of political support for integration
Good security and safety situation and good communication of police with citizens	Lack of city apartments	Connections with employers (Croatian Employers' Association) and the Croatian Employment Service	Lack of support from the central government
Existing local programs for children from vulnerable groups		Enriching the local tourism offering (for instance, culinary offering)	
Experience of schools in working with vulnerable groups			
Existing social services			
Active Islamic Community in the local community			
Amended Decision on social welfare			



