



PRIJEPOLJE

INTERCULTURAL CITIES INDEX ANALYSIS 2024



Diversity, Equality, Interaction, Participation

BUILDING BRIDGES, BREAKING WALLS



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COUNCIL OF EUROPE



PRIJEPOLJE, SERBIA
INTERCULTURAL CITIES INDEX ANALYSIS

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INTRODUCTION

Intercultural Cities is a Council of Europe flagship programme. It seeks to explore the potential of an intercultural approach to integration in communities with culturally diverse populations. The cities participating in the programme are reviewing their governance, policies, discourse and practices from an intercultural point of view.

In the past, this review has taken the form of narrative reports and city profiles – a form which was rich in content and detail. However, narrative reports alone were relatively weak as tools to monitor and communicate progress. Thus, an “Intercultural Cities Index” has been designed as a benchmarking tool for the cities taking part in the programme as well as for future participants.

At the time of writing (December 2024) more than 160 cities embraced the ICC programme and approach, and 137 (including Prijepolje) have analysed their intercultural policies using the Intercultural Cities Index. The respective reports can be found [here](#).

Among these cities, 39 cities (including Prijepolje) have less than 100 000 inhabitants and 41 (including Prijepolje) have less than 10% of foreign-born residents.

This document presents the results of the Intercultural Cities Index analysis for Prijepolje, SERBIA, in 2024, and provides related intercultural policy conclusions and recommendations.

INTERCULTURAL CITY DEFINITION

The intercultural city has people with different nationalities, origins, languages or religions/beliefs. Political leaders and most citizens regard diversity positively, as a resource. The city actively combats discrimination and adapts its governance, institutions and services to the needs of a diverse population. The city has a strategy and tools to deal with diversity and cultural conflict and to enhance participation. It encourages greater mixing and interaction between diverse groups in the public spaces.

METHODOLOGY

The Intercultural Cities Index analysis is based on a questionnaire involving 86 questions (73 of which are mandatory) grouped in 12 indicators with three distinct types of data. Indicators have been weighed for relative importance. For each indicator, the participating cities can reach up to 100 points (which are consolidated for the general Intercultural Cities Index).

These indicators comprise the following (including the three new indicators in bold):

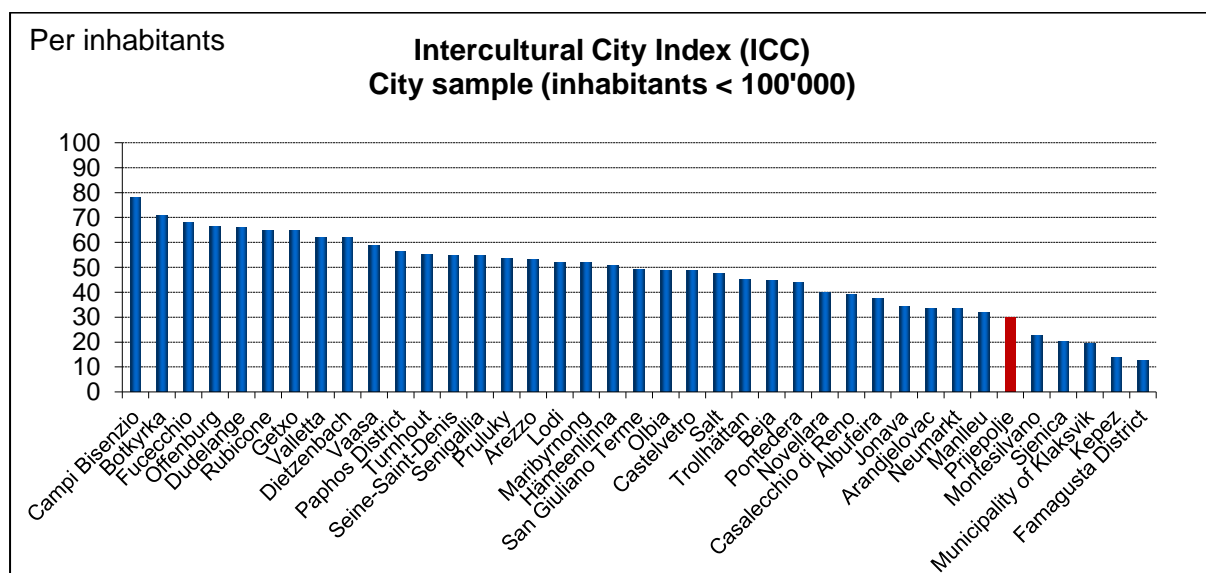
1. Commitment	
2. Intercultural lens	Education
3. Mediation and conflict resolution	Neighbourhoods
4. Language	Public services
5. Media and communication	Business and the labour market
6. International outlook	Cultural and social life
7. Intercultural intelligence and competence	Public space
8. Welcoming newcomers	
9. Leadership and citizenship	
10. Anti-discrimination	
11. Participation	
12. Interaction	

The comparison between cities is strictly indicative, given the large difference between cities in terms of historical development, type and scale of diversity, governance models and level of economic development. The comparison is based on a set of formal criteria related to the intercultural approach in urban policies and intended **only as a tool for benchmarking/benchlearning**, to motivate cities to learn from good practice.

Taking into account the above-mentioned differences between the cities and a growing number of new cities willing to join the Intercultural Cities Index, it has been decided to compare the cities not only within the entire sample, but also according to specific criteria. Two of these have been singled out insofar: the size (below 100 000 inhabitants; between 100 000 and 200 000; between 200 000 and 500 000; and above 500 000 inhabitants) and the percentage of foreign-born residents (lower than 10 per cent; between 10 and 15 per cent; between 15 and 20 per cent; and higher than 20 per cent). It is believed that this approach would allow for more valid and useful comparison, visual presentation and filtering of the results.

So far, 57 cities have used the Intercultural Cities Index containing the new indicators in their evaluations, including Prijepolje. Thus, the city will be compared to the entire sample for all the indicators, and to the new sample for the new indicators relating to participation and interaction.

According to the overall Intercultural Cities Index results, Prijepolje has an aggregate Intercultural Cities Index result of 30 out of 100 possible points. The details of this result will be explained below.¹

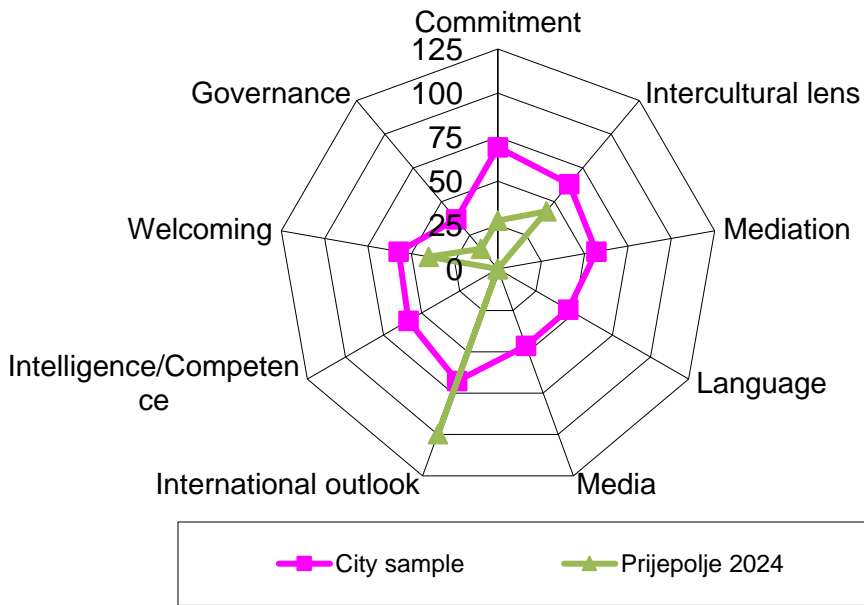
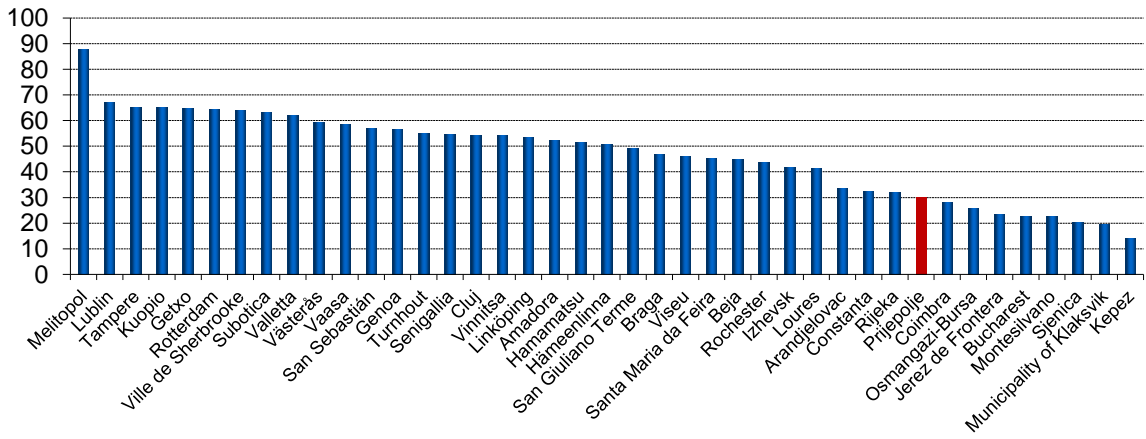


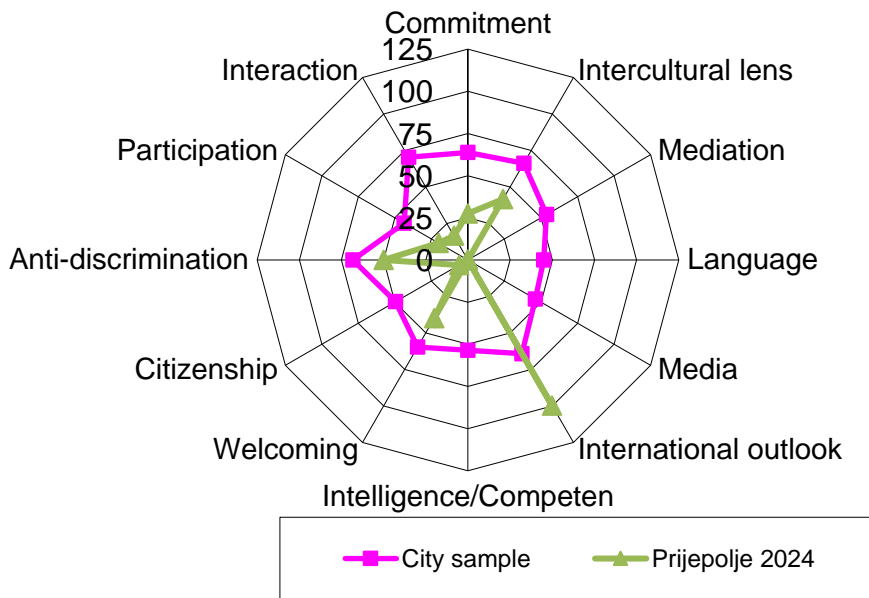
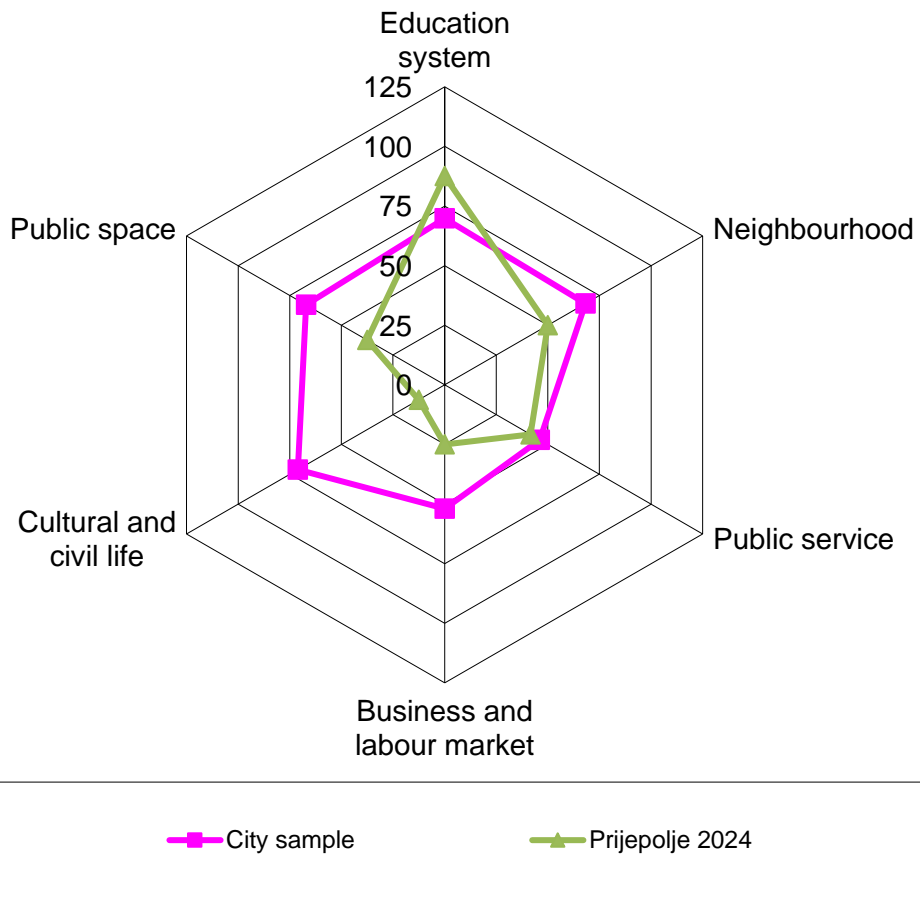
¹ The original Intercultural Cities Index contained 69 questions. The Intercultural Cities Index was updated in 2019, when additional questions were added, some questions were removed and completely new indicators were added (anti-discrimination, interaction and participation), resulting in the extended Intercultural Cities Index with 86 questions. As a main rule, the Intercultural Cities Index report applies the scoring from the original Intercultural Cities Index, to ensure the broadest possible comparison group in the global achievement rate.

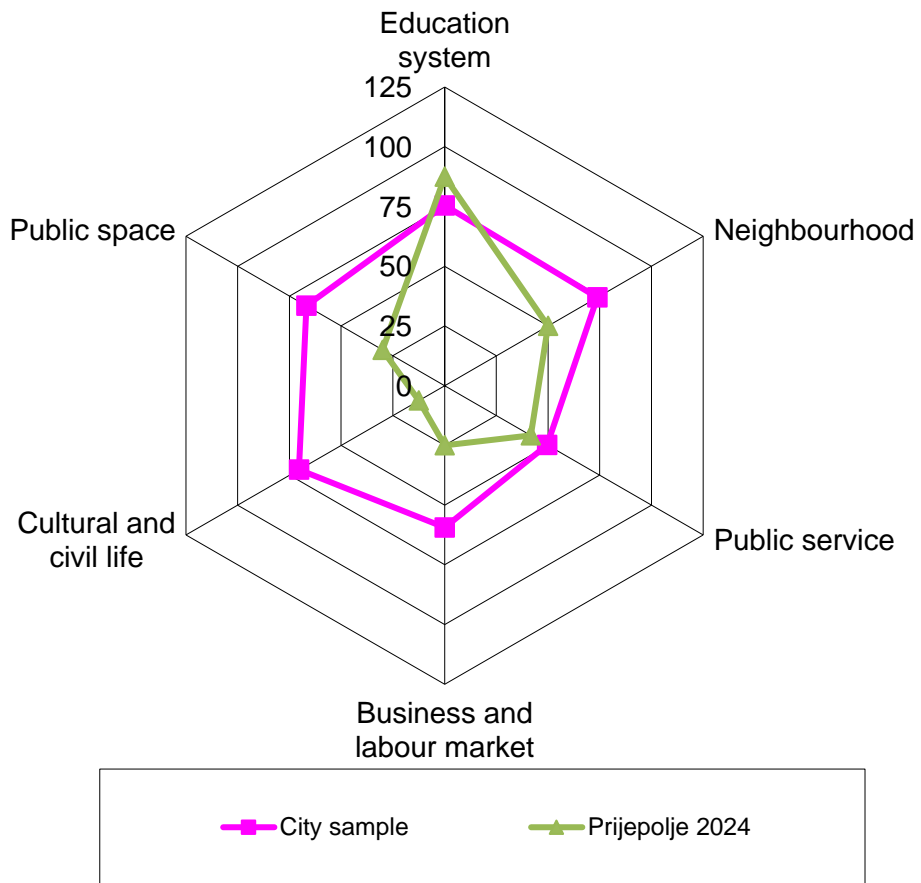
In addition, the scoring from the extended Intercultural Cities Index is provided in an explanatory footnote for all indicators where it is relevant. This scoring encompasses the assessment of the questions of the original Intercultural Cities Index as well as the new questions of the extended Intercultural Cities Index for each specific indicator. The scoring of the original Intercultural Cities Index and extended Intercultural Cities Index for the same indicator may hence differ based on the differing number of questions. Finally, the indicators which are completely new to the extended Intercultural Cities Index only include the scoring from the extended Intercultural Cities Index. This scoring for these indicators hence shows directly in the text and not in a footnote.

Per diversity

Intercultural City Index (ICC) City sample (non-nationals/foreign borns < 10%)







PRIJEPOLJE: AN OVERVIEW

Prijepolje is a municipality in southwestern Serbia, located in the Zlatibor District, near the border with Montenegro. The city is situated along the **Lim River** and is surrounded by the **Jadovnik, Zlatar, and Kamena Gora mountains**, making it an area of significant natural beauty. Its strategic position on major regional routes has historically made it a center for trade and movement, contributing to its economic and cultural development. The municipality has been influenced by various civilizations and cultural exchanges over centuries, shaping its distinct identity as a meeting point of different traditions and influences.

According to the latest census data, **Prijepolje has a population of 32,214**, with a nearly equal distribution of **Bosniaks (49%) and Serbs (49%)**, alongside smaller communities of Roma and other ethnic groups. This demographic balance has contributed to the city's **rich cultural diversity**, fostering an environment of coexistence and intercultural dialogue. While traditionally a region of agricultural and artisanal activity, modern-day Prijepolje has developed into a local hub for **trade, small-scale manufacturing, and tourism**. Due to its natural surroundings, the municipality is increasingly focusing on **eco-tourism and outdoor recreation**, attracting visitors interested in hiking, nature, and sustainable tourism initiatives.

The economic landscape of Prijepolje is characterized by a **GDP per capita of approximately \$6,000 – \$7,000**, which remains below the national average. **Trade and services form the backbone of the local economy**, supported by small and medium-sized enterprises involved in textile production, wood processing, and food manufacturing. However, youth migration to larger Serbian cities and Western Europe poses a demographic challenge, with many young professionals seeking employment opportunities elsewhere. Despite this, efforts are being made to create economic incentives that retain local talent and encourage entrepreneurship.

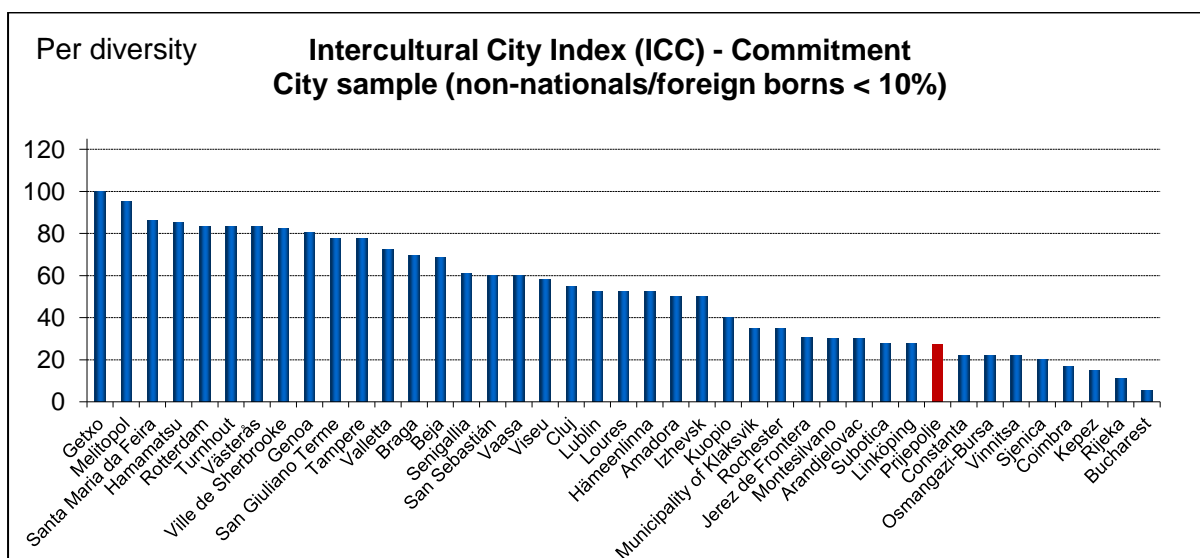
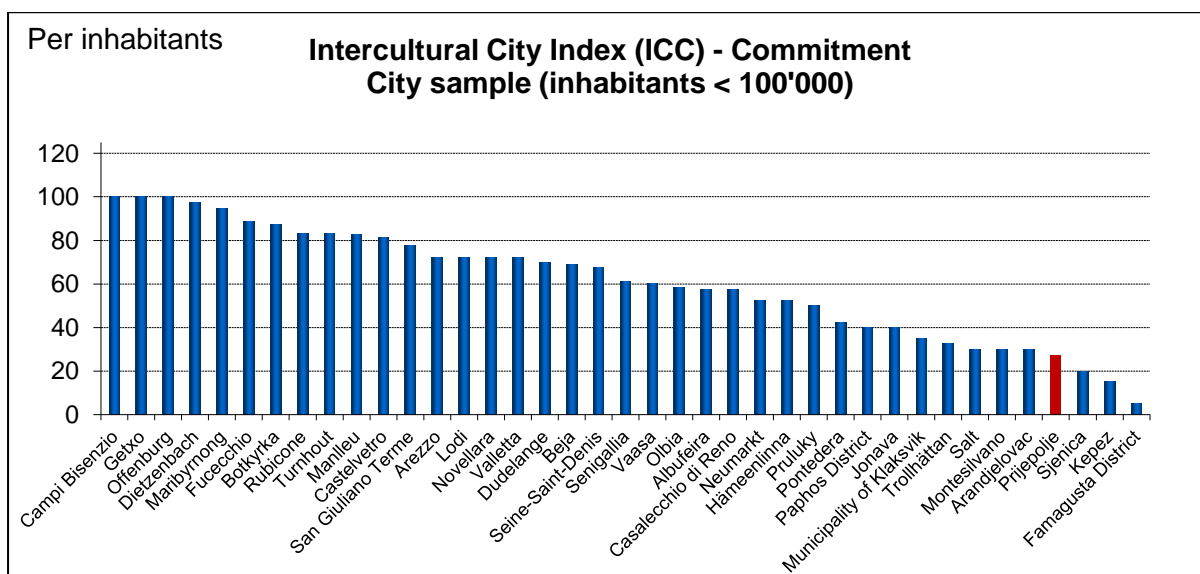
Prijepolje's **intercultural dimension** is reflected in its long history as a regional trade center, where different cultures and traditions have coexisted over time. Although the city does not currently have a large migrant or refugee population, its position near major transit routes keeps it connected to broader demographic trends in the Western Balkans. Strengthening **intercultural policies and inclusive governance** can further enhance the city's ability to embrace its diverse heritage and foster long-term social cohesion.



COMMITMENT

For intercultural inclusion to occur, city authorities need to send out a clear and well-publicised message emphasising their commitment to intercultural principles, i.e. diversity, equality and interaction. Ideally, a majority of elected officials and senior policy officers will have a clear understanding of these core principles and their implications for policy-making. City authorities also need to initiate an institutional process to translate the principles of interculturality into concrete policies and actions. Most importantly, an intercultural city actively seeks to include residents of all nationalities, origins, languages, religions/beliefs, sexual orientations and age groups in the policy-making process. The authorities also highlight and nurture any intercultural practices that may already exist in the city.

Prijepolje achieved a rate of **28**, which is **considerably lower** than the city sample's achievement rate of **69**. This result reflects the city's initial efforts toward intercultural commitment and highlights opportunities for further development. While there are promising elements in its approach, adopting a more structured intercultural strategy could ensure long-term success.²



Prijepolje has demonstrated commitment to interculturalism through initiatives that encourage diversity and inclusion. The city engages with local organizations and community representatives to address cultural diversity and promote social cohesion. For instance, during events like **National Minority Day** or other cultural celebrations, individuals and organizations working on intercultural dialogue, Roma inclusion, and ethnic integration are publicly

² Prijepolje's achievement rate in the extended Intercultural Cities Index for Commitment is 28/64.

recognized. This recognition includes certificates, public ceremonies, and prizes awarded by the municipality, showcasing the city's efforts to celebrate diversity and encourage social cohesion among various ethnic groups. However, Prijepolje currently lacks a comprehensive intercultural action plan that outlines clear objectives and long-term strategies. Furthermore, there is no dedicated municipal office or formalized policy framework for intercultural governance, which could enhance the city's ability to systematically implement inclusive policies.

Recommendations

To strengthen its commitment to intercultural policies, Prijepolje could take inspiration from **Bergen (Norway)**, where an [Action Plan for Inclusion and Diversity](#) ensures that intercultural principles are integrated into all aspects of governance. This plan outlines key goals, measurable indicators, and structured programs to promote inclusion.

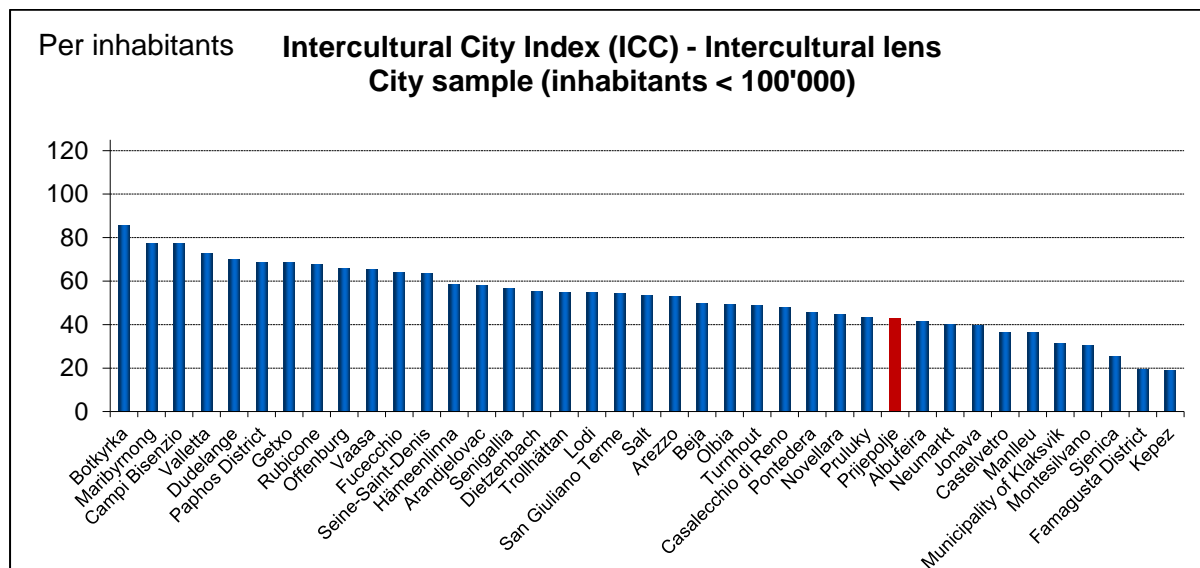
Another relevant example is **Limassol (Cyprus)**, which has established an [Intercultural Council](#) to guide the city's approach to diversity management. This council serves as a platform for discussion and collaboration between municipal authorities, civil society, and diverse community representatives. Creating a similar council in Prijepolje could improve coordination and ensure that intercultural policies are developed with input from all stakeholders.

By adopting these best practices, Prijepolje can reinforce its commitment to interculturalism and create a more inclusive and dynamic policy framework.

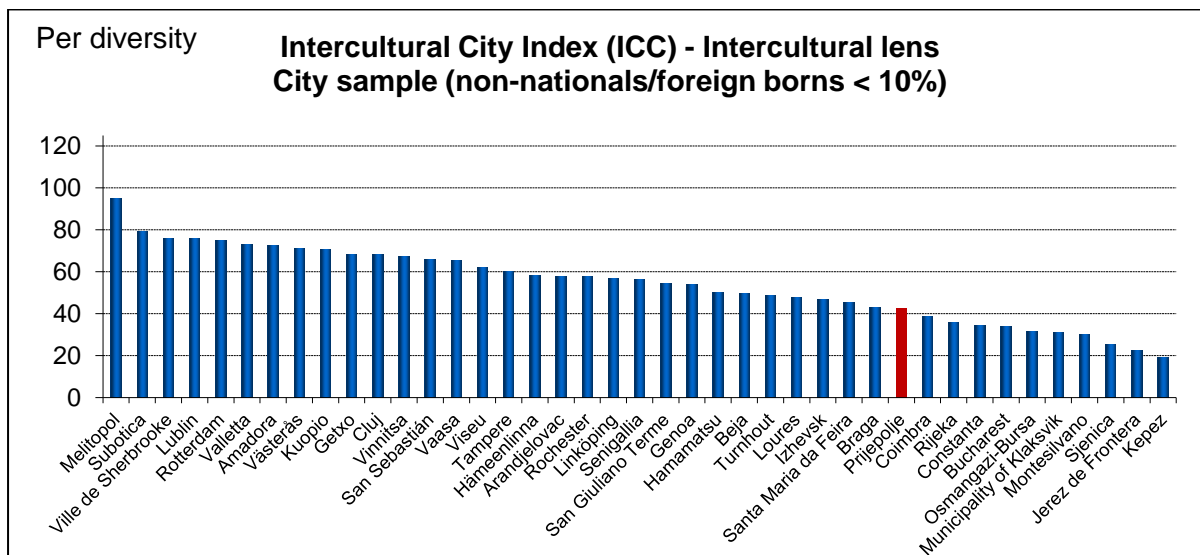
THE CITY THROUGH AN INTERCULTURAL LENS

Although the formal functions cities and other local authorities assume vary considerably from one country to another, all cities have the primary responsibility for maintaining social cohesion and preserving the quality of life in the city. The policies designed to achieve these goals will therefore be re-conceived and re-configured in order to assure they provide adequate service to all residents regardless of their nationalities, origins, languages, religions/beliefs, sexual orientation and age group. This is most notably the case for policies concerning education, neighbourhoods, public services, business and the labour market, cultural and social life, and public space.

The overall rate of achievement of the urban policies of Prijepolje, assessed as a whole through an "intercultural lens" is considerably lower to that of the model city: 43% of these objectives were achieved while the rate of achievement of the model city reaches 63%.³



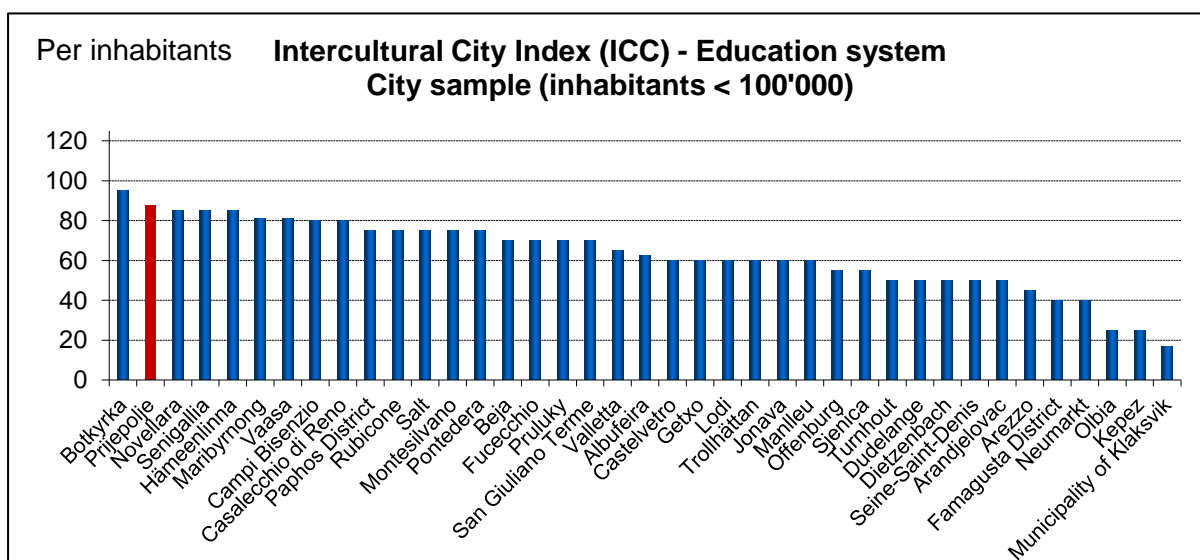
³ Prijepolje's achievement rate in the extended Intercultural Cities Index for Intercultural Lens is 42/66.



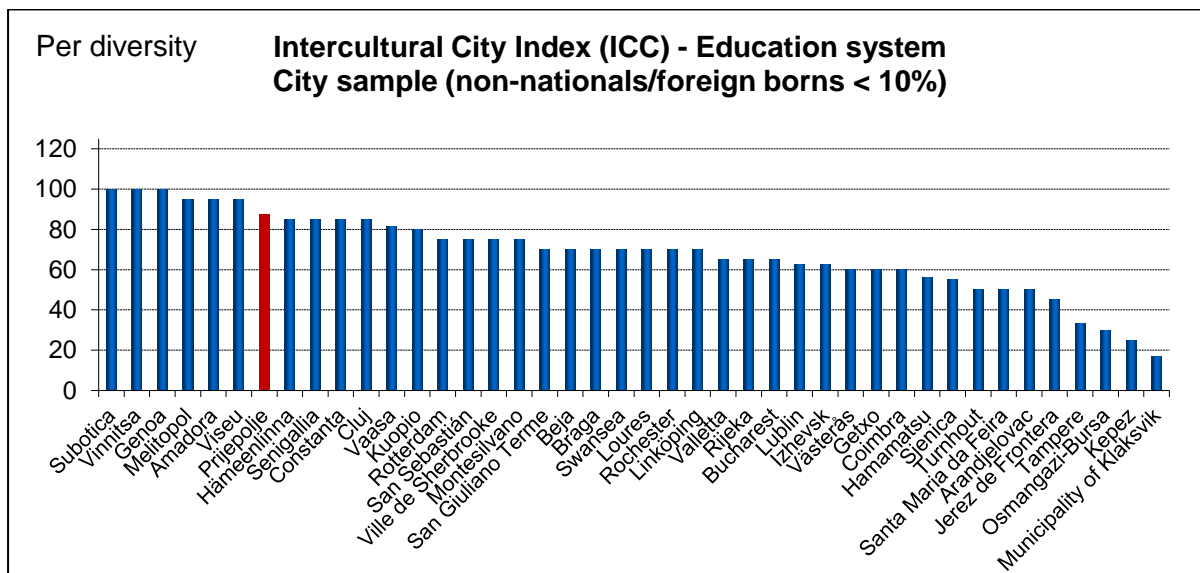
EDUCATION

Formal education and extracurricular activities have a powerful influence on how children will perceive diversity as they grow up. Schools therefore have a strong potential to reinforce or, on the contrary, challenge prejudices and negative stereotyping. Although school programmes are defined primarily at the national or regional level, local schools can look at alternative and innovative ways of providing opportunities for children of different cultures to build trust and mutual respect, and create thereby favourable learning conditions for all pupils, irrespective of their nationalities, origins, languages, sexual orientation or gender identity, religions/beliefs. From the intercultural perspective, cultural and other diversities, including multilingualism are treated as positive opportunities and are nurtured accordingly. Intercultural schools also consider parents of pupils with migrant/minority backgrounds on an equal basis as other parents. They take steps to ensure that all parents overcome any reluctance they may have in engaging with the school and give them in this way the possibility of playing the educational role usually expected from parents.

Prijeplje achieved a rate of 88, which is considerably higher than the city sample's achievement rate of 70. This outstanding result highlights Prijepolje's strong emphasis on education as a key component of its intercultural strategy. The city's efforts to foster inclusivity and promote cultural awareness in schools serve as a valuable foundation for further advancements.⁴



⁴ Prijepolje's achievement rate in the extended Intercultural Cities Index for Education is 88/75.



Prijepolje has implemented initiatives that emphasize equal access to education for all residents, particularly through extracurricular activities that promote cultural awareness. For instance, the municipality has hosted events focused on showcasing Bosniak, Roma, and Serbian cultural traditions, often including exhibitions, performances, and food fairs celebrating traditional arts and crafts. Schools and cultural centers participate in intercultural activities, such as displaying cultural artifacts and books representing the heritage of local minority groups. Additionally, educational programs where students discuss cultural diversity and mutual respect help foster understanding from a young age. Schools in the city actively engage students in projects that encourage understanding and respect for diversity. However, there is no targeted program specifically supporting vulnerable groups, such as Roma students, to ensure equitable outcomes. Additionally, while there are ad hoc activities addressing discrimination, systematic anti-discrimination campaigns within the school system are yet to be fully developed.

Suggestions

Prijepolje can draw inspiration from **Barcelona (Spain)**, which has implemented a [School Promoters Program for Roma students](#). This initiative assigns mentors to support Roma children, ensuring their educational engagement and success. Introducing a similar program in Prijepolje could provide targeted support for vulnerable students.

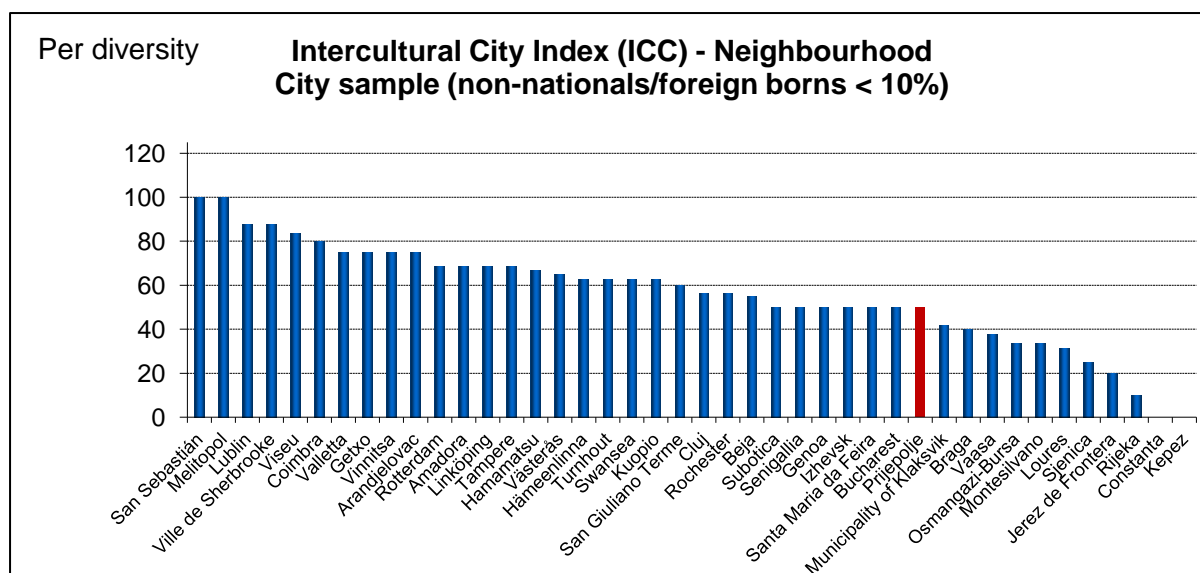
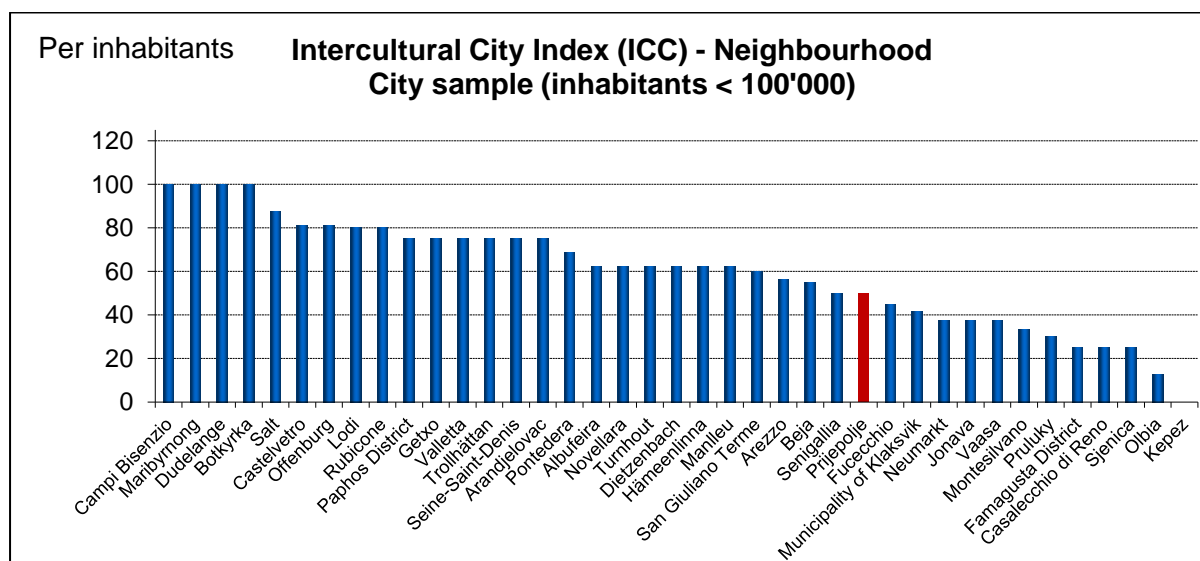
Another inspiring example from Barcelona is its [Anti-Discrimination Campaigns in Schools](#), which address stereotypes and promote equality through inclusive activities involving students, teachers, and parents. Such campaigns could be adapted to Prijepolje to raise awareness and foster an inclusive school environment.

By building on its strong educational achievements and integrating these practices, Prijepolje can further enhance its education system's inclusivity and intercultural impact.

NEIGHBOURHOODS

Within a city, districts, neighbourhoods, or other territorial sub-units, can be more or less culturally/ethnically diverse. People are indeed free to move and settle in the neighbourhood of their choice. To be intercultural, a city does not require a 'perfect' statistical mix of people in all neighbourhoods. It will however make sure that ethnic concentration in a neighbourhood does not convert into socio-cultural segregation, and does not act as a barrier to the inward and outward flow of people, ideas and opportunities. In particular, the intercultural city ensures the same quality of public service delivery in all the neighbourhoods and plans public space, infrastructures, social, cultural and sport activities to encourage intercultural and socio-economic mixing and interaction.

Prijepolje achieved a rate of 50, which is considerably lower than the city sample’s achievement rate of 68. This score indicates the city’s ongoing efforts to foster inclusive neighborhoods, while also revealing significant room for improvement in promoting intercultural interaction at the local level.⁵



Prijepolje has initiated community programs aimed at fostering inclusivity and encouraging dialogue among residents. The municipality supports neighborhood gatherings and cultural events to bring together individuals from diverse backgrounds. However, these initiatives are not part of a structured plan, and there is limited evidence of targeted programs addressing housing discrimination or improving access to services in underprivileged areas. Establishing a more cohesive framework to address these gaps could enhance community cohesion and equity.

Recommendations

Prijepolje can draw inspiration from **Bergen (Norway)**, where the [Inclusive Housing Project](#) aims to provide equal housing opportunities and promote intercultural exchange within neighborhoods. By adopting similar practices, Prijepolje can address housing-related challenges and foster greater interaction among its diverse communities.

Another exemplary initiative comes from **Braga (Portugal)**, with its [“Re-Writing Our Neighborhood”](#) project. This initiative engages local communities in co-creating solutions for neighborhood improvement, focusing on participation and shared responsibility. Introducing a similar approach in Prijepolje could empower residents and enhance neighborhood inclusivity.

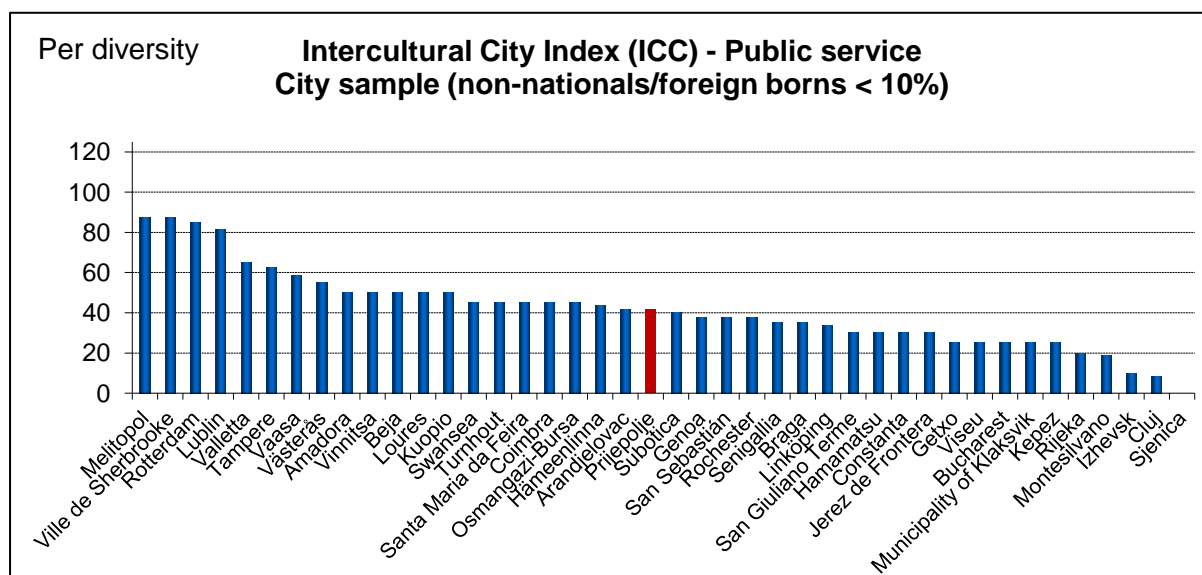
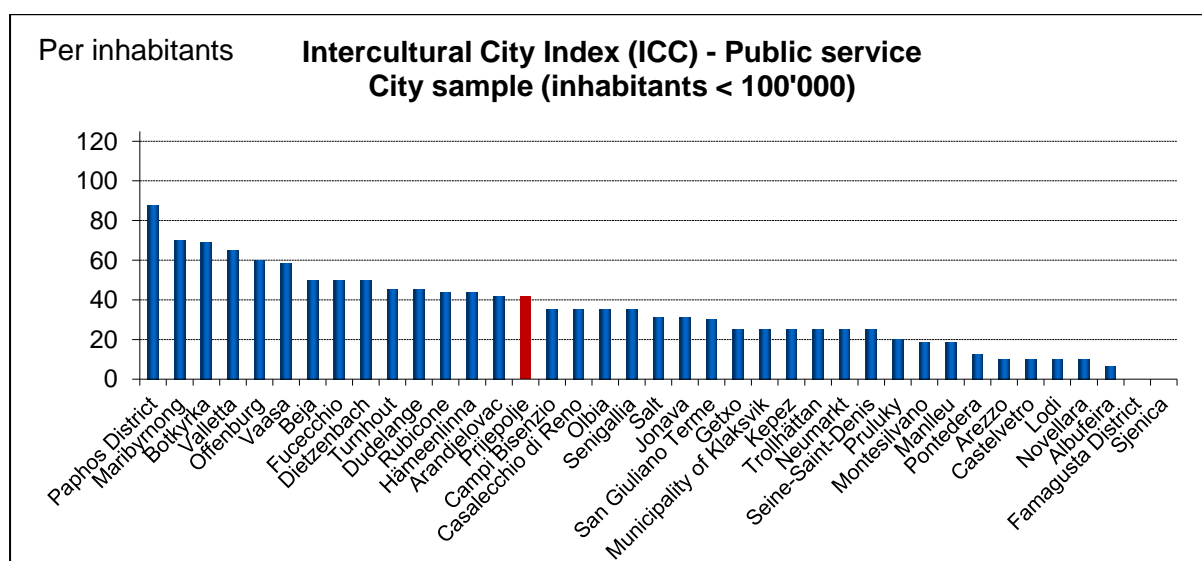
⁵ Prijepolje's achievement rate in the extended Intercultural Cities Index for Neighbourhoods is 50/74.

By adopting these practices, Prijepolje can build stronger, more inclusive neighborhoods that reflect its intercultural values and promote meaningful connections among residents.

PUBLIC SERVICES

As their very name implies, public services work for the benefit of the public as a whole. If the population is diverse, public services will be more efficient in delivering adequate benefits and information if city officers, at all levels of seniority, are as diverse as the population in general. This requires much more than simply ensuring equal opportunities to access public service employment. When taking action to encourage a diverse municipal workforce, an intercultural city acknowledges that a 'one size fits all' approach to public services and actions does not guarantee equal access to public benefits. The city also recognises that residents with migrant/minority backgrounds should never be treated as passive consumers of public benefits but can contribute actively by suggesting new ideas and innovative solutions to public problems.

Prijepolje achieved a rate of 42, which is slightly lower than the city sample's achievement rate of 46. This result suggests that the city has made progress in ensuring inclusivity in public services but still has room to improve in systematically adapting services to the needs of a diverse population. Strengthening intercultural competence among service providers and enhancing accessibility for all residents could further improve this area.⁶



Prijepolje considers the migrant and minority backgrounds of its residents when providing services, particularly in **education, social support, and cultural inclusion**. The city collaborates with cultural organizations and local

⁶ Prijepolje's achievement rate in the extended Intercultural Cities Index for **Public Services** is 42/50.

initiatives to enhance service accessibility by offering **language classes, cultural festivals, and community outreach programs** that promote inclusion and mutual understanding. This approach reflects a commitment to recognizing diverse cultural identities and fostering a welcoming environment. Additionally, some municipal offices provide multilingual assistance, and NGOs support vulnerable groups by offering legal aid and employment guidance. However, there is **no structured policy** ensuring that public services are systematically tailored to the needs of different cultural and ethnic communities. Training programs for municipal staff on intercultural competence remain **sporadic**, and there is no formalized mechanism to assess whether all communities receive equitable access to services.

Recommendations

Prijepolje could take inspiration from **Neuchâtel (Switzerland)**, which has implemented a [Roadmap for an Equal and Diverse Administration - Neuchâtel](#). This initiative ensures that public services are inclusive by embedding diversity principles into municipal governance, offering intercultural training to civil servants, and creating a framework for non-discriminatory public administration. Implementing a similar structured approach in Prijepolje could enhance service accessibility and fairness.

Another valuable example comes from **Bradford (United Kingdom)**, where the municipality has established an [Inclusive Public Services Model](#) that ensures all local services are adapted to the needs of diverse communities. Through targeted service design, training for municipal employees, and partnerships with community organizations, Bradford has created a framework that ensures equitable service provision. A similar initiative in Prijepolje could help the city improve its outreach and effectiveness in delivering inclusive services.

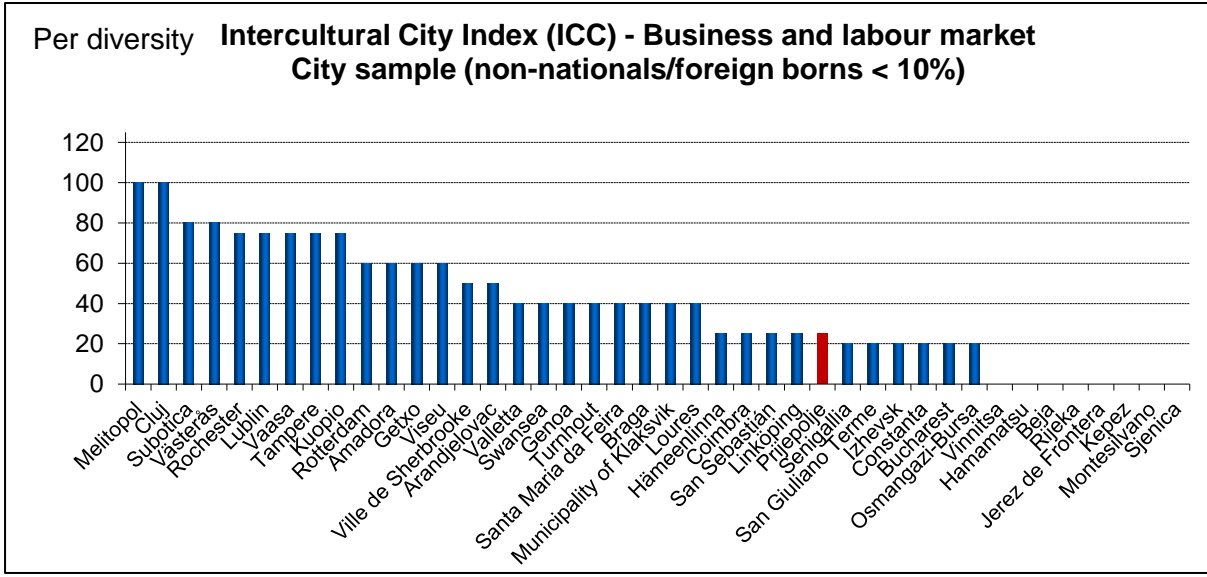
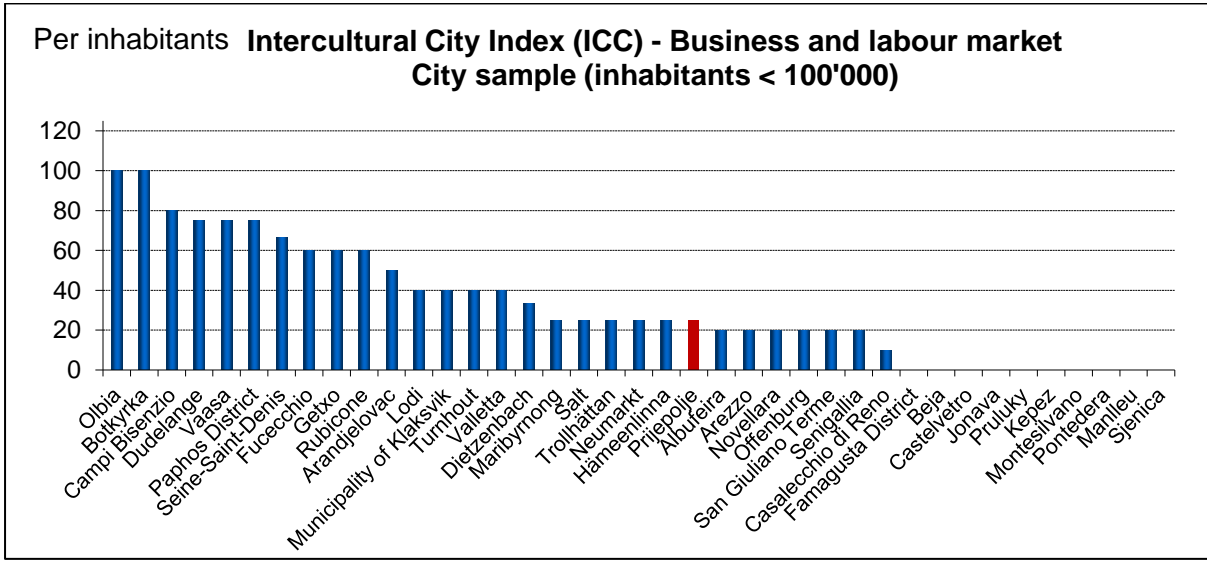
By following these best practices, Prijepolje can ensure its public services are fully inclusive, culturally sensitive, and accessible to all residents.

BUSINESS AND THE LABOUR MARKET

Access to the public sector labour markets is often restricted by national or regional legislation. When this is the case, the private sector may provide an easier route for people with migrant or diverse backgrounds to engage in economic activity. As a result, private companies and activities tend to offer much more diverse working environments than the public sector. Research has also proved that it is cultural diversity in private companies, and not homogeneity, which fosters creativity and innovation. By constantly highlighting the diversity advantage in business, and partnering with their chambers of commerce and entrepreneurs, cities can influence how diversity is perceived in the private sector in such diverse sectors as shops, clubs, restaurants, industry, technical services and science.

Prijepolje achieved a rate of 25, which is considerably lower than the city sample's achievement rate of 52. This result indicates that while Prijepolje has taken some steps toward fostering an inclusive labor market, further efforts are needed to ensure equal opportunities for all. Strengthening targeted employment policies, supporting minority entrepreneurs, and promoting diversity within local businesses could help bridge this gap.⁷

⁷ Prijepolje's achievement rate in the extended Intercultural Cities Index for Business and Labour Market is 25/59.



Prijepolje benefits from regional and national initiatives that promote inclusion in the labor market. The **Regional Chamber of Commerce in Novi Pazar** collaborates with programs that encourage multiculturalism and diversity in the **Zlatibor District**, providing networking and business development opportunities for entrepreneurs from diverse backgrounds. Additionally, the **Chamber of Commerce and Industry of Serbia (PKS)** promotes **Corporate Social Responsibility (CSR)** practices, which include diversity and non-discrimination. While primarily focused on economic growth, PKS occasionally partners with organizations or conducts campaigns aimed at fostering inclusion in the labor market. At the governmental level, **SIPRU (Social Inclusion and Poverty Reduction Unit)** promotes social inclusion policies targeting marginalized groups, including ethnic minorities and people with disabilities, to ensure equal employment opportunities.

Despite these positive efforts, there is **no structured local policy** in Prijepolje that directly supports minority entrepreneurs or ensures targeted measures for intercultural business development. The city could benefit from a more **systematic approach to inclusive hiring**, awareness programs for employers, and increased access to resources for businesses owned by individuals from diverse backgrounds.

Recommendations

Prijepolje can take inspiration from **Barcelona (Spain)**, which has implemented an initiative under the title **Pròxim: Access to the labour market**. This program helps individuals from migrant and minority backgrounds navigate administrative barriers to employment while providing skills training and career support. Implementing similar initiatives in Prijepolje could help ensure equal access to employment and support workforce integration.

Another best practice comes from **Bradford (United Kingdom)**, which has developed **The Inclusive Employers Toolkit**. This initiative provides businesses with practical guidance on inclusive hiring, diversity policies, and

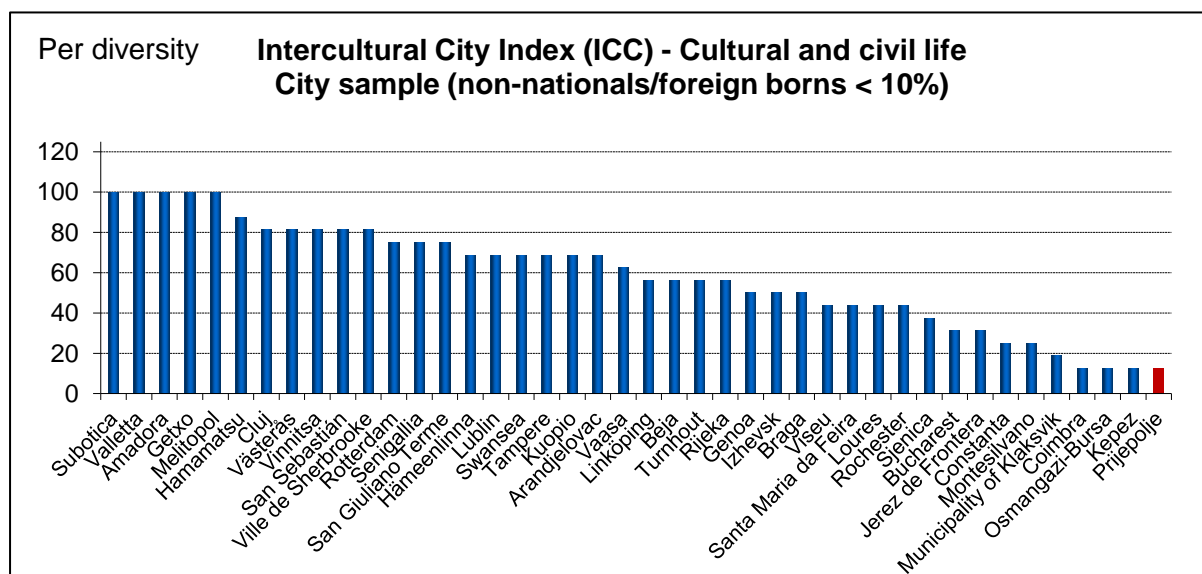
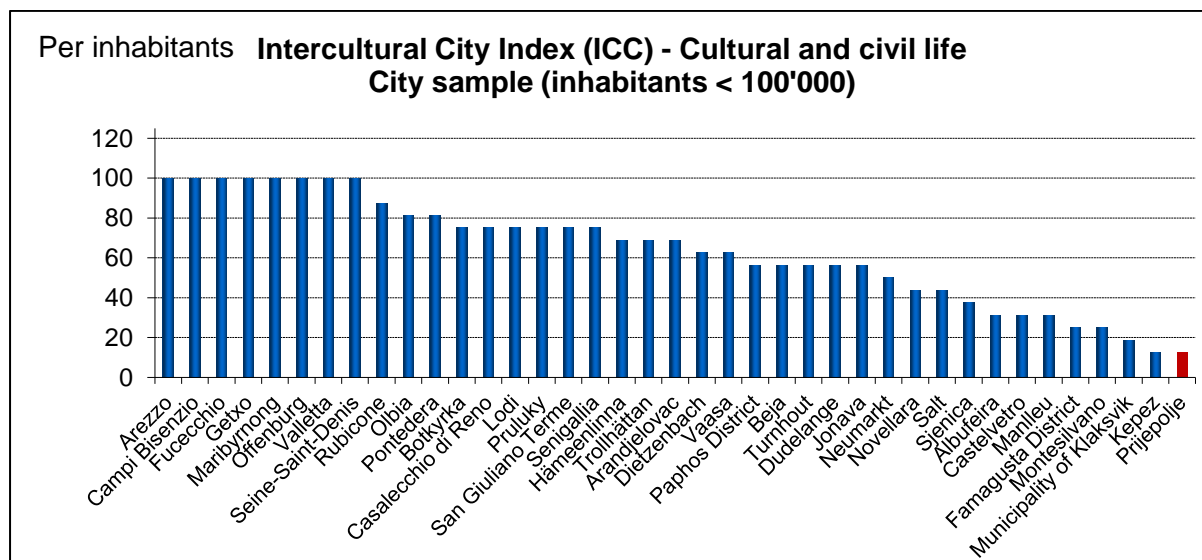
strategies for creating equitable work environments. A similar toolkit could be introduced in Prijepolje to assist local businesses in integrating inclusive employment strategies and ensuring non-discrimination in the workplace.

By adopting these practices, Prijepolje can create a more inclusive and diverse business environment, promoting equal opportunities for all residents while strengthening its local economy.

CULTURAL AND SOCIAL LIFE

Whereas people living in a city may have different migrant/minority or other backgrounds, they very often share the same interests and satisfaction when engaging in leisure activities, especially in the fields of arts, culture and sports. Such activities are sometimes structured along ethnic lines. That is quite understandable when they aim to preserve folklore traditions or the language and history of countries of origin. What is problematic is when cross-cultural leisure activities are organised along ethnic lines, for example when a football team only accepts players from one ethnic group. The intercultural city can encourage cultural openness through its own activities and by introducing intercultural criteria when allocating resources to artistic, cultural and sports organisations.

Prijepolje achieved a rate of 13, which is considerably lower than the city sample's achievement rate of 71. This result suggests that while the city has made some meaningful efforts in fostering cultural exchange and inclusivity, there is significant potential for growth in creating structured and impactful cultural programs that promote diversity and social cohesion.⁸



⁸ Prijepolje's achievement rate in the extended Intercultural Cities Index for **Cultural and Social Life** is 13/70.

Prijepolje actively promotes cultural exchange through events and institutions that foster intercultural understanding. A prominent initiative is the **"Bridges of the Balkans" event**, which celebrates the region's cultural diversity by bringing together youth from **Serbia, Bosnia and Herzegovina, North Macedonia, and Albania** for joint traditional dance performances. This event strengthens cross-cultural interaction and highlights the power of shared traditions in building unity. Additionally, the **Museum in Prijepolje** plays a key role in preserving and promoting cultural heritage by hosting **exhibitions and activities** that contribute to intercultural understanding.

Despite these positive efforts, there is **no formalized cultural strategy** that ensures the long-term sustainability of such initiatives. Expanding the reach of cultural programs to include broader community participation and integrating intercultural learning opportunities into mainstream cultural institutions could further enhance their impact.

Recommendations

Prijepolje can take inspiration from **Ballarat (Australia)**, where the **"Harmony Fest"** brings together different cultural groups to celebrate diversity through music, art, and cuisine. The event is designed to foster intercultural understanding and inclusivity by encouraging participation from all community members. Adopting a similar approach in Prijepolje could enhance the scale and reach of its cultural initiatives.

Another innovative model is **Braga (Portugal)**, where the **"Human Library in Schools - Educate for a Diverse Society"** initiative encourages intercultural dialogue by allowing students to engage in open conversations with individuals from diverse backgrounds. Implementing a similar program in Prijepolje could provide young people with firsthand exposure to different cultures, fostering deeper intercultural awareness and breaking down stereotypes.

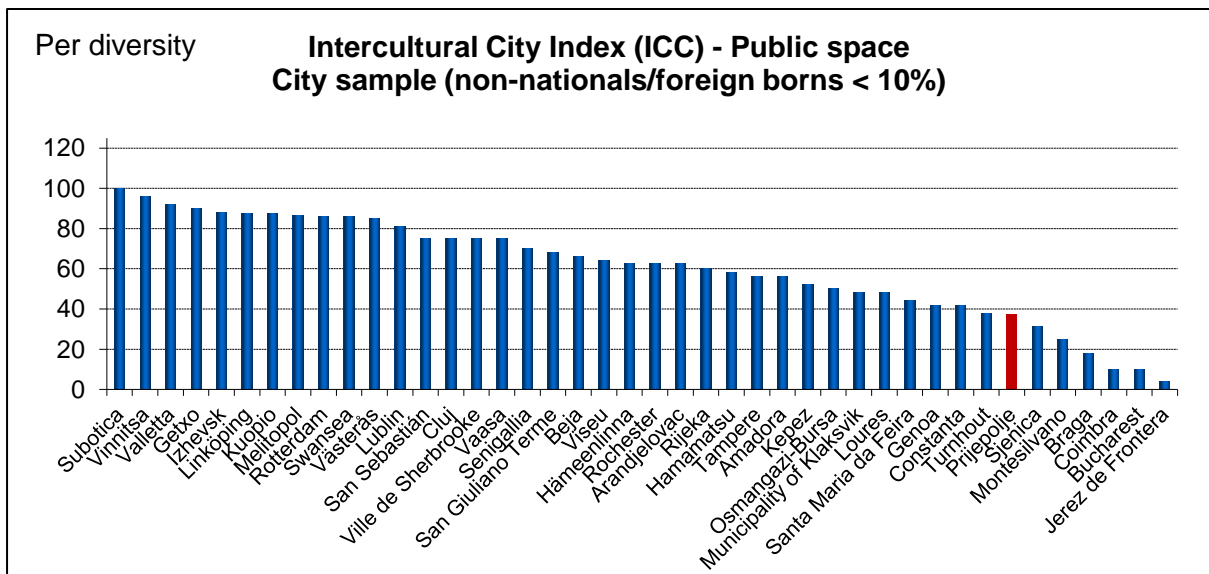
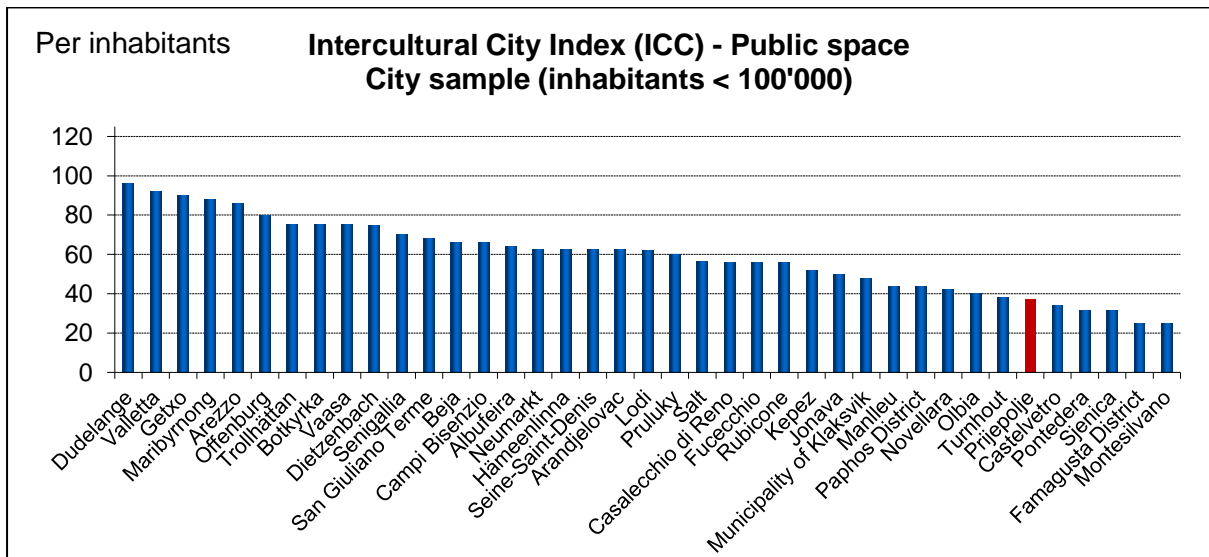
By building upon its existing cultural strengths and incorporating best practices from other intercultural cities, Prijepolje can further enhance its cultural and social life, ensuring long-term inclusivity and meaningful intercultural engagement.

PUBLIC SPACE

Public spaces (streets, squares, parks, etc.) and facilities (public buildings, day centres, schools, health centres, etc.) are places which most citizens are obliged to use. They offer the possibility of meeting people of different nationalities, origins, languages, religions/beliefs, sexual orientations and age groups. For encounters between diverse people to actually occur, such spaces and facilities should be designed and animated in a way that all residents feel comfortable when using them. Conversely badly-managed spaces can become places of suspicion and fear of the "other". When this is the case, the intercultural city actively engages with all the people concerned, firstly to understand the local context from their perspective, and secondly to identify solutions largely support by them.

Prijepolje achieved a rate of 38, which is considerably lower than the city sample's achievement rate of 67. This result suggests that while Prijepolje has made efforts to ensure inclusivity in public spaces, there is significant room for growth in creating spaces that actively foster intercultural interaction and inclusivity.⁹

⁹ Prijepolje's achievement rate in the extended Intercultural Cities Index for Public Space is 30/67.



Prijepolje demonstrates an awareness of the importance of diversity in public space design and management. The municipality considers the needs of different cultural, social, and demographic groups when renovating or constructing new public spaces. Specific measures include **ensuring accessibility**, **adapting opening hours**, and **providing services that cater to diverse populations**. These efforts aim to create environments where all residents feel included and supported.

However, the city has not implemented **structured intercultural strategies** that explicitly focus on leveraging public spaces to foster intercultural interaction. There is also limited evidence of targeted initiatives to transform public spaces into hubs for dialogue, collaboration, and cultural exchange.

Recommendations

Prijepolje could take inspiration from **Vinnitsia (Ukraine)**, where an [Intercultural Hub](#) has been established in a public space to facilitate intercultural dialogue and community activities. This hub provides a safe and welcoming environment for individuals from different backgrounds to interact and collaborate on projects that promote inclusivity. A similar initiative in Prijepolje could help transform public spaces into dynamic centers of intercultural exchange.

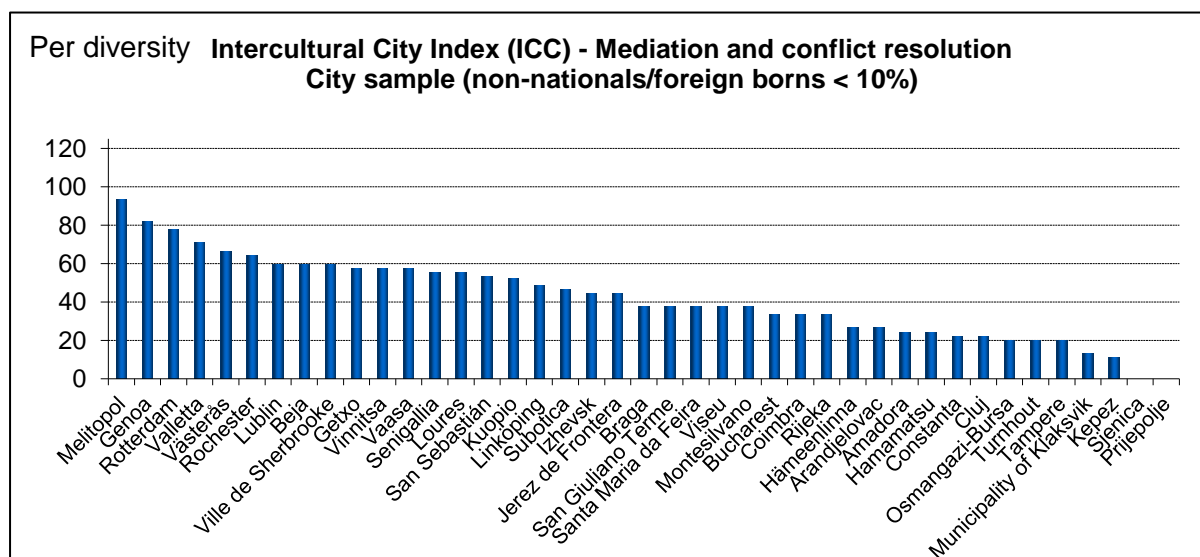
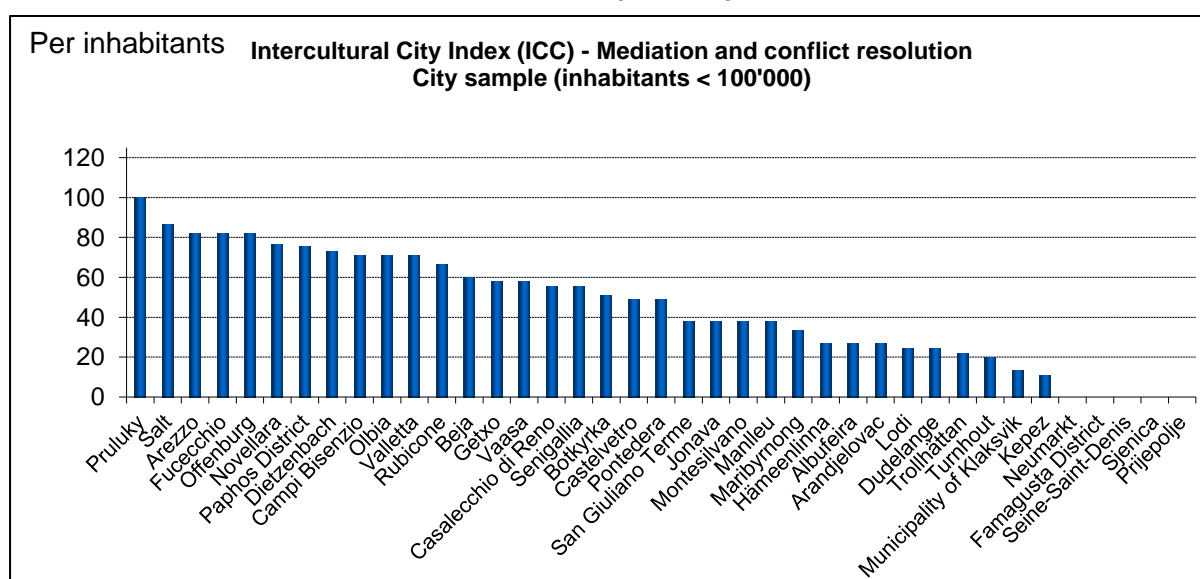
Another relevant example is from **Bergen (Norway)**, where the city has implemented an [Inclusive Housing Project](#) that integrates public spaces into diverse housing developments. This initiative encourages residents from different backgrounds to engage and connect through shared spaces, fostering inclusivity and community building. Introducing similar measures in Prijepolje could help create public spaces that actively support intercultural interaction and collaboration.

By adopting these practices, Prijepolje can enhance the inclusivity and functionality of its public spaces, ensuring they become vibrant hubs for interaction, community building, and intercultural engagement.

MEDIATION AND CONFLICT RESOLUTION

In diverse societies there is always the potential for misunderstanding and conflict over values, behaviour or resources. In cities, where people with different cultural backgrounds and socio-economic statuses live together in close proximity, such tensions are natural and indeed part of everyday life. Instead of denying, ignoring, or repressing conflict, the intercultural city seeks to anticipate, identify, address and resolve issues to the satisfaction of all protagonists without compromising the principles of human rights, democracy and the rule of law. The intercultural city views conflict as a normal feature of free, dynamic and communicative communities and sees the very process of conflict mediation and resolution as an opportunity for innovation and sustainable social cohesion.

Prijepolje achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 57. This means that Prijepolje is at the beginning stages of developing structured policies and practices in the field of intercultural mediation. Establishing a foundation in this area presents an opportunity for the city to create frameworks that promote peaceful cohabitation and dialogue among its diverse population.¹⁰



Currently, Prijepolje does not have formal mediation programs or mechanisms specifically designed to address intercultural conflicts. While there may be informal efforts to resolve disputes within communities, these initiatives are not systematically organized or embedded in the city's governance framework. Building capacity in intercultural

¹⁰ Prijepolje's achievement rate in the extended Intercultural Cities Index for Mediation is 0/54.

mediation and providing training for mediators could strengthen the city's ability to address issues of tension and foster peaceful coexistence.

Recommendations

Prijepolje could take inspiration from **Valladolid (Spain)**, where an **Intercultural Mediation Program** has been established to promote peaceful cohabitation. This program deploys trained mediators to intervene in situations of potential conflict, providing solutions that respect the cultural identities of all parties involved. Incorporating a similar approach in Prijepolje could help the city manage intercultural relations more effectively.

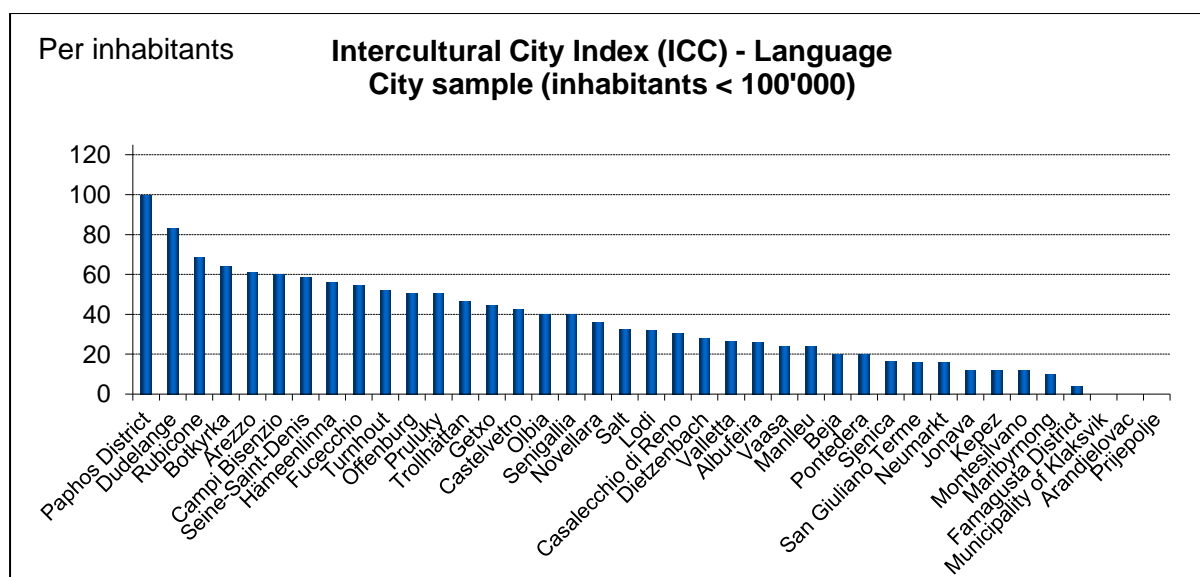
Additionally, the **Center for Conflicts Mediation** in **Reggio Emilia (Italy)** is another excellent model. This center specializes in conflict resolution through dialogue and community-based initiatives, emphasizing collaboration and mutual understanding. Adopting such a center or mediation framework in Prijepolje could provide a structured and effective way to address conflicts and promote social harmony.

By building on these best practices, Prijepolje can lay the groundwork for successful intercultural mediation policies, fostering stronger community bonds and ensuring peaceful coexistence among its diverse residents.

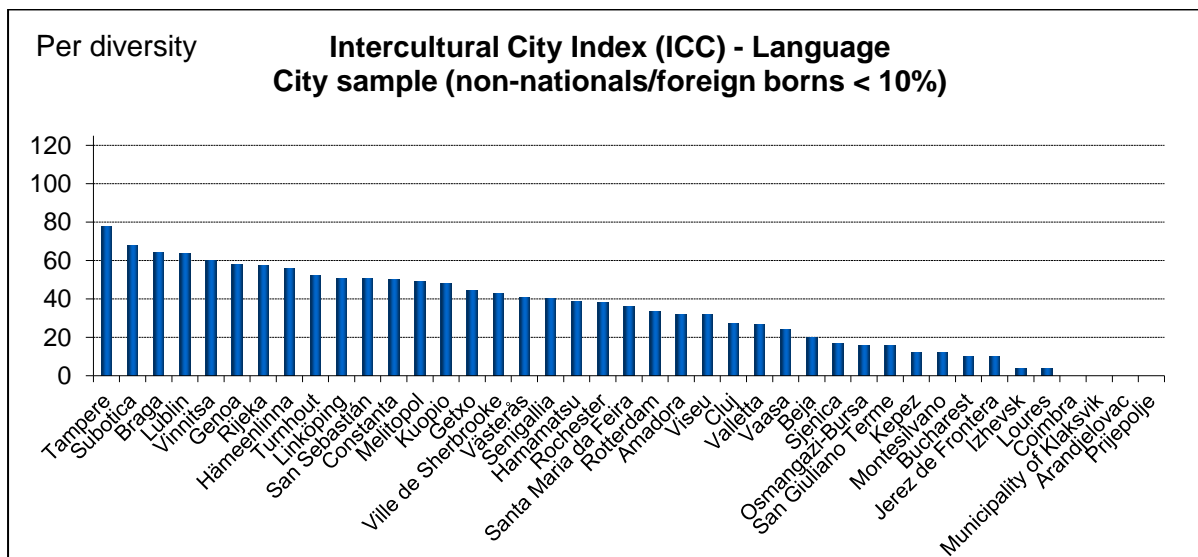
LANGUAGE

The provision of courses and other facilities for people with migrant backgrounds to learn the receiving country's language(s) is important to ensure social and economic integration. It does however need to be supplemented with activities which highlight the value of other languages, and enable people with migrant origins not only to preserve and transmit their languages to their children and other members of the community, but also to take pride in them as a heritage enriching the local community. An intercultural city promotes multilingualism as a resource for education, business, tourism, cultural life, etc. It underlines the value of all languages present in the city, for instance by giving opportunities to diverse language speakers to express themselves in their mother tongue in public and at cultural events and by promoting all events that offer opportunities for linguistic exchanges and mixing.

Prijepolje achieved a rate of 0, which is considerably lower than the city sample's achievement rate of 46. This indicates that Prijepolje is at the early stages of recognizing the role of language as a tool for fostering inclusion and intercultural dialogue. Introducing structured policies and programs to support multilingualism and language learning could create significant opportunities for enhancing social cohesion and integration.¹¹



¹¹ Prijepolje's achievement rate in the extended Intercultural Cities Index for Language is 0/45.



Currently, Prijepolje does not have structured programs or initiatives specifically focused on promoting multilingualism or supporting language acquisition for minority groups or migrants. While informal efforts, such as ad hoc language support through schools or cultural initiatives, may exist, these are not part of a broader policy framework. Developing a systematic approach to language learning, with a focus on accessibility and intercultural competence, could address this gap effectively.

Recommendations

Prijepolje can take inspiration from **Sabadell (Spain)**, where the “[Valuing Multilingualism](#)” initiative promotes the use of multiple languages as a key driver of social cohesion. This program focuses on highlighting the cultural and practical value of multilingualism through public awareness campaigns, school programs, and community workshops. By adopting a similar initiative, Prijepolje could foster an appreciation for linguistic diversity and create an environment that encourages intercultural exchange.

Another excellent example comes from **Leeds (United Kingdom)**, where the [Language Hub Programme](#) has been successfully implemented. This initiative creates safe and welcoming spaces for individuals to learn and practice different languages through language cafés, community events, and conversation groups. It also connects language learning with intercultural dialogue, fostering stronger community ties. A similar program in Prijepolje could provide accessible opportunities for residents to enhance their language skills while promoting inclusion and interaction across diverse communities.

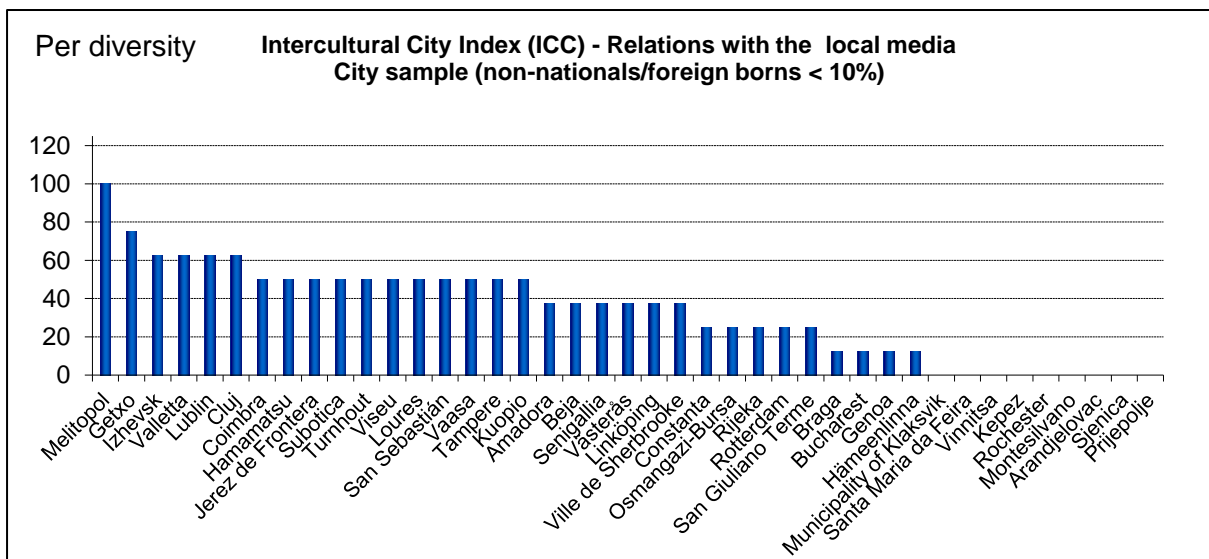
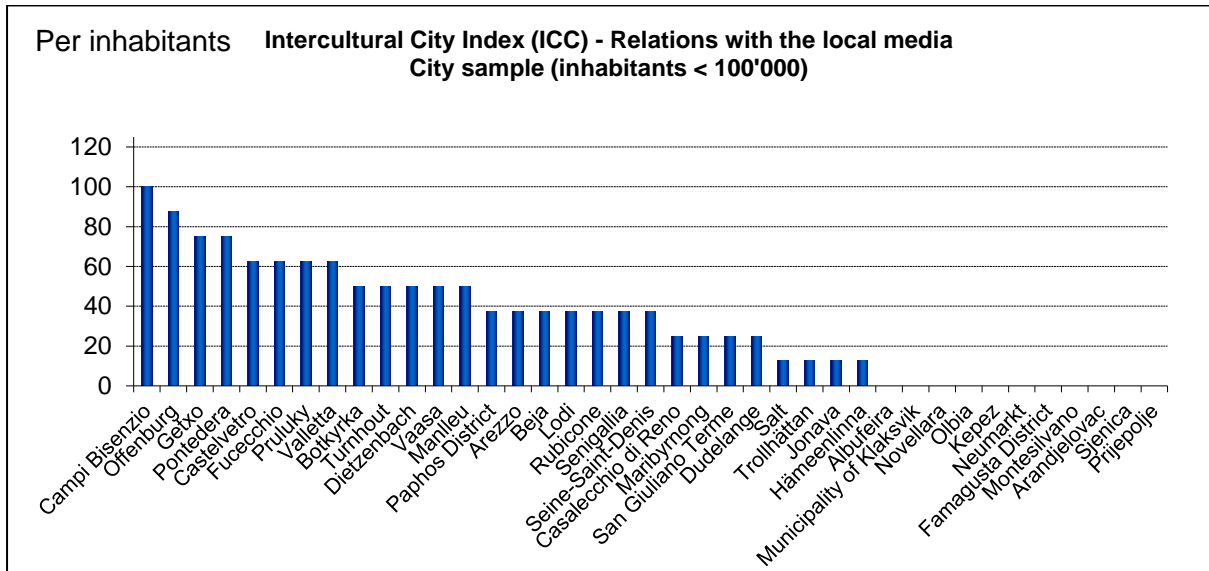
By integrating these approaches, Prijepolje can strengthen its efforts to promote multilingualism and language learning, fostering a more inclusive and interculturally aware society.

MEDIA AND COMMUNICATION

Traditional and social media have a very powerful influence on attitudes towards cultural diversity and other diversities. Much of the information people access is generated by international newsgroups, national media, or by private persons in the case of social media. Nevertheless, there is still much the city authorities can do to achieve a climate of public opinion more conducive to positive intercultural relations. In its communication, an intercultural city constantly highlights the positive contribution of people with migrant/minority backgrounds to the social, cultural and economic development of the city. More importantly, the city partners with local media agencies so that they purvey a similar message and cover events occurring in the city in an objective and unbiased way.

Prijepolje achieved a rate of 0, which is considerably lower than the city sample’s achievement rate of 46. This result suggests that Prijepolje has not yet developed policies or initiatives focused on the role of media in promoting intercultural dialogue. Establishing partnerships with media outlets and implementing targeted communication campaigns could help amplify diversity as a strength and foster greater community cohesion.¹²

¹² Prijepolje’s achievement rate in the extended Intercultural Cities Index for Media is 0/46.



Currently, Prijepolje does not have structured media initiatives that actively promote intercultural understanding or combat stereotypes. While the local media landscape may feature occasional coverage of cultural events or activities, there is no systematic effort to leverage media as a tool for enhancing intercultural awareness. Developing partnerships with local media and encouraging diverse representation in news and storytelling could address this gap effectively.

Recommendations

Prijepolje can draw inspiration from **Sherbrooke (Canada)**, which implemented “[The Thousand Faces of Sherbrooke](#)” project. This initiative uses storytelling and media to highlight the diversity of the city by sharing the stories and experiences of residents from different cultural backgrounds. By adopting a similar project, Prijepolje could showcase its cultural richness and challenge stereotypes, helping to foster a more inclusive narrative about its diverse population.

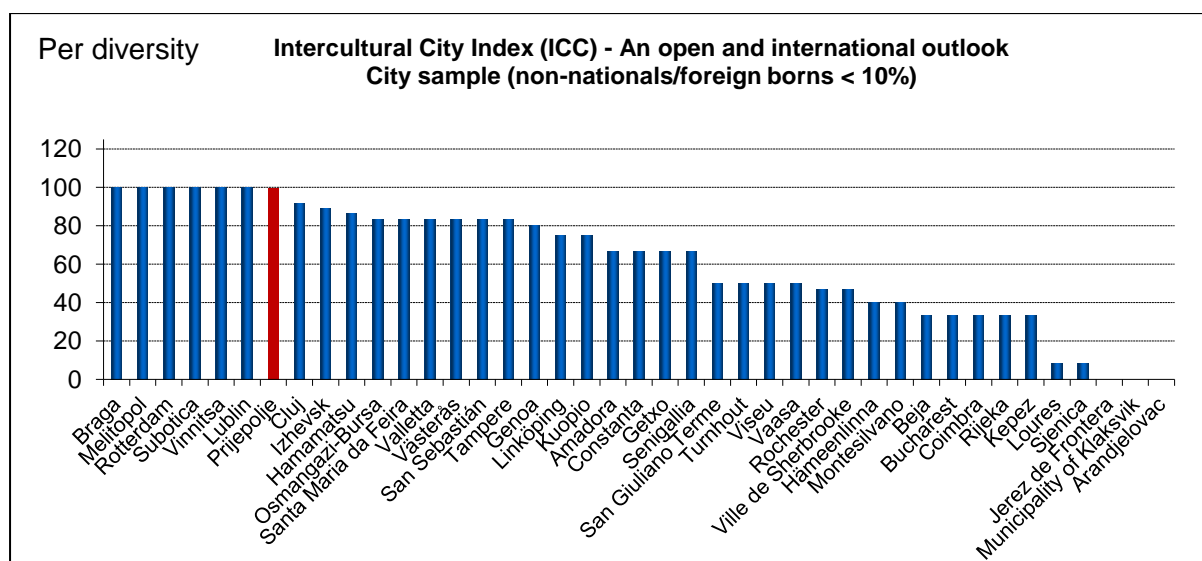
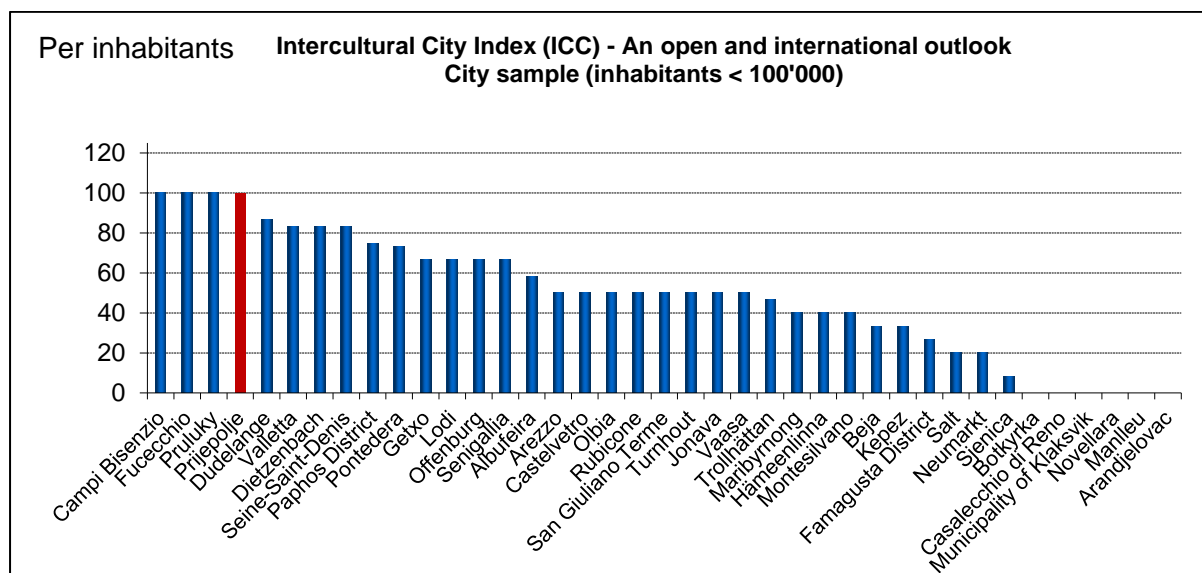
Another inspiring example comes from **Pontedera (Italy)** with its “[New Generations on the Wave](#)” initiative. This project engages young people in creating media content, such as radio shows and podcasts, to promote diversity and intercultural dialogue. Implementing a similar program in Prijepolje could empower youth to contribute to the public discourse on diversity and help shape an inclusive media landscape.

By embracing these practices, Prijepolje could build a more inclusive and proactive media environment, using storytelling and communication to promote intercultural understanding and community cohesion.

INTERNATIONAL OUTLOOK

Although cities have little or no competence in foreign policy, they can actively seek to make connections in other countries to develop business relations, exchange knowledge and know-how, encourage tourism, or simply acknowledge the ties the city may have elsewhere. An intercultural city actively encourages interactions with the outside world and in particular with the cities, regions or countries of origin of its inhabitants.

Prijepolje achieved a rate of 100, which is considerably higher than the city sample's achievement rate of 68. This outstanding result highlights Prijepolje's strong commitment to international cooperation, demonstrating an advanced level of engagement in cross-border initiatives, economic partnerships, and diaspora relations. The city serves as a model for leveraging international connections to foster local development and cultural exchange.¹³



Prijepolje has a **clear and sustainable policy** to encourage international cooperation, particularly in **cultural, economic, and infrastructural** areas. The city actively participates in initiatives that **foster regional collaboration and cross-border exchanges**. A key project is the **“Cultural Routes of the Council of Europe - Connecting People Across the Borders”**, which promotes **cultural tourism, heritage preservation, and international cooperation**. Additionally, Prijepolje has taken part in **EU-funded cross-border projects**, such as **“Protection Observatory for Regional Area of Medicinal Plants” (PORALIST)**, which connects the city with Bijelo Polje (Montenegro) to advance **environmental sustainability and local economic development**.

The city also **actively engages with its diaspora community**, recognizing its potential for boosting economic growth. A notable example is the **establishment of a call center in Prijepolje by a Serbian entrepreneur from**

¹³ Prijepolje's achievement rate in the extended Intercultural Cities Index for International Outlook is 100/64.

Canada, which has created nearly **300 jobs**. This showcases the city's ability to **attract investments and create employment opportunities through strong diaspora connections**.

Despite these achievements, **Prijepolje does not host a university**, which limits its ability to attract foreign students and young professionals. Exploring **alternative ways of engaging with international youth groups**, such as **cultural exchange programs, business internships, or arts collaborations**, could help maintain and expand its international engagement.

Suggestions

To even further enhance its International Outlook, Prijepolje can take inspiration from **Botkyrka (Sweden)**, where the **Multicultural Center in Fittja** promotes international dialogue, research, and intercultural projects. This center supports **cultural events, academic collaborations, and training programs** that enhance global partnerships. Establishing a similar initiative in Prijepolje could further **strengthen its international profile** and attract more **cross-border partnerships**.

Another best practice comes from **Reggio Emilia (Italy)**, where the city has developed **a structured international policy** integrating **business partnerships, cultural projects, and educational exchanges**. This approach ensures that **global cooperation aligns with local needs**, benefiting both international engagement and community development. Implementing a similar structured international policy in Prijepolje could further **maximize the impact of its cross-border initiatives and economic opportunities**.

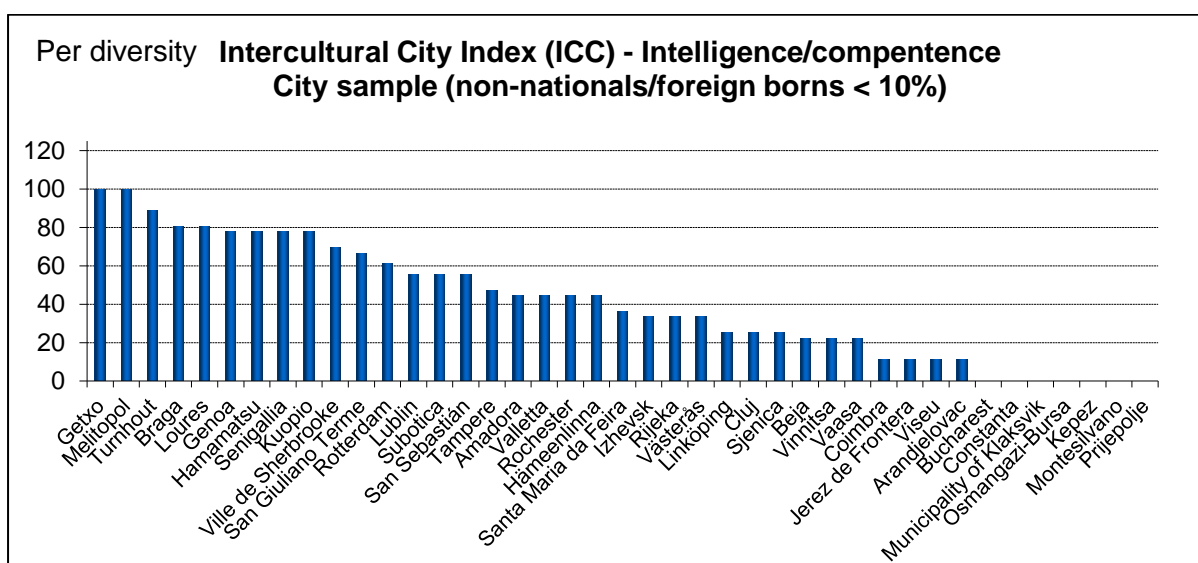
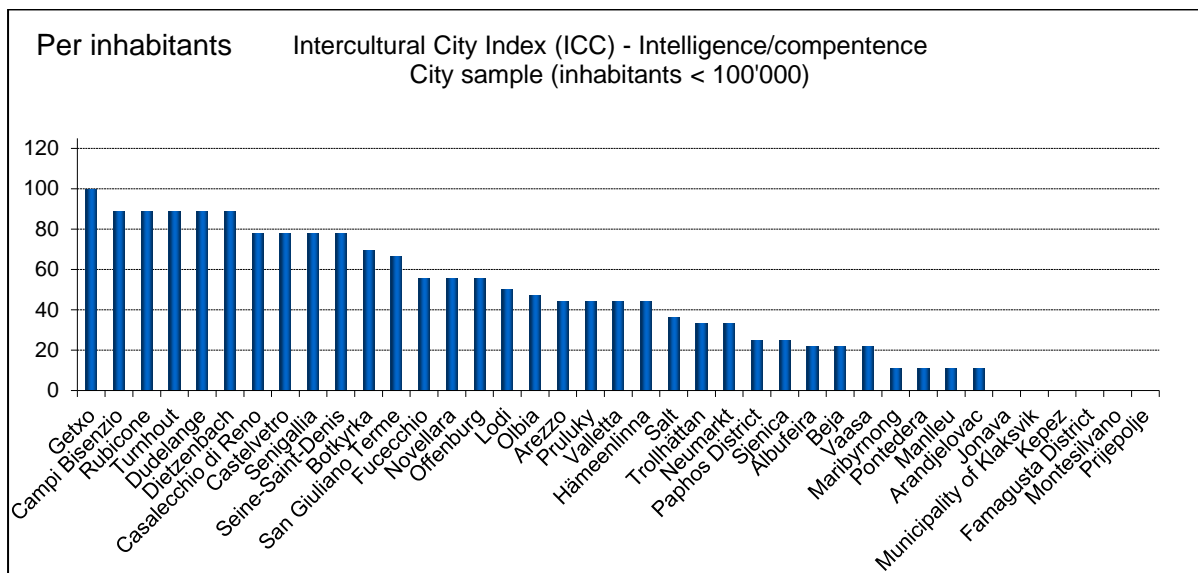
By continuing to expand its **international reach**, Prijepolje can **strengthen its position as a leading example of international cooperation** among intercultural cities, maintaining **strong economic, cultural, and cross-border ties** that contribute to its sustainable growth and global engagement.

INTERCULTURAL INTELLIGENCE AND COMPETENCE

Nobody can be an expert in all the languages and cultures that coexist in contemporary cities. Yet, in an intercultural city, officials have an intercultural “mind-set” which enables them to detect cultural differences and modulate their responses accordingly. Intercultural intelligence and competence require a specific know-how when dealing with unfamiliar situations and not an in-depth and often elusive knowledge of all cultures. Such sensitivity and self-confidence is not commonly-seen. It is a technical skill which can be acquired through training and practice. In an intercultural city, the authorities view such skills as equally important and essential to the good functioning of the city as the other professional and technical skills usually expected from public employees.

Prijepolje achieved a rate of 0, which is considerably lower than the city sample’s achievement rate of 59. This suggests that the city is at the very beginning of developing structured policies and mechanisms for gathering and analyzing data on interculturalism. Establishing a more systematic approach to understanding and responding to the needs of diverse communities would greatly enhance the city’s ability to implement effective inclusion strategies.¹⁴

¹⁴ Prijepolje's achievement rate in the extended Intercultural Cities Index for Intercultural Intelligence and Competence is 0/54.



Currently, Prijepolje does not have dedicated structures or mechanisms to **collect, analyze, and utilize intercultural data** in its policymaking. While there may be informal efforts to engage with diverse communities and assess their needs, these are not systematically integrated into the city's governance framework. The absence of data-driven insights makes it difficult to track intercultural trends, identify challenges, and design effective policies that ensure inclusivity and equal opportunities for all residents.

Developing a structured **intercultural intelligence system** could help Prijepolje monitor the **social, economic, and cultural** inclusion of different communities, ensuring that decision-making is based on real needs and evidence.

Recommendations

Prijepolje could benefit from **Cascais (Portugal)**, which has implemented the **“Diagnóstico Social” (Local Social Assessment)** initiative. This system **collects and analyzes social data** to assess the needs of different communities, helping policymakers develop targeted interventions. By introducing a similar mechanism, Prijepolje could **gain valuable insights into its demographic diversity**, ensuring that municipal strategies are evidence-based and tailored to the realities of its population.

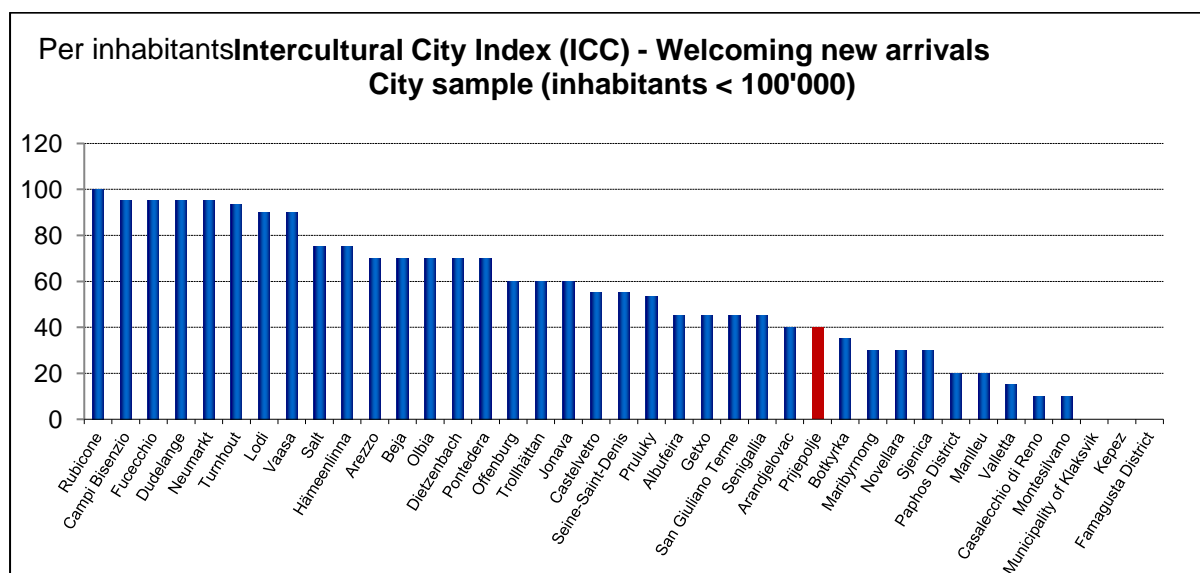
Another best practice comes from **Bilbao (Spain)**, where the city has established a **Local Council of Immigration**. This council acts as a **consultative body**, bringing together **local authorities, migrant organizations, and civil society** to **exchange knowledge, identify challenges, and propose solutions** for better integration policies. Creating a similar platform in Prijepolje could **enhance communication** between the city and its diverse communities, ensuring that their perspectives are included in local decision-making.

By adopting these approaches, Prijepolje can build a **robust intercultural intelligence system**, allowing it to **better understand its communities, develop data-driven policies, and enhance intercultural inclusion** across all sectors.

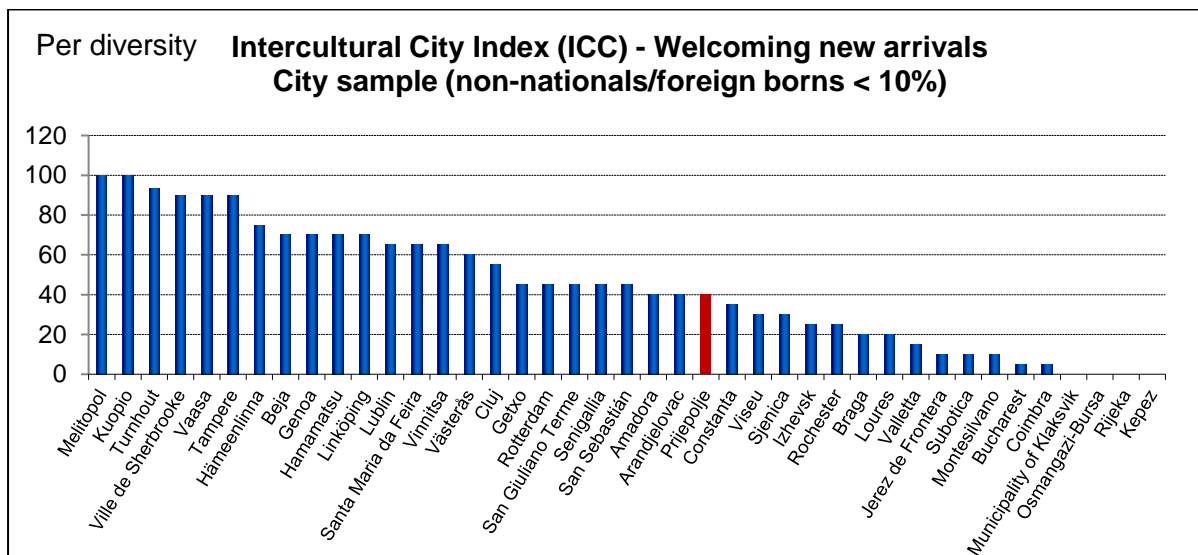
WELCOMING NEWCOMERS

People arriving in a city for an extended stay, whatever their circumstances (expats, migrant workers, spouses, refugees, unaccompanied minors, retired persons, etc.), are likely find themselves disorientated. The less familiar they are with the new environment, the more support they will need to feel comfortable and confident enough to start building a new social and professional network. The way in which the city coordinates and effectively delivers various support measures strongly conditions their capacity to integrate or, conversely, their tendency to remain confined to a cultural “ghetto”. This also depends to a great degree on whether the rest of the city’s population is open to the idea of welcoming newcomers in their capacity as residents and citizens or, on the contrary, is accustomed to viewing newcomers as outsiders who pose a potential threat. Again, it is the message the authorities convey on diversity, in communication or through concrete actions, that determines to a certain degree attitudes towards newcomers.

Prijepolje achieved a rate of 40, which is slightly lower than the city sample’s achievement rate of 57. This result indicates that Prijepolje has taken meaningful steps toward creating a welcoming environment for newcomers, but further efforts could help strengthen structured policies and initiatives that facilitate integration and social inclusion.¹⁵



¹⁵ Prijepolje's achievement rate in the extended Intercultural Cities Index for Welcoming is 40/60.



Prijepolje demonstrates a **welcoming approach** through both institutional and community-led initiatives. The city collaborates with the **Tourist Organization of Prijepolje**, which plays a role in assisting newcomers by helping them **find accommodation, providing information on local cultural and natural attractions, and promoting the city's historical heritage**. This ensures that both visitors and new residents are introduced to the city's rich cultural background and have access to essential services.

Additionally, the **local community emphasizes hospitality**, particularly toward **diaspora groups** returning to the city. Residents, including **police officers and public service employees**, contribute to a welcoming atmosphere, and many locals **speak two or more languages**, which facilitates communication with newcomers, particularly those from **Europe and the MENA region**.

Despite these positive efforts, **Prijepolje lacks a structured municipal strategy** to systematically welcome and integrate newcomers. There is no **dedicated office or official framework** to oversee integration services, and language support and intercultural mediation services remain **informal and unstructured**. Expanding and formalizing these efforts could **enhance accessibility and inclusion for all newcomers**.

Recommendations

Prijepolje could take inspiration from **Amadora (Portugal)**, where the city launched a [Guide on the Welcoming of Migrants](#) to help newcomers navigate administrative, social, and cultural aspects of their integration. This guide provides **practical information on housing, employment, healthcare, and education**, ensuring that migrants can access services efficiently. Implementing a similar resource in Prijepolje could significantly improve **accessibility and orientation** for newcomers.

Another best practice comes from **Valladolid (Spain)**, where the city has developed [a comprehensive framework for welcoming and social inclusion](#). This initiative includes **specific integration programs, mentoring services, and intercultural mediation to support newcomers** in adapting to their new environment. Introducing a **mentorship program** in Prijepolje—where long-term residents help guide and support newcomers—could greatly facilitate their social and professional integration.

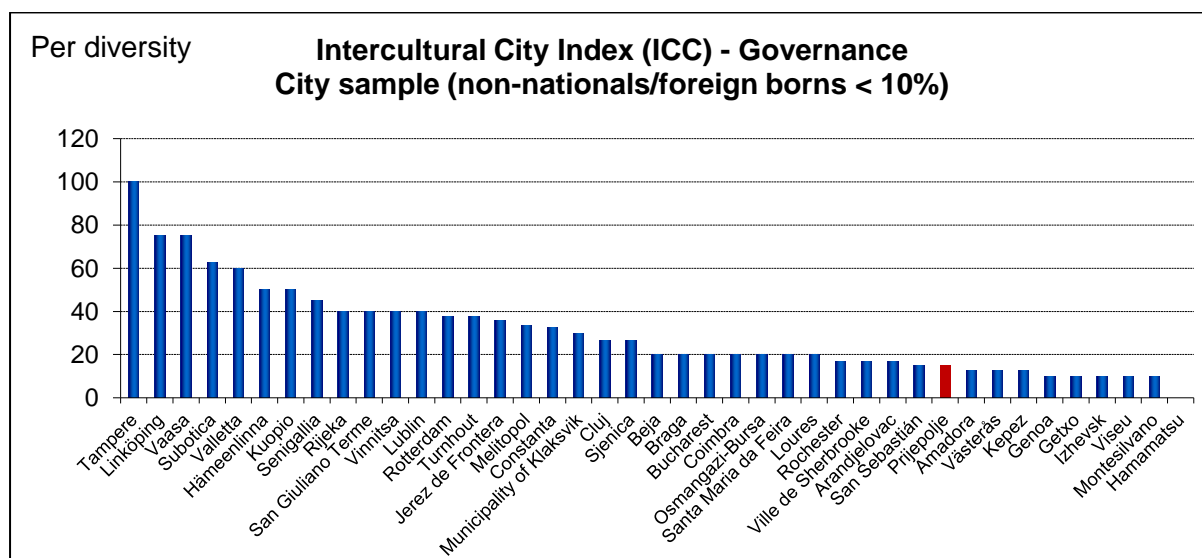
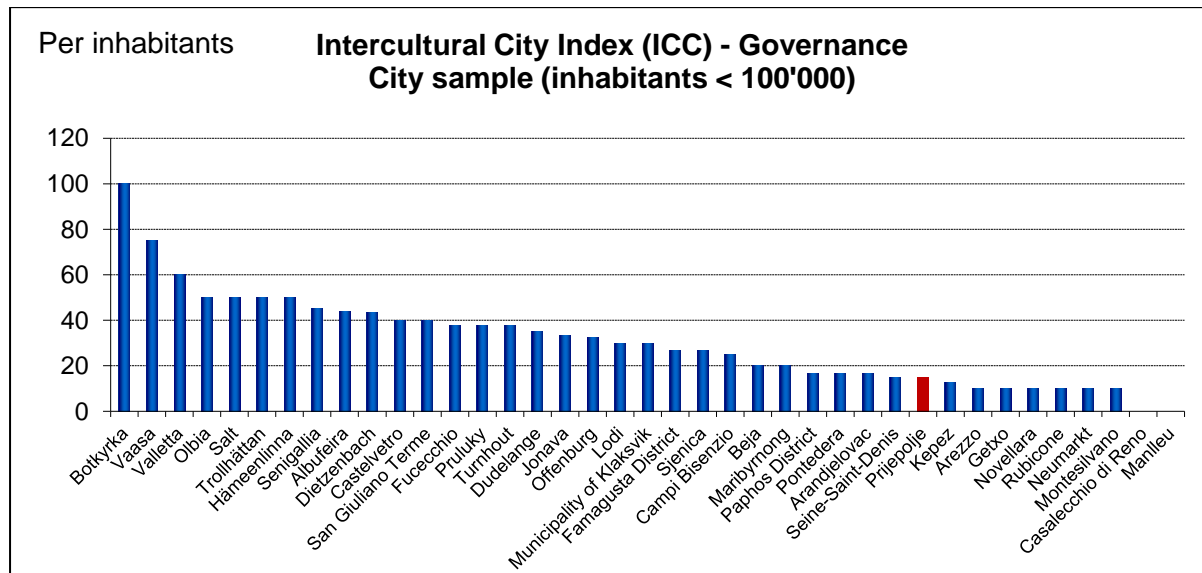
By adopting these approaches, Prijepolje can enhance its welcoming policies, ensuring that all newcomers receive the necessary **support, guidance, and opportunities** to integrate successfully into the community.

LEADERSHIP AND CITIZENSHIP

The most powerful and far-reaching action a city can take to be more intercultural is to open up democratic representation and decision-making to all residents of the city irrespective of their origin, nationality or residence status. Formal political rights at the local level are determined nationally or at the regional level in some federal states. Nonetheless, there is much that a city council can do to influence the way in which diverse groups interact and co-operate around the allocation of power and resources. An intercultural city strives to include all residents

in the policy-making process and ensures thereby that public services are provided according to their diverse needs and not according to their cultural or political proximity to public decision-makers.

Prijepolje achieved a rate of 15, which is considerably lower than the city sample's achievement rate of 37. This result suggests that while some steps have been taken to promote inclusive governance and citizen participation, further efforts are needed to create a more representative and diverse decision-making process. Strengthening leadership opportunities for minority communities and increasing civic engagement can help bridge this gap.¹⁶



In Prijepolje, **foreign nationals can vote in local elections** only if they are **citizens of countries with which Serbia has signed bilateral agreements** that grant them reciprocal voting rights. As a result, **not all foreign nationals are eligible to participate in municipal elections**, which may limit the political engagement of certain migrant and minority groups.

Currently, **no formal mechanisms** ensure that leadership structures reflect the city's diversity. While some representatives from ethnic communities may hold informal leadership roles within local organizations, **there are no targeted initiatives to promote diverse leadership or civic participation**. Encouraging individuals from all backgrounds to engage in governance processes and ensuring their voices are heard in local decision-making would contribute to a more inclusive political landscape.

Recommendations

¹⁶ Prijepolje's achievement rate in the extended Intercultural Cities Index for Citizenship is 6/50.

representatives of **migrant organizations, faith communities, and local residents**, helping to shape inclusive strategies that address diversity, cultural integration, and anti-discrimination measures.

These consultations contribute to the creation of effective integration policies, encouraging the active participation of diverse populations in the city's **social, cultural, and political life**, thereby enhancing community cohesion and stability. The municipality has also engaged in initiatives to improve **inter-ethnic relations and youth participation**, fostering dialogue and inclusivity within the community.

However, **Prijepolje does not have a formal intercultural action plan** aligned with EU standards. While the city takes measures to consult with minorities on certain documents and acts, these efforts are not systematically documented or structured into a comprehensive strategy. Developing a formal framework or action plan could further support Prijepolje's objectives in promoting inclusion and ensuring equitable participation for all residents.

Recommendations

Prijepolje could look to **Lisbon (Portugal)** for inspiration, where the city implements [campaigns and communication strategies](#) aimed at fostering inclusion and participation. One such initiative, **"Together for Diversity,"** utilizes public campaigns, digital tools, and events to raise awareness about inclusion and to encourage all community members to participate in civic life. The campaign also includes targeted communication strategies for reaching minority communities, ensuring their voices are heard in public consultations and decision-making. By adapting similar campaigns, Prijepolje could ensure that residents from all backgrounds feel engaged and represented.

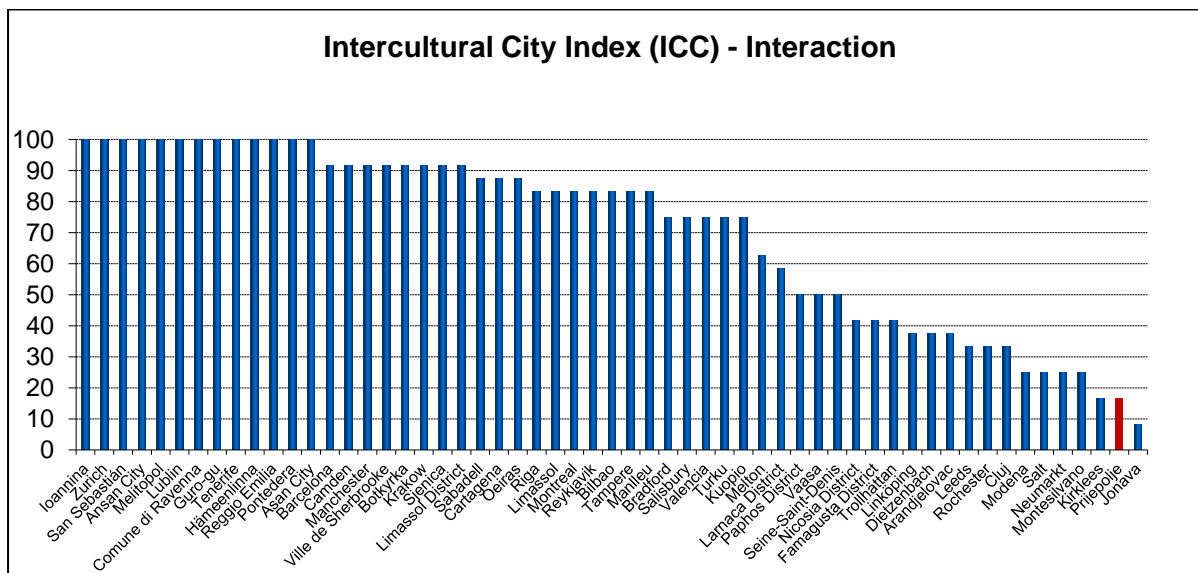
Another exemplary model is **Barcelona (Spain)**, where the city promotes participation through a number of [Measures to Promote the Participation of People with Diverse Cultural and Native Backgrounds](#). This initiative establishes participatory areas where representatives of diverse communities collaborate with city officials to address pressing social issues. The program is structured to empower marginalized groups by providing training, mentorship, and platforms for dialogue, ensuring that their perspectives are integrated into policymaking. Introducing a similar measure in Prijepolje could create a platform for minority voices to influence policies directly, fostering a more inclusive governance framework.

By adopting these practices, Prijepolje can create a more inclusive and participatory environment, ensuring that all residents, regardless of their cultural or ethnic background, can contribute meaningfully to the city's development and governance.

INTERACTION

Interaction between people of all kinds is what gives the intercultural city its distinctive value. Identity is not 'given' in a passive sense, but something which is 'enacted' and defined through interaction. In spite of protective laws, prejudice and discrimination can thrive where there is segregation or a lack of contact and dialogue between people. There is ample evidence to prove that, under certain conditions, the more contact people with different backgrounds and lifestyles have with each other, the less likely they are to think and behave in prejudicial ways. Therefore, an intercultural city develops, in partnership with other organisations, a range of policies and actions to encourage more mixing and interaction between diverse groups.

Indicators on interaction have been included in the Intercultural Cities Index in 2019. The data collected so far is not yet relevant for statistical purposes. So far, 57 cities have replied to this new Intercultural Cities Index chapter. **Prijepolje achieved a rate of 17, which is considerably lower than the city sample's achievement rate of 70.** This indicates that Prijepolje is at the early stages of fostering interaction among its diverse communities. Strengthening opportunities for collaboration and shared activities can help build stronger social connections and mutual understanding across cultural and ethnic lines.



Prijepolje has made efforts to create an inclusive environment by organizing occasional **community events and cultural activities** that bring together different groups. However, these initiatives are often **sporadic and project-based** rather than part of a structured or sustainable approach to promoting intercultural interaction. The municipality does not yet have formal programs aimed at **facilitating dialogue or collaboration** between various cultural and ethnic communities.

While the city engages with minority groups through consultations and supports cultural celebrations, there is limited evidence of targeted initiatives designed to foster **direct interaction, collaboration, and shared community-building efforts** among diverse groups. Developing sustainable platforms for interaction could strengthen trust and cooperation among the city's residents.

Recommendations

Prijepolje could learn from **Reggio Emilia (Italy)**, where the city has developed [Roma Inclusion Policies](#) aimed at fostering interaction and social integration. These policies include **community engagement programs, cultural mediation, and initiatives to combat stereotypes**, creating opportunities for marginalized groups to participate actively in community life. Adopting similar policies in Prijepolje could encourage more meaningful connections between the city's diverse populations and help address barriers to inclusion.








Another excellent example is **Braga (Portugal)**, where the [“Re-Writing Our Neighbourhood”](#) project focuses on involving residents in co-designing their neighborhoods to reflect shared values and collective needs. This initiative emphasizes collaboration between people of different cultural and ethnic backgrounds, promoting interaction through **joint problem-solving and community improvement activities**. Introducing such a program in Prijepolje could encourage residents from all communities to work together, fostering a sense of shared ownership and unity.

By implementing these practices, Prijepolje can build stronger community bonds, enhance trust, and create a vibrant environment where interaction and collaboration become a cornerstone of its intercultural strategy.

OVERALL CONCLUSIONS

Prijepolje achieved an aggregate Intercultural Cities Index rate of 30, which is considerably lower than the city sample's achievement rate of 53. This result indicates that while the city has taken important steps toward fostering intercultural inclusion, there is significant room for growth in formalizing and expanding its policies.

COMMITMENT	✓	The city promotes diversity through cultural events and public recognition of intercultural efforts.
	✗	The city does not have an official webpage to communicate news and initiatives; the city has not adopted an intercultural integration strategy or a diversity/inclusion strategy.
EDUCATION	✓	Schools incorporate intercultural learning and promote cultural awareness.
	✗	No specific programs targeting vulnerable groups, such as Roma students, to ensure equal access to education.
NEIGHBOURHOODS	✓	Community events and gatherings foster social cohesion.
	✗	No structured policies addressing housing discrimination or ensuring equal access to services in all neighborhoods.
PUBLIC SERVICES	✓	Some consideration is given to cultural diversity in the provision of municipal services.
	✗	No systematic adaptation of services for diverse communities, and limited intercultural training for municipal employees.
BUSINESS AND THE LABOUR MARKET	✓	Some regional partnerships support inclusive employment and entrepreneurship.
	✗	No structured policies to promote workforce diversity or encourage minority entrepreneurship.
CULTURAL AND SOCIAL LIFE	✓	Cultural initiatives celebrate diversity and encourage participation.
	✗	Lacks a long-term cultural strategy to ensure sustainability and broader inclusion.
PUBLIC SPACE	✓	Accessibility and inclusivity are considered in urban planning.
	✗	No structured programs using public spaces to actively promote intercultural interaction.
MEDIATION AND CONFLICT RESOLUTION	✓	Informal mediation efforts exist within the community.
	✗	No formalized mediation services or training for professionals in intercultural conflict resolution.
LANGUAGE	✓	Many residents speak multiple languages, facilitating communication with newcomers.
	✗	No structured language support programs or multilingual initiatives to support integration.
MEDIA AND COMMUNICATION	✓	Some media coverage highlights cultural events.
	✗	No dedicated media strategy promoting intercultural dialogue or addressing stereotypes.
INTERNATIONAL OUTLOOK	✓	Strong international cooperation and engagement with diaspora groups.
	✗	No initiatives targeting international students or young professionals due to the absence of a university.
INTERCULTURAL INTELLIGENCE AND COMPETENCE	✓	Some engagement with minority communities through informal consultations.
	✗	No structured data collection or analysis to inform intercultural policymaking.
WELCOMING NEWCOMERS	✓	Local organizations assist newcomers in accessing basic services and cultural information.
	✗	No structured municipal framework ensuring comprehensive support for newcomers.
	✓	Some engagement with ethnic minority representatives in local discussions.

LEADERSHIP AND CITIZENSHIP		No initiatives promoting diverse leadership or structured participation of minority groups in governance.
ANTI-DISCRIMINATION		Adheres to national anti-discrimination laws and supports civil society efforts.
		No dedicated municipal office or monitoring system for discrimination cases.
PARTICIPATION		Consultations with minority groups take place on some policy issues.
		No formal mechanisms or action plans to ensure equal participation in civic and political life.
INTERACTION		Some cultural activities encourage interaction among different groups.
		Lacks structured programs to foster sustained intercultural dialogue and collaboration.

In view of the above, we wish to congratulate **Prijepolje** for its ongoing efforts to foster intercultural inclusion. While the city has taken meaningful steps in various areas, further improvements could significantly enhance its policies and practices. By implementing structured intercultural strategies and drawing inspiration from other Intercultural Cities, Prijepolje can continue to develop as an inclusive and welcoming community.

RECOMMENDATIONS

When it comes to the intercultural efforts, with reference to the survey, Prijepolje could enhance the sectors below by introducing different initiatives:

Commitment: We recommend that Prijepolje considers developing a **structured intercultural action plan** to guide its diversity and inclusion policies. The city may also wish to establish a **dedicated municipal office or working group** to oversee the implementation of intercultural strategies and ensure long-term sustainability.

Education: Prijepolje may want to look into expanding **targeted support programs for vulnerable groups**, particularly for Roma students, to enhance educational inclusion. The city could also consider launching **awareness campaigns** within schools to combat discrimination and promote diversity from an early age.

Neighbourhoods: The city may consider introducing structured **housing and neighborhood policies** that actively promote diversity and prevent segregation. Implementing participatory urban planning approaches where residents co-develop solutions for their communities could also enhance social cohesion.

Public Services: We recommend that Prijepolje **adapts municipal services** to better reflect the needs of its diverse population. This may include **intercultural training for municipal employees** and policies that ensure accessibility and inclusion in social and administrative services.

Business and the Labour Market: The city may wish to explore **inclusive employment strategies**, such as promoting workforce diversity and supporting **entrepreneurship programs for minority and migrant groups**. Encouraging local businesses to adopt diversity and non-discrimination policies could also contribute to an inclusive labor market.

Cultural and Social Life: Prijepolje could benefit from **expanding cultural initiatives** that foster interaction between different communities. The city may consider developing a **long-term cultural strategy** to ensure continuous support for intercultural events and activities that strengthen dialogue and inclusion.

Public Space: We recommend that the city **actively uses public spaces** to encourage intercultural interaction, such as through **community-building projects, intercultural parks, or public art initiatives**. The city may also wish to engage residents in the co-design of urban spaces to ensure inclusivity.

Mediation and Conflict Resolution: Prijepolje may consider introducing **formal mediation services** to resolve conflicts and strengthen social cohesion. This could involve **training intercultural mediators** and setting up a municipal mediation service that offers community-based conflict resolution support.

Language: The city could benefit from **implementing structured multilingual initiatives**, including **language courses, translation services, and linguistic support** for minority communities. Promoting multilingual education in schools and public spaces could also enhance social inclusion.

Media and Communication: We recommend that Prijepolje **develops a media strategy** that promotes intercultural dialogue and accurate representation of diversity. The city may consider supporting **community-driven media initiatives**, encouraging local journalism to highlight positive intercultural stories.

International Outlook: Prijepolje may want to **expand its international partnerships** beyond economic and diaspora relations, by establishing **exchange programs, cultural collaborations, and knowledge-sharing initiatives** with other cities. The city could also consider outreach initiatives to **attract foreign talent and investment**.

Intercultural Intelligence and Competence: We recommend that the city **establishes a systematic approach** to gathering and analyzing data on diversity and inclusion. Creating an **intercultural observatory or advisory group** could help monitor trends and inform policymaking in this area.

Welcoming Newcomers: The city may consider **creating a structured municipal framework** for welcoming newcomers, including a **welcoming guide, mentoring programs, and community support services** to ensure smooth integration into the city.

Leadership and Citizenship: Prijepolje may wish to **strengthen diverse leadership opportunities** by encouraging the participation of minority representatives in municipal decision-making and launching **leadership training programs** for underrepresented groups.

Anti-Discrimination: We recommend that the city **develops a formal anti-discrimination policy** that includes **clear monitoring mechanisms, public awareness campaigns, and stronger legal support** for victims of discrimination.

Participation: Prijepolje could **establish structured platforms** for **minority and migrant groups** to participate in decision-making. The city may consider **public consultation initiatives, participatory budgeting, and inclusion councils** to enhance civic engagement.

Interaction: The city may wish to **implement structured programs** that encourage long-term intercultural interaction, such as **mentorship programs, joint community projects, and public dialogue initiatives** to strengthen connections among diverse groups.

Prijepolje may wish to consider further examples implemented by other Intercultural Cities as a source of learning and inspiration to guide future initiatives. Such examples are provided above for each sector as well as in the Intercultural cities [database](#).

Diversity has become a key feature of societies today and is particularly tangible in urban centres. While people of diverse national, ethnic, linguistic and faith backgrounds have immensely contributed to post-war prosperity, inequalities related to origin, culture and skin colour persist, and anxiety about pluralism, identity and shared values is often politically instrumentalised. The challenge of fostering equity and cohesion in culturally diverse societies has become more acute. Cities are uniquely placed to imagine and test responses to this challenge.

The Council of Europe and its partner cities have developed and validated an intercultural approach to integration and inclusion which enables cities to reap the benefits and minimise the risks related to human mobility and cultural diversity. Almost two decades after the start of this work, there is growing evidence that diversity, when recognised and managed as a resource, produces positive outcomes in terms of creativity, wellbeing and economic development.

The Intercultural Cities (ICC) Programme invites cities in Europe and beyond to explore and apply policies that harness diversity for personal and societal development.

The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

