

## KEY FIGURES

(JULY 2016)

**1,532**

Registered intentions to seek asylum in Serbia

**39%**

of registered refugees and migrants were minors

**46**

Applications for asylum

**2**

Persons granted refugee status

**2**

Persons granted subsidiary protection

## PRIORITIES

- Ensure that urgent humanitarian and protection needs of refugees are being met
- Assist the Government to strengthen the asylum system in line with applicable international standards

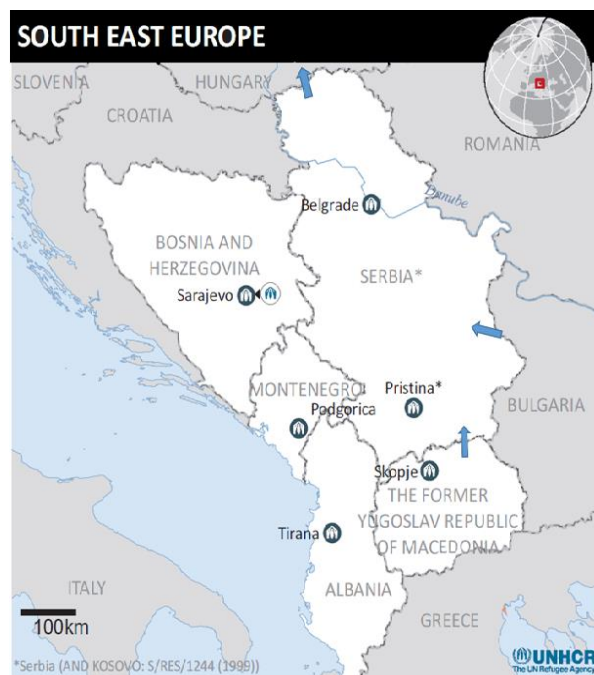
## SERBIA

### INTER-AGENCY OPERATIONAL UPDATE

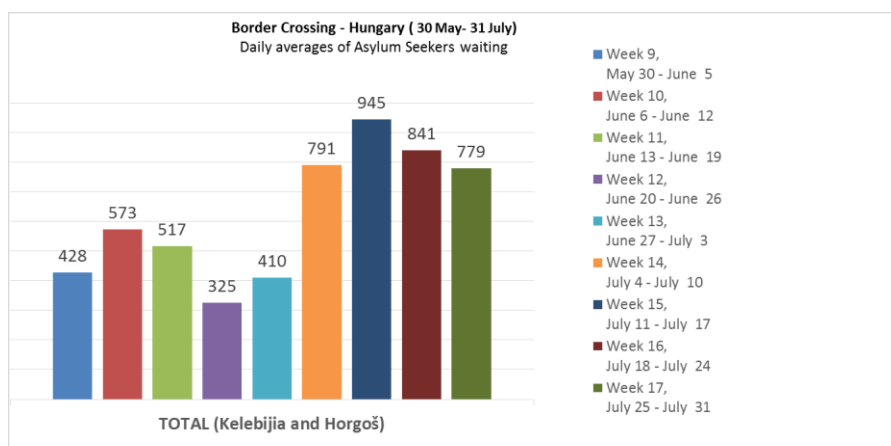
JULY 2016

### Highlights

- Amendments in Hungarian legislation allowing for pushbacks of refugees and migrants without access to asylum procedures, who are apprehended in Hungary within 8 km of the border to Serbia, came into effect on 5 July. News of these developments led to a rush to the North of Serbia, which more than doubled the number of asylum-seekers camping at the border for (re-)admission into the EU through the two Hungarian „transit zones“ at Horgos I and Kelebija within the first ten days of July (see graph no. 1).



- The Government of Serbia held an emergency session on 17 July and decided that joint police-army patrols would be placed on Serbia's borders, as well as the administrative line with Kosovo and Metohija, effective immediately, to hinder refugee/migrant smuggling activities.
- A group male asylum-seekers started a hunger strike and set afoot from Belgrade on 22 July towards the northern border in a „peace march“. Upon arrival close to Horgos I „transit zone“, they continued the hunger strike, demanding unhindered access to Hungary and raising the quota for admissions. In the absence of a response from the Hungarian authorities, the protesters ended the hunger strike on 29 July and were accommodated in one of the asylum centres in Serbia.



Graph no. 1: Daily averages of asylum seekers waiting at the border with Hungary

# UPDATE ON ACHIEVEMENTS

## Operational Context

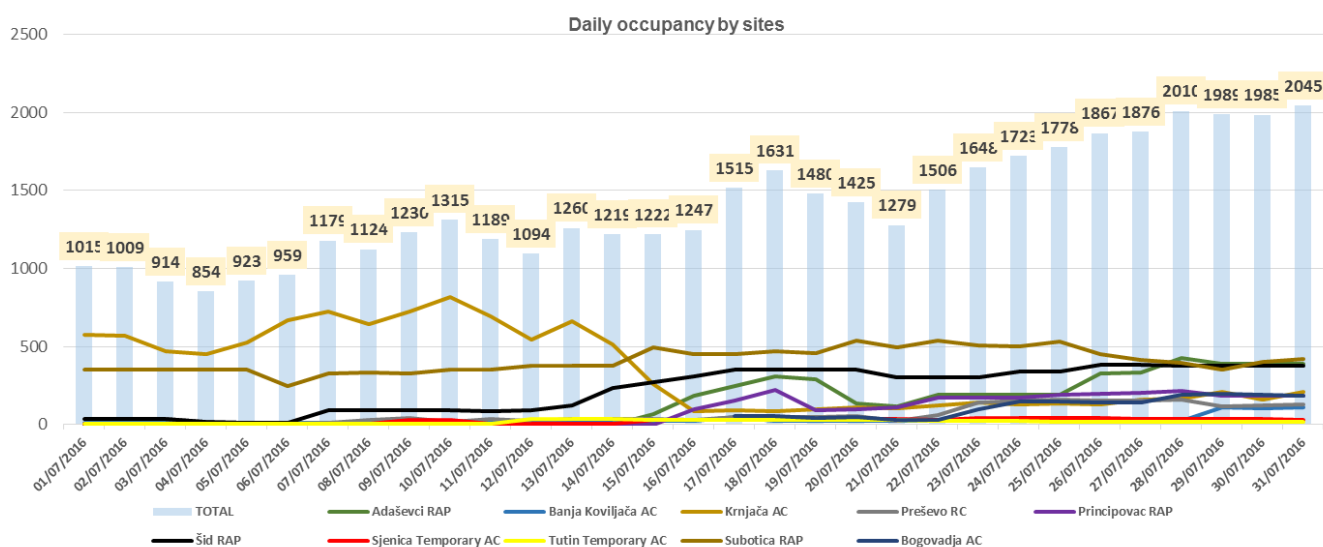
With continued irregular arrivals and limited departures, the estimated number of refugees/migrants/asylum seekers in the country rose to 3,600. UNHCR believes that during the reporting period the number of arrivals may have reduced from some 300 to an average 200 refugees/migrants per day (of which, around 62% from FYR Macedonia, 33% from Bulgaria).

Hungarian authorities continued to admit around 30 asylum-seekers through the transit zones in Horgoš and Kelebija, and the number of asylum seekers queuing at the border to enter Hungary peaked at 1,553 on 24 July. Ensuing attempts by the Serbian authorities, UNHCR and partners, to decongest the border sites by offering better conditions in governmental centres bore fruit. As a result, over 56% of aforementioned 3,600 persons were accommodated in governmental facilities, including 547 asylum-seekers in Asylum Centres and 1,498 refugees/migrants in Reception Centres/RAPs, at the end of the reporting period.

Change in admissions policy for Krnjača Asylum Centre (AC), effective as of 14 July, again disallowed unregistered refugees/migrants to use the centre. As a result, around 450 *sans papier* were overnighing in Belgrade parks, under its bridges and abandoned settlements – a picture evoking similar scenes from Belgrade parks from July/August 2015.

UNHCR and partners maintained the focus on providing food, NFIs, medical assistance and protection to asylum seekers camping at the border with Hungary and refugees/migrants present in Belgrade or in governmental facilities.

Monthly MoI Asylum Statistics for July 2016 indicate that the number of registered intentions to seek asylum in Serbia was 1,532. 47% of registered intention to seek asylum were made by men and 14% were made by women. 39% were registered for children. Most applications were made by citizens of Afghanistan (48%), Syria (18%), Pakistani (14%) and Iraq (10%). During July, two asylum-seekers were granted refugee status and two subsidiary protection, while six applications were rejected (concerning nationals of Afghanistan, Iraq and Pakistan).



Graph no. 2: Daily occupancy by site

## Achievements



### Achievements and Impact

- In Belgrade, Asylum Info Centre was involved with information dissemination (in English, French, Spanish, Arabic, Farsi and Urdu), interpretation and cultural mediation, first psychological aid, legal aid, medical aid, free Wi-Fi and phone charging services, transport to different facilities, identification and referrals of vulnerable refugees/migrants, NFI distribution etc., in cooperation with other actors and institutions. AIC assisted 8,391 refugees/migrants in total, of which 82% men, 4% women, 14% children. AIC identified 94 potential unaccompanied/separated children (UASCs). AIC also acted as a mediator between the domicile population and refugees in Belgrade.
- Belgrade Center for Human Rights (BCHR) remained present in Krnjača AC three times a week, collecting statistical data in order to follow the migration flow and reception procedures. BCHR teams were providing free legal aid to all refugees/migrants/asylum seekers in need, following up on sensitive cases and regularly visiting and counselling residents of this AC. BCHR visited other ACs in Serbia where refugees and migrants were counselled on their rights in Serbia and where the asylum procedure was explained. During July, Asylum Office granted asylum to three refugees from Cuba who were legally represented before Serbian institutions by BCHR.
- BCHR's mobile teams in Dimitrovgrad at Serbia-Bulgaria border aimed to survey if access to the territory and asylum procedure is respected, collected testimonies of potential push-backs, monitored treatment of refugees when they have crossed into Serbia and provided humanitarian aid.
- Being aware of changing trends in the migration flow, BCHR paid particular attention to cases with specific needs and increased number of sexual and gender-based violence (SGBV) victims. BCHR protection officers assisted in access to humanitarian and medical aid while legal officers ensured free legal aid and representation in the asylum procedure. Due to observed increase in the number of arrivals of single women with children, BCHR, UNHCR and Centre for social work (CSW) ensured accommodation of particularly vulnerable cases at Maternity Home in Belgrade.
- UNHCR's partner HCIT remained present both in Subotica and at Kelebija and Horgoš border crossings, conducting border monitoring and assisting refugees/asylum seekers through distribution of life-saving items and NFIs, provision of information, legal counselling, referring EVIs, providing transportation and interpretation for PoCs treated in Subotica General Hospital and Health Care Center. HCIT was also present on the Croatian border, in Šid, 7 days a week. HCIT team interviewed PoCs who reported being pushed back from Hungary (21 pushback reports were filled out referring to 373 PoCs, including women and children, as well UASCs from various countries - Syria, Afghanistan, Pakistan, Iraq, Iran, Algeria, Morocco, etc.) 14 Protection Incident Reports were filled out regarding cases of ill treatment in transit countries.
- IOM mobile teams continued with information provision and counselling on assisted voluntary return (AVR) and raising awareness on risks of human trafficking and migrant smuggling in Preševo Registration Centre (RC), Dimitrovgrad, Sid and Kelebija/Horgoš border crossing points. All necessary technical and logistic support was provided to migrants who expressed their willingness to return to the country of origin (CoO) - contacts with relevant embassies of the CoO, transfer of migrants to the embassies, assistance provided for the issuance of travel documents, travel arrangements, assistance for the movement, including the transit airport assistance and assistance upon arrival to the CoO. In July, three migrants returned to the country of origin (Morocco, Senegal and Iran) with AVR while 8 migrants are still in the process of obtaining travel documents.
- IOM provided assistance with transportation of vulnerable individuals and families from border locations (Horgoš and Kelebija) to Subotica RAP, as well as transportation of refugees/migrants from Subotica RAP to health facilities in Subotica as needed. Over 30 refugees/migrants were assisted in July. IOM staff was present throughout the week with 2/3 staff members at each location, covering two shifts during the day.
- In Preševo, IOM team continued to provide transportation assistance to vulnerable groups to local institutions/local service providers like the local health centre, CSW, etc. Over 50 refugees/migrants were assisted in July.

- UNFPA was further supporting development of gender-based violence standard operating procedure (GBV SOP) in Serbia. Following the meeting held in June, revised draft of GBV SOP document was shared with participants for further comments. The second draft of GBV SOP was revised, based on inputs from relevant stakeholders, the GBV SOP model developed in FYRo Macedonia and guiding documents for Gender Based Violence in Emergencies.
- Caritas teams for psycho-social support were providing support to refugees in Preševo and Belgrade - Krnjača Asylum Centre (AC) on a daily basis, Monday to Friday. The teams are composed of a psychologist, a social worker and an Arabic translator. The Arabic translator in Preševo is also a medical doctor and therefore was providing first medical counselling and accompanying people to the ambulance.
- Philanthropy continued with distribution of cash cards in Preševo Reception Centre (RC). 249 cash cards were donated to 426 vulnerable individuals.
- ADRA's Children's and Youth Corner in Belgrade was operational 24/7, receiving children and their families. The total number of beneficiaries was 1,947 and daily average number of visits was 60. Of the total of 1,149 children who visited the Corner, 236 were UASCs. ADRA succeeded in engaging a Farsi translator and 3 teams will now be available to assist the children. An information leaflet in English, Farsi, Urdu and Arabic was distributed to children and their families on a daily basis. ADRA also developed an evaluation tool for children in order to enable them to actively participate in current adjustments and future programming.
- ADRA team in Preševo continued its work strengthened with two additional legal officers. Their role turned to be essential and the multi sectoral teams were able to provide comprehensive service. The challenge of finding interpreters for Urdu and Farsi remained. Preševo teams started disseminating the information leaflet to the children and their families.
- On 30-31 July, Refugee Aid Serbia hosted a conference in Belgrade entitled "Deep Roots, Strong Trees" organized by Northstar. The Conference brought volunteers and activists from all along the Balkan route to give a critical eye to the situation in which they all operate. Ideas and experiences learned were shared and partnerships for the future were coined. The event was made possible with grant funding from Alumni TIES, funded by the Bureau of Educational and Cultural Affairs of the U.S. Department of State and administered by World Learning.
- Catholic Relief Services (CRS)/Balkan Centre for Migration (BCM) teams provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organisations (Philanthropy, Humedica, Save the Children, Atina, UNHCR, Indigo, ADRA, World Vision, DRC, UNICEF, IOM and MDM) and authorities (Police, Public Prosecutor in Preševo, Health Centre Preševo, General Hospital Vranje, Health Centre Šid and Public Prosecutor in Sremska Mitrovica) in 10,894 instances, in Šid, Belgrade, Subotica and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 205 instances.
- Thanks to Oxfam's support, Atina's mobile teams continued to conduct activities in Belgrade, Preševo, Šid/Adaševci and Serbia-Hungary border area, providing protection assistance to 2,100 persons during the reporting period. These activities targeted primarily vulnerable refugees, including women, children and unaccompanied minors. Outreach teams focused on providing information on the new Hungarian law that enables State authorities to expel refugees and migrants within 8 km of the border. In addition, refugees and migrants were informed of their rights and sensitised about the risks of violence and human trafficking during their journey.
- Special leaflets regarding GBV and human trafficking, intended for both refugees and professionals, were designed by Atina. The aim was to advise readers on how to recognise and react to abuse and trafficking. Distribution of leaflets will start in the first week of August.
- 18 of the most vulnerable victims identified by Atina's outreach teams were accommodated in safe shelters established with the support of OXFAM. Special protection assistance was also provided to vulnerable men.



Helping to register a newborn, Subotica (Serbia), @HCIT, July 2016

- With Oxfam's support, Atina organised recreational and awareness-raising workshops for 33 women and girls in Krnjača AC. The purpose of workshops was to give emotional support and reinforce the resilience of refugees, while stimulating a discussion on topics such as discrimination, prejudice and various other experiences during the refugees' journey. The aim of the discussions was to empower the participants, increase their confidence and create trust both among the refugee women as well as between Atina and the refugees.
- Oxfam's implementing partners, Group 484 and Atina, received permission to operate inside transit zones in the North, providing legal assistance and protection and distributing NFIs.
- JRS was providing psychological support to refugees/migrants in Belgrade city parks and supported one Syrian family in the process of obtaining necessary travel documents for travel to Germany as a part of family reunification programme.
- UNICEF-supported child-friendly spaces (CFSs) continued to be operational in Preševo and Krnjača with the Danish Refugee Council (DRC). The UNICEF-supported child-friendly space in Šid was re-opened in cooperation with DRC on 22 July. 1,427 children received psycho-social support in the UNICEF-supported CFSs and mother and baby corners. DRC/UNICEF team referred 17 children and 5 mothers/caregivers to medical services and referred 5 UASCs to CSW.
- UNICEF continued supporting the Centres for Social Work (CSW) in Preševo and Belgrade and the Belgrade Centre for Education of Children and Youth. This support was aimed at ensuring timely and adequate care and the timely appointment of guardianship authority and accommodation for unaccompanied and separated children (UASCs). UNICEF is currently extending its support to CSW in Subotica and Šid.
- UNICEF is in the process of printing endorsed Standard Operating Procedures (SOPs) for UASCs.
- With UNICEF's support, 18 frontline workers were trained on child protection standards/child protection in emergencies.
- UNICEF was strengthening the role of the Association of Professionals in Social Work in order to advance the capacities of social services to identify and respond to the most vulnerable refugee/migrant children.



Child-friendly space in Adaševci, Šid (Serbia), @SOS CV, July 2016

- UNICEF was supporting the CSW to start organising regular child protection coordination meetings with partners at the local level. Two meetings were conducted in July (1 and 29 July), where the issues of smuggling and potential trafficking risks were highlighted.
- NRC-Praxis continued providing protection by presence and information to refugees/asylum seekers at various locations in Belgrade 24/7, related mainly to present situation, seeking asylum in Serbia, AVR, available services (food, NFIs, accommodation). Field staff accompanied refugees/asylum seekers to register in the Police Station in Savska Street. NRC-Praxis also identified vulnerable refugees (families with children, persons in need of medical assistance, UASCs, persons in need of legal assistance or wishing to return to the country of origin) and referred them to other organizations for targeted

assistance. NRC-Praxis also continued to record cases of mistreatment and abuse of refugees in the countries along the route (primarily FYR Macedonia, Bulgaria, Serbia, Hungary). NRC-Praxis recorded an average of 100 new arrivals daily in Belgrade (approx. 120/day in the first half of the month, and approx. 80/day in the second half).

- NRC-Praxis assisted over 2,800 refugees/migrants/asylum-seekers in total with protection services. At the end of July, NRC-Praxis completed the implementation of its ECHO-funded project, with teams concluding field implementation as of July 29.
- To enable refugees to communicate with their families or friends while travelling through Serbia, Mercy Corps continued distribution of SIM cards to vulnerable refugees/migrants leaving Presevo RC. 247 SIM cards were distributed. For those who could not communicate via Internet, Mercy Corps continued provision of free international calls to landline and mobile numbers in 25 countries on several continents.
- As required, Mercy Corps Presevo team provided RC Presevo to Presevo centre or nearby towns, Bujanovac or Vranje.
- In partnership with SOS Children's Villages, Mercy Corps continued the provision of internet connection services in several locations, including in Presevo RC, Miksaliste in Belgrade, Krnjaca AC and Sid RAP. IT corner in Krnjaca AC

was set up on 15 July and over 489 asylum seekers/refugees used the IT corner to get in touch with their families or gather relevant information. Another IT corner was equipped and put to use at Miksaliste in downtown Belgrade.

- With technical assistance and communication equipment provided by Mercy Corps, two mobile teams ran by Divac Foundation and iHo organization were providing communication services close to the northern border crossing with Hungary (Subotica). The assistance provided included Wi-Fi internet, IT corner and charging stations.
- On 19 July, SOS CV Serbia reopened the CFS at Adaševci RAP. Mothers were able to get support regarding nutrition of children. 300 services were provided for 70 children within 42 different activities. On 21 July, SOS CV Serbia established CFS in Principovac RAP and provided 250 services for 50 children in 36 various activities. SOS CV Serbia mobile teams worked intensively on child protection, including 15 cases that were referred to Belgrade CSW and MSF and MDM medical teams working in Belgrade.
- In Belgrade center, SOS CV provided translation in 453 instances and practical information in 546 instances. 475 refugee/migrant children were supported through first psychosocial support and NFIs/food (896 NFIs and 804 FIs). In Krnjača AC, SOS CV provided translation in 245 instances and practical information in 353; in total 128 children were supported through first psychosocial support, and 296 NFIs and 648 FIs were distributed. In Šid, SOS CV provided of translation in 16 and practical information in 39 instances. 248 children were supported through first psychosocial support and 726 NFIs and 270 FIs were distributed. In Subotica, translation was provided in 48 instances, practical information in 48 instances. 53 children were supported through first psychosocial support and 638 NFIs and 452 FIs were distributed. In Adaševci RAP, 300 services were provided to 70 children through the CFS and translation was provided in 270 instances. 221 NFIs and 40 FIs were distributed. At Principovac RAP, 250 services to 50 children were provided through the CFS, translation was provided in 304 instances 201 NFIs were distributed.
- DRC interpreters assisted around 420 beneficiaries in Krnjaca AC and Banja Koviljaca AC.
- DRC/ECHO protection teams continued with activities in the following locations: Presevo, Dimitrovgrad, Subotica, Sombor, Sid and Belgrade. While keeping track of new arrivals, DRC Protection Officer provided information to more than 2,500 persons and protection response to 1,500 persons, conducting internal and external referrals. DRC mobile teams continued to monitor cases of human trafficking and related incidents and referred information to UNHCR and other relevant parties. DRC Protection Officers from Afghanistan and Iraq, together with Child Protection Officer and Women Protection Councillor, were closely following up on individual cases of EVIs. Special attention was given to assessing the needs for mediation in mixed structures of refugee and migrant population.
- SOS CV provided 1,118 services including provision of practical information and provision of translation, for 765 adults. The SOS CV Family room in Preševo provided 576 services to children. Youth Corner, within the Family Room in Preševo, focused on workshops and lectures which provided psychological support for unaccompanied minors, led by professional educators 167 young persons attended the YC.
- SOS CV ICT corner in Preševo included 4 computers with access to Internet and provided 408 services. In Šid at the Train Station point 630 WiFi connections were enabled, in Preševo 630 WiFi connections and 410 charging services, in Belgrade at Miksalište 1,430 WiFi connections and in Krnjača 1,980 Wifi connections and 500 charging services.
- SOS CV Super Bus mobile team, organized outdoor educational, recreational, creative activities for refugee children and young people (23 activities and 491 services) and distributed NFIs (504 hygienic packages for children and women).
- NGO Atina was providing direct support to the most vulnerable refugees/migrants in Belgrade, Preševo, Šid, Subotica and Banja Koviljača. Atina mobile teams are made up of professional, licensed social workers and psychologists who have experience in working with survivors of GBV and human trafficking. Over 300 refugees/migrants were assisted in the field and long-term support was provided to 20 persons.
- With the support of TDH, Novi Sad Humanitarian Centre (NSHC) provided services 7 days a week in the MBC in Miksalište in Belgrade, and outreach activities in Subotica, to 1,770 children and 182 parents; 841 beneficiaries



Children playing, Kelebija (Serbia), @UNHCR, July 2016

benefited from psychological first aid and support activities. With the support of CARE, 634 beneficiaries in Belgrade and Subotica were included in outreach recreational and leisure time activities with children and youth.

- Divac Foundation organized “Art and craft” workshops twice per week at Miksalište in Belgrade, funded by USAID.
- UNHCR’s partner HCIT assisted around 2,800 refugees/migrants/asylum-seekers through distribution of life-saving items (food, water and NFIs), through information dissemination of practical and legal information (at least 850 were informed of the right to seek asylum in Serbia and related procedure). HCIT continued to identify EVIs including PWSNs and UASCs and to make referrals. HCIT team assisted families with newly born babies in Subotica Town Hall to obtain birth certificates. HCIT also identified two separated families, documented cases and made necessary actions towards reunification.
- HCIT assisted and accommodated/transported some 135 EVIs and PWSNs from different countries (mostly Afghanistan, Syria and Iraq) from Subotica bus station and northern border crossings to Subotica RAP, Subotica General Hospital and Health Care Center and provided interpretation. Among them there were newly born babies, pregnant women, small children under 5 years old, sick and vulnerable population (cancer and heart patients) etc.
- HCIT interpreters assisted social workers of Subotica CSW regarding several separated minors staying in Subotica RAP and referred two UAMs identified at the bus station to CSW.
- On 27 July, Save the Children and the Ministry of Labor, Employment, Veteran and Social Policy signed a Memorandum of Understanding (MOU) to further cooperate on the protection of children in transit through Serbia.
- SC and partner organizations in Serbia, reached a total of 1,745 beneficiaries, out of which 966 were children. 61 cases of unaccompanied minors were identified, many of whom were pushed back from Hungary.
- SC began a new PSS methodology project with C31 - Center for Developing Children's Rights Culture, which aims to build capacities of field workers in Belgrade and Preševo.
- SC continued to operate mobile protection teams in Preševo, a CFS and Youth Corner in Miksalište, and a 24/7 Drop-in Center and MBC in Asylum Info Center, also involving distribution of SC hygiene kits.
- SC held a training of trainers (ToT) on Psychological First Aid for child practitioners in Belgrade (11-14 July), as a second phase of UNICEF-funded project.

## Identified Needs and Remaining Gaps

- Inconsistent registration practices and lack of capacity in Savska St. police station in Belgrade.
- Lack of organized, free transport from Belgrade to Krnjača AC and other ACs.
- New AC’s admission policy of accepting documented refugees only, resulting in lack of accommodation for refugees/migrants in Belgrade.
- Legislation change in Hungary resulted in numerous pushbacks, including violent ones.
- Reports of mistreatment and abuse of refugees/migrants along the route, especially in Bulgaria.
- Need for strengthened coordination among actors in the field regarding GBV case management: field staff showed insufficient familiarity with the basic principles of working with persons who survived GBV (confidentiality, non-discrimination, participation, respect for the beneficiary, etc.). Due to restricted access to “transit zones” in the North for both state and non-state actors, a clear referral pathway is yet to be fully implemented.
- More Pashto interpreters/cultural mediators were needed.
- Female Farsi translators were both rare and needed for working with mothers and children.

## Education

### Achievements and Impact

- Oxfam’s implementing partner Atina, held 4 weekly English lessons for 4 women and 6 children in the organisation’s Reintegration Centre.
- UNICEF, in cooperation with the Ministry of Education (MoE) and the Serbian Commissariat for Refugees and Migration (SCRM), continued to work on designing education interventions and implementation plans in order to meet the needs of school-aged children who have become stranded in Serbia. Discussions were held with the

Faculty of Philology of the University of Belgrade and DRC on the preparation and piloting of Serbian as a foreign language module for schools.

- An assessment related to the support to children who are currently in the education system and who do not speak Serbian was conducted and the recommendations were shared with MoE, the SCRM and the NGOs. These recommendations will be used in designing a package that will support the education of school-aged refugee and migrant children stranded in Serbia.
- Workshops for children conducted by DRC facilitators in Krnjača AC and Banja Koviljača AC were attended by 73 children, while the language classes were organized for 59 asylum seekers. The number of 5 AS participated in the sewing classes in Banja Koviljača AC.
- Atina conducted educational activities in several locations: at the Reintegration Center in Belgrade and Krnjača AC, beneficiaries attended English language lessons, literacy classes, and education on important topics such as: gender roles, recognizing gender-based violence, human rights, etc. as well as workshops on creating jewellery out of clay and workshops in painting.
- SC conducted an Education Needs Assessment to provide feasible recommendations on how to establish and improve educational interventions as an integrated part of SC's Child Protection program for refugees/migrants/asylum-seekers.

### Identified Needs and Remaining Gaps

- Access to education for longer-staying refugees-asylum seekers and migrant children still needs to be secured.
- Strategize the provision of emergency education kits in RAPs.



## Health

### Achievements and Impact

- Two UNHCR/DRC medical teams, engaged through Primary Health Centre Preševo, assisted 970 refugees/migrants/asylum seekers in Preševo RC. Another 1,164 refugees/migrants were assisted by the two UNHCR/DRC medical teams engaged through Primary Health Centre Zemun at the Medical Container in Bristol park in Belgrade. In close cooperation with the Ministry of Health and the SCRM, UNHCR/DRC expanded the existing activities through engagement of two medical teams (doctor of medicine and medical technician) through Health Centre Palilula, to ensure continuous access to health care for asylum seekers accommodated in Krnjača AC, where 530 asylum seekers were assisted. Medications were provided through contracted local state pharmacies, funded by UNHCR.



Helping with interpretation in Subotica general hospital, Subotica (Serbia), @HCIT, July 2016

- DRC Medical Team continues to organise referral and follow up of identified and hospitalised EVIs Serbia-wide, in order to provide them with additional support. In addition to close cooperation with the Institute for Public Health, regarding provision of Disinfection measures (DDD), epidemiological supervision and reporting on infective diseases, health promotions were regularly conducted by DRC, concerning personal hygiene and prevention of infective diseases, as well as, other similar topics requested by refugees.
- UNFPA mobilized funds for field activities. As of August, UNFPA will, through its implementing partners, support capacity-building, workshops with women and girls and service provision in mobile clinics for integrated sexual and reproductive health (SRH) and GBV response in emergencies. This will contribute to

increased availability, accessibility, acceptability and quality of reproductive health and GBV (medical response) services for refugee and migrant women and girls transiting through Serbia.

- Refugee Aid Serbia (RAS) provided 4 wheelchairs and 3 pairs of crutches for the Crisis Response and Policy Centre in Belgrade.
- AIC provided identification, needs assessment, referral to medical institutions and follow-ups of the EVIs in Belgrade, and cooperated with the medical container Zemun HC-UNHCR/DRC on site-medical teams (interpretation/cultural mediation and transportation to secondary medical facilities) in 66 instances.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Subotica and Preševo in 2,159 instances.
- UNICEF continued to support the mother-and-baby corner (MBC) in Preševo in partnership with DRC. UNICEF-supported MBC in Šid was re-opened on 22 July in cooperation with DRC. 787 infants (under 2) accessed UNICEF-supported mother and baby care centre nutrition services in the reporting period.
- UNICEF, together with UNHCR and HCIT, was providing age-appropriate food at the northern border.
- UNICEF organised a visit to the two northern border crossings and Subotica RAP, with representatives from the National Institute of Public Health, two Regional Institutes for Public Health and two Primary Health Centres, who visited the informal camping areas in the north for the first time.
- Rapid Assessment of the nutritional status of the children on the northern border has been agreed upon with the National Institute of Public Health and its planning is ongoing.
- UNICEF, in close collaboration with UNHCR, was assisting in the referral of vulnerable children and mothers and those with health issues. UNICEF deployed translators, who were assisting UNHCR and other partners to assess vulnerabilities.
- UNICEF was working with the Institute of Public Health on the preparation of the new recommendations for food baskets that would include children up to 5 years of age to receive hot meals and more diverse food.
- 3 EVIs were assisted with wheelchairs/crutches by HCIT (IRC program).

### Identified Needs and Remaining Gaps

- “Home care” of post-hospital patients – challenging in ACs.
- Issue of long-term psychological/psychiatric care of patients in need of it.
- Lack of hygienic infrastructure (toilets, water sources) in Belgrade central area.



## Food Security and Nutrition

### Achievements and Impact

- Philanthropy continued with hot meals and fresh fruit distribution in Preševo for all people passing through the RC or staying in it. In Šid, Philanthropy distributed hot meals and fresh fruit at the train station. From July 18, Philanthropy started with distributions in Principovac as well. Approximately 9,000 hot meals were distributed. Philanthropy also introduced distribution of hot meals and food packages in Belgrade parks and distributed 11,200 food parcels in total.
- In Preševo, Caritas provided 1,550 portions of cooked lunch, 3,910 fresh breakfast pastries, 4,650 bottles of chocolate milk and 5,300 bottles of yogurt. Caritas was also providing hot tea from its container at Preševo RC. 9,700 cups of tea were distributed. In Belgrade (Krnjača, Info Park and Miksalište), Caritas provided 6,500 bottles of water and 30,400 portions of fresh pastry. In Šid, Caritas distributed 4,480 portions of fresh pastry, 574 bottles of milk for children and 6,360 bottles of water. At the border with Hungary (Subotica RAP and Kelebija border crossing), Caritas provided 1,005 food packs and 13,548 bottles of water.
- In Belgrade, RAS distributed 7,040 of warm meals, 124 kg of fruit, 7,040 bottles of water, 6 kg of dates and 6 food packages.
- UNHCR and partners AIC and HCIT distributed 1,048 kg of high-energy biscuits, 6,477 food cans and 14,815 litres of water.

- Jesuit Refugee Service (JRS) distributed 1,592 soups, 447,5 l of milk, 151 kg of fruit and 215 l of water to refugees/migrants in Belgrade.
- NRC and Praxis continued distribution of dry food packs, usually at night, focusing on new arrivals to Belgrade, and assisted over 700 women, men, girls and boys. Praxis also assisted Info Park in distribution of meals in the park by the Info Park cottage by providing assistance in crowd control.
- DRC/UNICEF Mother and Baby Corner (MBC) in Preševo provided nutrition support to 154 babies, while 149 mothers received IYCF counseling.



Following the end of their 6-day hunger strike, protesters received their first food, Horgos (Serbia), @HCIT, 29 July 2016

- Within the DRC/UNICEF MBC in Šid, nutrition support was provided to 85 babies, while 64 mothers received IYCF counseling.
- In Preševo RC, DRC distributed 4,398 FIs, including 2,300 warm meals, water and chocolate milk.
- NSHC and CARE provided 5,400 food packages (3,060 in Belgrade and 2,340 in Subotica area) to refugees-migrants.
- As of 20 July, Divac Foundation and CRS were providing breakfast for all asylum-seekers accommodated in Adaševci RAP (app. 450 parcels/day). Divac Foundation and Miksalište were providing dinner for refugees/migrants in Belgrade parks (app. 200 parcels/day)
- Divac Foundation and IRC ran a Social café in Krnjača AC. They were providing tea and coffee for

refugees/migrants/asylum-seekers in the center, also board games and organization of sports activities.

- SC started with the distribution of supplementary food kits for children in Belgrade at the Asylum Info Centre.

### Identified Needs and Remaining Gaps

- Continue Belgrade coordination of food-distributing actors to avoid overlapping and optimize resources.
- Promote hot meals distribution in Krnjača AC for all individuals hosted in the centre.



## Water and Sanitation

### Achievements and Impact

- Together with MSF, CARE, NRC, Save the Children and ECHO, Oxfam established an informal coordination meeting to follow closely the WASH situation in the North and try to urgently address the basic needs of the refugees, by providing drinkable water, installing a sewage system and showers, and distributing basic NFIs (hygiene items and clothes). Care and MSF were installing the WASH facilities, while Save the Children and Oxfam were distributing NFIs through their implementing partner Group 484.
- On July 5<sup>th</sup> Save the Children contracted a waste removal company to begin removal of the high amounts of waste collecting on the Serbia-Hungary border through the end of August.

### Identified Needs and Remaining Gaps

- Showers remained a necessity in the two border crossings to Hungary where asylum seekers were queuing to enter– Horgoš I and Kelebija. MSF was hoping to be able to install bucket showers in the coming weeks on the Hungarian soil outside the two “transit zones”.

## Shelter and NFIs

### Achievements and Impact

- In Preševo, Philanthropy distributed clothes for app. 200 adults and 100 children, as well as 300 hygiene kits.
- Caritas provided 240 hygiene packs for adults and 192 hygiene packs for babies in Belgrade (Krnjača AC and Miksalište).
- In Belgrade, RAS distributed 240 Women hygiene packs, 196 babies and children packs, 122 combs, 375 packs of tissues, 239 bars of soap, 61 toothpastes, 427 razors, 131 antibac gels, 720 packs of wet wipes, 237 men's T-shirts, 90 pairs of underwear, 302 pairs of socks, 50 caps, 15 trousers, 32 jumpers, 50 sets of women's clothes, 40 sets of children's clothes, 12 pairs of shoes, 20 baby bags and 33 women's bags.
- UNHCR and partners AIC and HCIT distributed 210 blankets, 364 backpacks, 9,748 plastic bags, 718 hygiene kits, 145 sleeping bags, 299 socks, 472 adult T-shirts, 17 children's T-shirts, 338 pairs of shoes, 1,537 raincoats, 193 baseball caps, 62 tracksuits, 352 pairs of underwear and 10 plastic sheets. AIC also distributed items donated by Divac Foundation, ADRA, Save the Children, OXFAM, RAS, DRC, Praxis, Miksalište, DM Drogerie, SOS Children's Villages and private donors.
- Oxfam's partner Group 484 secured permits for NFIs distribution at the border with Hungary. Procurement procedure for hygiene items, underwear and socks is underway and the items will be distributed during August 2016.
- In coordination with UNHCR and Save the Children, Oxfam initiated an effort to establish a joint distribution centre for all major local and international organisations in Serbia. The day to day activities of the distribution centre are managed by UNHCR while Save the Children is developing KoBo monitoring and evaluation application.
- UNICEF, through its partners DRC (in Preševo, Šid and Belgrade) and HCIT (in Kelebija and Horgoš), reached 1,303 children with basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene.
- NRC-Praxis procured 500 additional pairs of trainers and continued the distribution of the remaining stock of trainers, trousers, T-shirts, socks and hygiene kits, assisting over 3,700 refugees/migrants.
- Within the UNICEF/DRC CFS in Preševo RC, 110 children were supported with hygiene items, 154 with nutritional support, while 149 mothers received IYCF counseling. DRC also distributed clothes, footwear and underwear to 446 persons in Preševo.
- Within the ECHO funded project, DRC provided clothes, footwear and underwear to Subotica RAP for further distribution to those in need and conducted two NFI distributions at Subotica bus station and in Kelebija. Around 200 asylum-seekers were assisted. 177 persons in Šid RAP and 180 persons in Adaševci RAP received clothes, footwear and underwear from DRC. 13 persons were assisted with NFIs (clothes, footwear and underwear) in Dimitrovgrad area in cooperation with the authorities.
- In Preševo RC, DRC mobile team distributed 2,529 NFIs, including hygiene for children and women.
- Atina ran four shelters for victims of GBV, human trafficking and particularly vulnerable refugees/migrants. Thirteen persons were sheltered in July, five of whom had been accommodated for several months. The shelter program includes not only accommodation, but is a comprehensive program of social inclusion. Atina is operational 24/7 on the territory of Belgrade, and urgent accommodation is available any time.
- NSHC and TDH provided 9,895 pcs of summer clothes, footwear, and hygienic items to 3,826 beneficiaries: children (1,859), women (610) and men (1,357).
- NSHC and CARE provided 415 pairs of socks, 480 T-shirts, and 380 pcs of underwear to refugees/migrants in Belgrade and Subotica.



Improvised shelters at the border with Hungary, Kelebija (Serbia), @UNHCR, July 2016

- CRS and Divac reconstructed one barrack in Krnjača AC, while reconstruction of another two barracks is planned to be finished at the end of August.
- Divac Foundation will establish and equip CFSs in Tutin and Sjenica ACs, through the USAID- funded project “Support to Local Communities in Response to Refugee Crisis”. Under the same project, Divac will provide lighting at Bujanovac RC.
- Oxfam purchased 300 mosquito repellents which were distributed in the transit centre and Subotica RAP in collaboration with Save the Children and Group 484.



Line for NFI distribution at the northern border, Kelebija (Serbia), @HCIT, July 2016

- SC and HCIT were distributing solar lamps, sleeping bags, flash lights and children on the move kits in Subotica.
- SC and Group 484 received authorization to start NFI distributions in both “transit zones” at the border with Hungary and will begin the distributing in August.

### Identified Needs and Remaining Gaps

- Erected fences and changed Belgrade bus station Park’s landscape prevented the refugees/migrants from putting up shelters. Still, around 450 refugees/migrants on average overnights in Belgrade’s parks, under the bridges and in abandoned settlements in the second half of July, for lack of other accommodation options, owing to the fact that Krnjača AC started accepting only registered asylum-seekers as of 14 July.

- There was a need for additional summer clothes and footwear in Belgrade and the northern border.
- Upgrade reception capacity in Subotica RAP to alleviate overcrowded conditions.



### Support to local communities

### Achievements and Impact

- NSTR

### Identified Needs and Remaining Gaps

- NSTR

## Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee Theme Group (RTG)**, which meets fortnightly under UNHCR chairmanship. The RTG coordinates the 4 sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the Ministry of Labour, Employment Veteran and Social Policy (hereinafter: MoL) & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by Serbian Commissariat for Refugees and Migration (SCRM), MoL & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by the Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Local Self-Government & UNDP). The RTG met on 1<sup>st</sup>, 15<sup>th</sup> and 27<sup>th</sup> July.
- Ad hoc Coordination Meeting of humanitarian partners operating in Belgrade, chaired by UNHCR, took place on 15<sup>th</sup> July.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 28<sup>th</sup> July in Belgrade. It is the key coordination mechanism for agencies/NGOs operational in the country, as well as a source of information for donors/diplomatic missions who attend its meetings as observers. RPPWG has over 150 members and meets on a fortnightly basis. Under UNHCR lead, RPPWG has given rise to three sub- working groups (SWGs) on: a) Information for Refugees, b) Child Protection and c) Non-Food Items (NFIs).
- The monthly **Partners' Briefing**, where UNHCR/UNRC, Ministry of Foreign Affairs and MoL/Chair of Government WG on Mixed Migration update the diplomatic corps/donors and NGOs on the refugee/migrant situation and the response of UN agencies and their partners in the previous period, took place on 29<sup>th</sup> July in Belgrade.

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### Links:

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