

# Serbia

April-June 2018

## KEY INDICATORS

1,561

Registered intentions to seek asylum in Serbia

30%

of registered refugees and migrants were minors

58

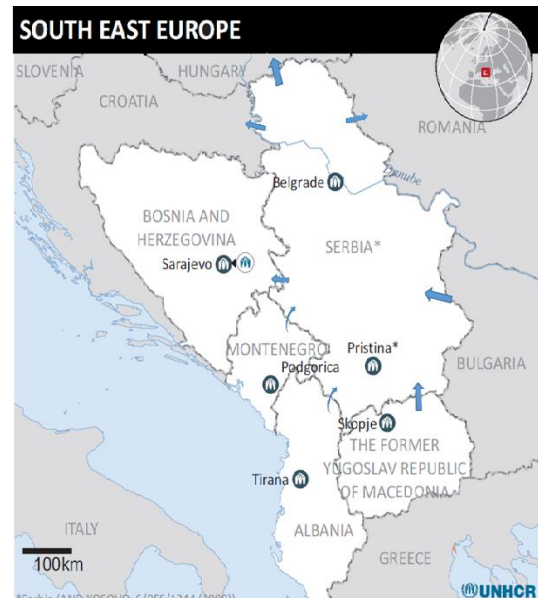
Applications for asylum

7

Persons granted refugee status

7

Persons granted subsidiary protection



- UNHCR and partners observed/assisted 3,165 newly arriving refugees/migrants/asylum-seekers. 77% irregularly arrived from FYRo Macedonia, 10% from Bulgaria, 9% by air and 4% from other directions. 44% claimed to be nationals of Pakistan, 21% of Afghanistan, 12% of Iraq, 10% of Iran, 3% of Syria and 10% of other countries. 76% were men, 7% women and 17% children. This constitutes a high increase of **new arrivals**, as during the first quarter of 2018, UNHCR and partners observed only 949 new arrivals, of which 48% arrived from FYRo Macedonia, 28% from Bulgaria, 19% by air, etc. During the first quarter, 33% of all new arrivals were women and children (incl. families), and 25% claimed to originate in Pakistan, 21% in Iran, 18% in Afghanistan, 17% in Iraq and 11% in Syria.
- Residents of many centres joined **Easter celebrations** of local communities. Refugee women exhibiting handicrafts they had produced in Pirot and Divljana Reception Centres (RC) at Easter bazaars in Pirot, while refugee children joined Serbian and foreign children at the International Easter Festival in Bosilegrad.
- On 11 April, Belgrade Centre for Human Rights (BCHR) presented their annual report "[The Right to Asylum in Serbia 2017](#)". In mid-June, BCHR issued its [Periodic Report on the right to seek asylum in Serbia for Jan-March 2018](#). The Periodic Report contains an analysis of the new Law on **Asylum** and Temporary Protection which came into effect on 3 June.
- Over 90% of school-aged refugee children continued attending local primary **schools**.
- UNHCR and Ministry of Labour, Employment, Veteran and Social Affairs (MoLEVSA) signed a MoU in the last week of April on jointly ensuring a safer, more appropriate **accommodation for UASC**, and, soon after, the first four UASC were relocated from Krnjača Asylum Centre to "Zmaj" and "Vodovodska" specialized state facilities for unaccompanied minors in Belgrade.
- On 11 May, UNHCR organised a Conference "10 Years of the National **Asylum** System in Serbia and the Way Forward", which was opened by the Minister of Labour Mr. Zoran Đorđević, the State Secretary of the Ministry of Interior Ms. Biljana Ivković-Popović and the Deputy Commissioner for Refugees and Migration Ms. Svetlana Velimirović, and gathered government and civil society experts in three panels.
- World Refugee Day** paid respect to all forcefully displaced persons in Serbia. Refugees shared their stories at a "Live books" event of the Ana and Vlade Divac Foundation. Refugee and local school children, UNHCR, SCRM and local authorities planted trees at a primary and a secondary school in Preševo, while UNHCR partner Indigo planted roses in the Reception Centre. UNHCR partner Psycho-Social Innovation Network drew attention to the local integration potential of refugees at a Humanitarian Artwork Auction. On 20 June, a young asylum-seeker who recently completed training as a cook, the Serbian Commissioner for Refugees and Migration Mr. Vladimir Cucić and the UNHCR Representative addressed a small reception for refugees and partners in Belgrade.

# Update on Achievements

## Operational Context

Growing new arrivals appeared to be almost offset irregular departures, mainly to Bosnia and Herzegovina, stabilising the number of new refugees, asylum-seekers and migrants counted in Serbia on 30 June to 3,000, of which 2,700 (90%) were housed in 18 governmental centres (decrease from 3,500 accommodated and 3,900 counted as present in the country overall at end-March 2018). Around 150 refugees/migrants were reportedly staying rough in Belgrade city centre, around 50 in the Western border area and around 50 in the North.

On 22 May, authorities gathered 76 single migrant men, who were sleeping rough in the vicinity of Sombor, and transported them to Divljana, Pirot and Bosilegrad Reception Centres.

Close to 50% of residents in governmental centres were from so-called refugee-producing countries: Afghanistan (36%), Iraq (11%) or Syria (2%). 25% were children, 14% adult women and 61% adult men. Sixty-six UASC were accommodated in governmental facilities, comprising 2% of the total number of refugees/migrants/asylum-seekers in governmental shelters.

The number of testimonies of collective expulsions into Serbia again increased – 1,385 persons were reportedly expelled from Croatia, 464 from Hungary, 386 from Bosnia and Herzegovina and 124 from Romania, with many alleging to have been denied due access to asylum procedures and some to have been maltreated.

In Apr-June, 1,963 foreign nationals registered intentions to seek asylum in Serbia. 60% were men, 10% women and 30% children. Most intentions were registered by citizens of Pakistan (26%), Afghanistan (25%), Iran (23%), Iraq (11%), Libya (4%), Syria (3%), as well as other nationalities (8%). The Asylum Office granted seven applicants refugee status and awarded another seven with subsidiary protection.

Hungary continued to admit 10 asylum-seekers per week on average. In Apr-June, 129 asylum-seekers were admitted into procedures in the so-called “transit-zones” of Hungary (compared to 269 in Jan-March). IOM assisted the repatriation of 65 migrants through assisted voluntary return (AVR) and UNHCR the resettlement of 13 refugees.



*Refuge/migrant children perform “Snow White and the Seven Dwarfs” within UNICEF-supported creative workshop in Kikinda Transit Centre, © UNICEF Serbia/2018*

## Achievements



### PROTECTION

#### Achievements and Impact

- More than 20 UNHCR staff and 100 partner staff continued conducting protection monitoring activities covering 23 sites throughout Serbia. They informed refugees, asylum-seekers and migrants of their rights and of services available, including the risks associated with trafficking and smuggling. Through its official launch in March, UNHCR and partners began utilising the new Border Protection Monitoring Information Management System (BPM-IMS) tool for systemic profiling of new arrivals and basic information related to border and non-border related protection incidents. Over 4,000 arrivals and 3,400 push-backs have been recorded through the system since its roll-out.
- UNHCR continued to strengthen its individual case management system, the proGres v4 database. To date, a total of 3,999 interventions are recorded in proGres v4. Specifically, the top five intervention areas were psychosocial support (PSS) (31%), legal aid (31%), mediation (23%), skills training (10%) and advocacy/direct interventions (5%). As at end-June, 3,395 active cases were registered in proGres v4.
- In April, MoLEVSA issued an Instruction on the accommodation of UASCs in social protection institutions. The instruction included individual interviews with UASCs and assessing where a child should be accommodated, in line with his/her best interest. Accommodation includes: foster families (especially for UASCs under 14), social protection institutions (3 were initially identified for urgent accommodation), accommodation of UASCs (both short-term and long-term). Three institutions were identified for accommodation of UASCs with a total capacity of 45 (Belgrade-Zmaj, Vodovodska and the Institution for Children and Youth in Niš). UNHCR began supporting these three social protection institutions by providing 25 additional staff (19 professional staff/educators and 7 technical staff) and supporting small repairs/renovations.
- In May, UNHCR began implementing a pilot project on guardianship in Belgrade by supporting the guardianship body to implement effective guardianship service in line with international standards. As at end-June, 90% of children staying in government-run facilities were appointed with a guardian who was in daily contact with them. Guardians are trained, officially appointed and supervised by the guardianship body, have experts' support in their work and are fairly compensated (which was not the case in 2017).
- SGBV cases were routinely identified and reported by UNHCR and partner staff through protection monitoring. During the reporting period, UNHCR identified 2 new cases and followed up on 31 SGBV cases countrywide. The identified new cases were victims of domestic violence, sexual abuse, and single women in need of shelter. All new cases were provided with legal assistance, appropriate accommodation, registration for intention to seek asylum certificate (ISAC), and medical and psychological assistance. The follow-up of previously identified cases was conducted to monitor the situation of the respective survivors and provide any assistance as required.
- UNHCR continued to submit cases in the current pipeline for resettlement (RST); during the reporting period, 13 refugees were resettled to Finland and Sweden.
- UNHCR continued its cross-border missions with neighbouring UNHCR operations to establish and improve operational cooperation and information-sharing, as well as to facilitate working-level contacts with authorities. To this end, UNHCR conducted/received 3 missions to discuss best

practices and current developments (1 to Croatia, 1 to Hungary and 1 by the Regional Representation for Central Europe (RRCE)).

- UNHCR conducted the Age, Gender and Diversity Mainstreaming (AGDM) Refresher Session for all UNHCR partners as well as staff from the Serbian Commissariat for Refugees and Migration (SCRM) and the Asylum Office to enhance the understanding of the basic principles of UNHCR's AGDM approach and its methodology to better assess and review the contextual needs of Persons of Concern (PoC) and operational priorities.
- UNHCR held a Training of Trainers (ToT) Workshop on the Protection of Sexual Exploitation and Abuse (PSEA) for UNHCR partner focal points, focusing on aspects of UNHCR Serbia's Standard Operating Procedures (SoP), internal PSEA procedures and risk assessment.
- During the second quarter, the Belgrade Centre for Human Rights (BCHR) continued regular presence in all five Asylum Centres (AC) and in Reception Centres in South Serbia. BCHR legal officers conducted six visits to each of the following centres: Sjenica Asylum Centre (AC), Tutin AC, Preševo RC and Bujanovac RC. BCHR also visited Vranje and Bosilegrad RCs twice. Asylum Centres Banja Koviljača and Bogovađa were visited three times.
- BCHR provided legal counselling to refugees/migrants in Krnjača AC during nine visits.
- Besides asylum and reception centres, BCHR provided free legal aid to persons detained in the Shelter for Foreigners in Belgrade city and at Belgrade Airport.
- Aiming to provide support in integration, BCHR assisted asylum-seekers and persons granted asylum with: obtaining personal documents, a personal identification number, work permits, assisted them in preparation for accessing the labour market, in accessing re-qualification courses, in legalisation of diplomas, opening of bank account and obtaining support from SCRM and UNHCR. In the reporting period, nine clients of BCHR obtained a personal identification number; nine were issued with work permits and nine were supported in moving to a private address and starting a life outside reception centres.
- BCHR created and distributed brochures in Farsi, Arabic and English for persons granted asylum, containing information on basic rights they enjoy and obligations pertaining to their status.
- In cooperation with the UNHCR, Gesellschaft für Internationale Zusammenarbeit (GIZ) Office Serbia and Shawarma Bar in Belgrade, three BCHR clients successfully completed a professional cooking course. Two of them were gained employment with Shawarma bar.
- In the reporting period, Asylum Office granted one BCHR client from Pakistan subsidiary protection. BCHR provided legal representation in nine procedural actions of submission of asylum application, nine hearings and three additional hearings before the Asylum Office inspectors. BCHR legal teams counselled 461 persons in need of international protection, including 21 UASC. Majority of refugees/migrants counselled by BCHR were nationals of Iran (163), Afghanistan (66) and Pakistan (45).
- BCHR provided lectures at University of Belgrade and University of Niš (Faculties of Law and Political Science) on international refugee law and the current refugee/migrant situation.
- UNHCR's implementing partner Humanitarian Centre for Integration and Tolerance (HCIT) provided 485 persons likely in need of international assistance with legal counseling. In 1,566 instances, PoCs received practical information, were advised, referred and/or assisted.
- HCIT documented 196 expulsion incidents, relating to 1,869 PoCs, of which 62 were UASC.
- HCIT assisted returned PoCs both in the North, West and East border areas, documented their testimonies, and provided PoCs with practical and legal information and referral to relevant institutions/organizations. HCIT team also assisted 42 PoCs with registration in Šid police station and conducted 206 protection interviews with PoCs. HCIT also identified 351 new arrivals to Serbia.



- During the reporting period, HCIT encountered (identified for the first time) 53 UASC, including two girls. 59 PoCs were referred to different institutions/ organizations by HCIT and 93 were transported to different institutions/accommodation centers.
- On 80 separate occasions, translation services were provided to local institutions in North-West-East by HCIT interpreters: in Police station Šid, General Hospitals in Sremska Mitrovica and Subotica and at PHC Šid.
- International Rescue Committee's (IRC) partner Info Park continued to conduct protection monitoring of the most vulnerable groups of refugees/migrants in Belgrade city centre. Various occupational activities were made available and refugees/migrants used the cyber zone to access the Internet. Women and girls took part in empowerment activities and workshops.
- By using its vulnerability fund, Info Park covered the transportation cost from Belgrade to appointed centres and similar urgent needs of newcomers.
- With support from IRC, Divac Foundation ran two social cafés in Krnjača AC and Obrenovac RC in Belgrade. Refugees were able to join different workshops (arts and crafts, sewing, IT, English, music, ecological and geographical), indoor occupational activities (board games, movies, etc.) and outdoor sport activities and to enjoy coffee and/or tea.
- IRC and Mercy Corps continued providing refugees with accurate information online via the [Refugee.Info](#) project.
- In partnership with Atina, IRC started the implementation of a 30 months' project "From Harm to Safety: Improving the Protection of Victims of Trafficking (VoTs) in Serbia", aiming to further improve



*Mural in Miksalište, Belgrade, produced jointly by refugees/migrants and local art students, @Philanthropy, June 2018*

combat against modern slavery in a context where trafficking networks target not only traditional VoTs but also especially vulnerable individuals from amongst the population of refugees and migrants. The main project activities focus on (I) strengthening direct services to VoTs, (II) capacity building of service providers for early identification and provision of specialized services to VoTs, and (III) technical assistance to institutions to strengthen the strategic framework and the counter-trafficking mechanism. In the scope of this project, Atina's mobile teams started covering Vranje, Subotica, Novi Sad, Niš,

Sremska Mitrovica, Kragujevac and Kraljevo, in order to strengthen early identification of potential victims of trafficking, provide cultural mediation and/or psychosocial support and referrals to the state Centre for Protection of Victims of Trafficking and other specialized services, including at Atina's Reintegration Centre. Atina's mobile teams were visiting Krnjača, Bogovađa, Preševo and Bujanovac on a regular basis, and were available on call in other RCs.

- Between 1 April and 30 June, Refugee Aid Serbia (RAS) made 613 referrals. These included 187 legal referrals to organisations such as Praxis or Centre for Social Welfare (CSW) for the purpose of registration, 198 medical referrals to MSF, and 228 mental health and psychosocial support referrals to an array of organisations.
- RAS also took notice of 1,595 new arrivals during the reporting period. Most of these were single males from Afghanistan and Pakistan; however, since early June, a significant increase in the number of Kurdish families from Iraq arriving in Belgrade was noted. RAS conducted 680 interviews with both newly arrived refugees/migrants and those who have been residing in Serbia for longer periods of time.

- RAS continued to host weekly soccer sessions on Tuesdays for residents of Krnjača AC, in a nearby location, with an average of 15 participants each week. On 14 April, RAS hosted a 6-a-side soccer tournament for 10 teams from 8 government centres, as well as a couple of local teams and a team from SCRM. The 5 hour-long feast of soccer was played in great spirit, with the team from SCRM lifting the trophy in the end, whilst the teams from Kikinda and Krnjača came 3rd and 4th respectively.
- On the 12 May, RAS arranged a full-sized soccer match between the regulars from Krnjača and April tournament's runners-up, FC Yugo 55. The 11 from Krnjača were comfortably beaten by the locals in the end, but a rematch has already been arranged on a smaller pitch.
- UNHCR/Danish Refugee Council (DRC) Protection Teams continued their protection activities in Banja Koviljača, Bogovađa, Krnjača, Obrenovac, Sombor, Principovac, Adaševci, Kikinda and Subotica. Information was provided to 600 refugees-migrants, legal assistance to 8, referral to further legal assistance to 21 beneficiaries, referral to medical services for 51 beneficiaries, referral to other institutions for another 100 beneficiaries, interpretation for 35 beneficiaries, referral to registration for 9 beneficiaries and PFA for 1 beneficiary. 31 female beneficiaries participated in workshops on gender and protection from GBV.
- Through a project funded by UNHCR, 463 beneficiaries benefitted from barber/hair-dressing services in the following centres: Principovac, Adaševci, Kikinda, Sombor and Krnjača. 63 beneficiaries participated in sewing occupational activities in Kikinda, Sombor and Krnjača.
- Group for Children and Youth “Indigo” implemented its activities on the “Contribution to the Protection and Well-being of Refugee Children and Adults” project in Niš, Bujanovac, Preševo, Vranje, Pirot and Divljana. In Vranje, Bujanovac and Preševo RCs, the number of PoCs decreased in May and June. Due to favourable weather conditions and misinformation concerning the new Asylum Law, many decided to leave the reception centres and try to continue their journey.
- Indigo identified 31 new UASC in Apr-June period, and worked with UASC and other vulnerable children, providing PFA and psychological assistance, referring them to other actors, organising non-formal educational and recreational activities, as well as creative and psychological workshops, and monitoring the children’s involvement in everyday life in the centres. In the reporting period, Indigo worked closely with 39 children with psychological issues.
- Indigo continued organising Workshops for Parents, aimed at improving their parenting skills in the given circumstances of displacement, and 87 parents participated.
- As the children finished the 2017/2018 school year in mid-June, Indigo organised an online survey for them and their parents, in order to adjust the summer activities to their needs and interests.
- Indigo provided 1,705 services to children and 748 to adults in Vranje RC; 1,794 services were provided to children and 679 to adults in Bujanovac RC, and 1,267 services were provided to children and 1,359 to adults in Preševo RC.
- Indigo also continued working with 76 young adults who were in need of psychological assistance, as their number had increased. They faced many psychological issues, such as stress, panic and anxiety attacks, anger, depression and other mental health problems, owing to their uncertain future and/or traumatic experiences from their countries of origin (CoO).



*The “Lollipop Circus” Show, Šid, @IDC, June 2018*

- Indigo continued providing interpretation services (for Arabic, Farsi, Pashto and Urdu) in Preševo, Bujanovac and Vranje RCs - 5,626 services in total, both to children and adults.
- Indigo monitored the condition of three UASCs accommodated for a short while in May in the Youth Upbringing Institution in Niš, and who had been transferred there from Pirot RC. The said UASCs left the institution of their own free will.
- Initiative for Development & Cooperation (IDC)/Arbeiter Samariter Bund (ASB) volunteer teams dedicated 81 volunteer days in April and May in Belgrade, Šid, Subotica and Dimitrovgrad.
- Caritas' teams for psychosocial support continued assisting refugees in Preševo, Bujanovac, Bogovađa, Principovac and Krnjača on a daily basis, Monday to Friday. The teams provided animation activities for children, occupational activities for adults and psychosocial counselling.
- In Bogovađa, Obrenovac, Principovac and Krnjača, Caritas continued organizing animation and sports activities for children and adults.
- In Obrenovac TC, Caritas was operating a gym for refugees/migrants, where they could exercise, with guidance from sports animators.
- In Preševo and Bujanovac, Caritas organized regular aerobics and fitness activities for women. In the same locations, Caritas also maintained a sewing corner, where refugees/migrants could fix up their clothes, sew and spend time with other refugees/migrants and Caritas staff members. Caritas also provides the sewing material.
- In Principovac and Krnjača, Caritas organized occupational activities for women (sewing classes, knitting, jewellery making and decoupage).
- In Bogovađa AC, Caritas operated a social cafe, where refugees/migrants could spend time drinking coffee/tea and engaging in occupational activities.
- In Principovac TC, Caritas rebuilt a playground for children, with new swings, teeters and slides.
- On World Refugee Day, Caritas awarded two refugee women with volunteering certificates, in recognition of and gratitude for their great efforts and assistance in activities organized in Bujanovac RC, especially those related to the drawing school and the sewing workshop.
- At end-June, Caritas organized a three-day visit of the Terraferma clown group from Italy to Principovac, Krnjača and Bogovađa centres, when the clowns performed for children and adults.
- NGO Atina provided case management services to 137 persons from at risk groups, with support from Catholic Relief Services (CRS) and within the project "Support to SGBV Survivors Refugees in Serbia". Case management services were provided in Belgrade, Preševo, Bujanovac and Bogovađa for women and children GBV survivors and (presumed) human trafficking victims. In the reporting period, mobile teams had 26 urgent interventions in the field concerning violent situations.
- With support from CRS, NGO Atina carried out 26 workshops for 282 beneficiaries in Preševo and Bujanovac RCs, Krnjača AC, and in Atina's Reintegration Centre. Topics that were of high interest were related to the implementation of the Istanbul Convention, women's rights, et al. Seven workshops were carried out in Krnjača AC, for 81 women and girls, on the topics such as importance of education for women, position of girls in the world, and their concerns. Six workshops held in Atina's Reintegration Centre were attended by 18 beneficiaries. Six workshops were carried out in Bujanovac RC and seven in Preševo RC for 99 beneficiaries.
- UNICEF-supported child-friendly spaces (CFSs) and youth centres were operational in Krnjača, Bujanovac, Preševo, Vranje and Dimitrovgrad, in cooperation with DRC. CFSs and youth corners were also operational in Kikinda, Adaševci, Principovac and Divljana in partnership with SOS Children's Villages (SOS CV). UNICEF supported its partners to mainstream GBV into their programming, specifically targeting girls' needs. Since the beginning of 2018, 660 new children were reached with quality child protection support and protection standards.



- UNICEF and SCRM conducted a joint assessment to assess actual needs of refugee and migrant reception /transit/asylum centres.
- UNICEF was working with its implementing partners to identify, make initial assessments and refer UASC and other highly vulnerable children. 558 children (incl. UASC) were identified and referred through screening by outreach teams and child protection support centres since the beginning of 2018.
- Within the “GBV in Emergencies” programme, UNICEF established partnerships with four organisations (CRPC, Info Park, ADRA and DRC), covering 7 out of 18 centres, with the aim of ensuring that safe spaces and/or activities directly targeting 343 women and girls are at the centre of the emergency response.
- By supporting a Women’s Centre outside the accommodation facilities, UNICEF ensures that women can access sexual and reproductive health and legal services.
- 108 frontline workers, including cultural mediators and health first responders, were trained on GBV, with the support of UNICEF.
- UNICEF conducted a survey, encompassing 92 frontline workers from NGOs and state social services, to assess their core competencies on GBV and child protection in general. The findings will help in identifying strengths and weaknesses in the capacities of frontline workers, and in designing



*Joint planting of trees in “Skenderbeu” Secondary School in Preševo, on the occasion of World Refugee Day, @UNHCR, 20 June 2018*

future activities aimed at improving their knowledge and skills.

- Jesuit Refugee Service (JRS) continued to provide protection services in its Integration house “Pedro Arrupe” in Belgrade to UASC under the age of 15. During the reporting period, the number of beneficiaries varied, as the majority of 13 boys present in the shelter decided in early May to continue their travel to Western Europe irregularly. At end-June, the shelter was accommodating three boys, who managed to finish the school year with excellent results. At the moment, JRS is starting preparations for the summer break educational plan, to enable for the boys’ to even better participate in the upcoming school year.
- JRS continued to provide services for UASC in Belgrade under the same conditions as before – namely, all referrals must be done through the CSW in Belgrade.
- IOM mobile teams were present in all reception/transit centres (TC) – Subotica, Sombor, Kikinda, Principovac, Adaševci, Belgrade area (Miksalište), Obrenovac, Divljana, Dimitrovgrad, Bosilegrad, Pirot, Preševo, Vranje and Bujanovac, and touring all five asylum centers, providing information and counselling on assisted voluntary return (AVR), and making referrals to competent state institutions. All necessary technical and logistical support was provided to migrants who expressed their willingness to return to the country of origin (CoO) - contacts with relevant embassies of CoO, transfer of migrants to their embassies, assistance in obtaining travel documents, travel arrangements, assistance for the movement, including the transit airport assistance and assistance upon arrival to CoO. From April to June, 65 migrants returned to their countries of origin – namely to Iran, Iraq, Pakistan, Cuba, Tunisia, India and Nepal.
- IOM continued to provide support in enhancing the capacities of SCRM for monitoring, planning and information management in addressing the migration management challenges in Serbia. Thus far, implemented activities encompass strengthening of SCRM human capacities by hiring consultants



and providing IT equipment. Development of a database containing data on services and supplies is ongoing. The training aimed at addressing the needs of field staff engaged in accommodation centres took place in the SCRM training centre in Plandište on 13-15 June. Twenty-one SCRM staff from north and central Serbia participated in the training entitled “Conflict-Sensitive Communication in Working with Migrants”. Four large-scale visibility events, aimed at promoting EU assistance to migration management, were held in the reporting period. Information provision on activities under the “EU Support to Migration Management in Serbia” has been continuous via different channels – webpage, FB, Twitter and YT and it has intensified in the aftermath of visibility events attended by EU and government representatives, and project’s implementing partners.

- UNFPA/Atina mobile team provided assistance to women, girls and boys through GBV case management, safety and individual planning, through counselling and full participation of the beneficiaries, referral, follow-up, PSS and protection monitoring. In April-July, NGO Atina will be providing direct support to the most vulnerable women and girls among refugee/migrant population, on the territory of Belgrade, in Bogovađa AC and in other sites.
- With support from UNFPA, Atina’s mobile teams had 25 urgent interventions in the field, women were provided with assistance through 41 individual counseling sessions, while 38 women received longer-term support.
- With the support of UNFPA, NGO Atina conducted 38 empowerment workshops in three locations – Krnjača AC, Reintegration Centre of NGO Atina and in Bogovađa AC, for 398 beneficiaries (97 girls and 311 women).
- Praxis continued providing information to refugees/migrants/asylum-seekers in Belgrade about the current situation, available legal pathways and available services (accommodation, transportation to asylum/reception centres, legal assistance, medical care, food, NFIs, etc.). In the reporting period, Praxis provided support to a total of 2,857 newly arrived refugees/migrants/asylum-seekers in Belgrade, of which 2,188 adults (1,869 male and 319 female) and 669 children (498 boys and 171 girls). Of the total number of children, 350 were potential UASC (340 boys and 10 girls). 71 UASC were referred by Praxis to social workers and Centre for Youth Integration for best interest assessment. 78 potential UASC were referred directly to the Police Station in Savska Street as part of the group they were travelling with.
- Praxis identified vulnerable cases (families with children, pregnant and lactating women, UASC, the ill, the elderly, persons who have exhausted all resources and are at risk of turning to smugglers, etc.) and referred them to other organizations for targeted assistance. A total of 1,897 persons (1,072 newly arrived and 825 beneficiaries identified earlier, were referred to different other organisations. Praxis also provided protection by presence and escorted refugees to the Police Station for registration – 529 persons in total. When there was no organized transportation provided, Praxis provided transportation assistance to a total of 287 refugees/migrants/asylum-seekers, by covering the costs of train/bus tickets to asylum and/or reception centres. Praxis also engaged in protection monitoring and recording of cases of violation of refugee rights along the route.
- Crisis Response and Policy Centre (CRPC) provided the following services: information dissemination (in Pashto, Arabic, Farsi, Urdu, Kurdish, English, etc.), interpretation, cultural mediation



*Counselling refugees/migrants sleeping rough in the northern border areas, @HCIT, 14 May 2018*

and orientation, psychosocial aid, identification and referrals of extremely vulnerable individuals, advocacy and referral to legal, medical and other assistance, escort and transport to different facilities, etc. Services were provided both independently and in cooperation with other actors, with support from UNHCR and UNICEF (4,500 different services in Belgrade and other locations). National structure of beneficiaries - Afghanistan (43%), Iran (19%), Pakistan (17%), Iraq (9%), etc.; 59% men, 16% women and 18% children. 275 possible UASC cases were identified by CRPC and referred to appropriate institutions.

- With the help of UNHCR, CRPC conducted a total of 54 assisted and independent visits to centres in Serbia (Krnjača, Bogovađa, Banja Koviljača, Tutin, Sjenica, Adaševci, Principovac, Subotica, Sombor and Kikinda).
- Supported by UNHCR, CRPC provided interpretation and cultural mediation services, logistical support, escort and advocacy for beneficiaries in state-run centres of Bogovađa, Krnjača and Obrenovac.
- Supported by UNHCR and UNICEF, and in cooperation with UNHCR/DRC, on site-medical teams, accommodation centres' staff, City CSW and other actors, CRPC provided transport to secondary medical, child and other facilities in more than 150 instances.
- On the occasion of World Refugee Day, CRPC organised on 25 June in Miksalište a round table on challenges of field work with refugees/migrants. The discussion gathered representatives from organisations working with refugees and migrants in Belgrade, to exchange experiences and draw attention to the challenges they face.
- With support from UNICEF, NSHC provided services to 763 children and 610 mothers at the Mother and Baby Corner (MBC) in Miksalište, Belgrade. The MBC worked every working day from 9 a.m. to 4 p.m. Refugees benefited from access to a safe space, hygiene, health, and nutrition counselling and support activities, information and referrals.
- Supported by CRS, Philanthropy distributed cash cards for families and vulnerable individuals – 2,968 beneficiaries in total in Preševo, Bujanovac, Vranje, Dimitrovgrad, Bosilegrad, Pirot, Divljana, Tutin, Sjenica, Krnjača, Adaševci, Principovac, Bogovađa and Kikinda centres. Philanthropy also organised distributions for Atina's beneficiaries (women and children, victims of trafficking and/or GBV) and unaccompanied minors in the Centre for Accommodation of Unaccompanied Minors and the Jesuit Refugee Service's Integration House in Belgrade. The total amount of distributed assistance was approx. USD 137,108.
- Philanthropy, funded by Diakonie Katastrophenhilfe Austria, provided new equipment for table tennis to Miksalište.
- Psychosocial Innovation Network (PIN) worked with 141 persons (97 males, 44 females; 73 minors and 68 adults). Majority were from Afghanistan (91), followed by Iran (28), Cuba (7), Iraq (5), Syria (4), Macedonia (2) and Bangladesh, Pakistan, Zimbabwe and Libya (1 per country).
- During the second quarter of 2018, PIN was providing community-based PSS and conducted psychoeducational (parenting and life-skills workshops), creative and occupational workshops in different locations in Belgrade – at PIN premises (piano, clay modelling etc.), “Pedro Arrupe” Integration House, Refugee Aid Serbia (RAS) and



*Community cohesion event “At the same table” in Kikinda, @SOS CV, 24 April 2018*

„Branko Pešić“ Primary School. In addition, PSS services were provided to beneficiaries accommodated at Banja Koviljača and Bogovađa AC.

- In Adaševci TC, Operation Mobilization (OM) was providing five permanent Serbian volunteers and other short-term volunteers from all over the world. OM also continued to provide a tent for 120 people at a time to relax, play, talk etc., open every day from 8:30 a.m. to 9:00 p.m. Every Saturday, OM organised a cinema in Adaševci TC.
- SOS CV child protection team, present in Adaševci, Principovac, Kikinda and Obrenovac, with support of UNICEF, implemented its activities according to SOPs for child protection, and through case management, working with families and children. Twelve new safeguard incidents were referred to CSW. In addition, SOS CV identified and supported 22 new SOP families and the child protection officers supported 54 families and 29 minors through continuous support and with 3,133 services. Forty-two preventive workshops were implemented by SOS CV.
- SOS CV continued to support Miksalište with ICT corner and the Internet.
- Within CFSs in Adaševci, Principovac, Kikinda and Divljana, SOS CV Serbia implemented 17,057 activities aimed at children and youth.
- Within MBCs in Adaševci, Principovac, Kikinda and Divljana, SOS CV Serbia delivered 5,936 services.
- Within the Youth Corners in Adaševci, Principovac, Preševo, Kikinda and Divljana, SOS CV delivered 7,058 services to youth and adolescents.
- SOS CV ICT spots in Obrenovac, Krnjača, Adaševci, Principovac, Kikinda, Divljana, Bujanovac and Preševo provided 36,369 Wi-Fi connections and 52,268 ICT services in total.
- Within the Family Room in Preševo, SOS CV Serbia delivered 1,633 services.

### Identified Needs and Remaining Gaps

- Partners reported increased frustration among refugees/migrants, with the cessation of cash-assistance distributions at end-April.
- According to partners, the number of persons of concern present daily in Belgrade parks ranged from 50 to 180. Women and children were able to overnight in Miksalište while waiting for registration. From 1 May, SCRM is present in Miksalište during the night. Up to 40 refugees/migrants could be seen every morning sleeping in parks near Belgrade bus and train stations.



### EDUCATION

#### Achievements and Impact

- Upon request of the SCRM, UNHCR agreed to continue funding the transport of refugee children in Bogovađa, Principovac, Adasevci and Belgrade until the end of the current (2017/2018) school year.
- RAS and North Star's 'The Workshop' in Belgrade city centre celebrated its first birthday in April, and a celebration was held for past and present beneficiaries. In addition, The Workshop continued to offer English, German, Serbian, Maths and Computer classes, as well as a range of recreational sessions every weekday from 2pm - 7pm. By the final week of the said period, an average of 10 students per day were being tended to.
- ADRA and IRC provided support to education of refugee/migrant children in primary schools within Belgrade area by providing transportation to schools, cultural mediators in schools and support in the learning process during and after classes. In the Community Center in Belgrade's suburb of Borča,



they provided Serbian and English courses, IT training, indoor and outdoor occupational activities for migrants and refugees, mainly from Krnjača AC.

- With the support of PIN and ADRA, IRC's Healing Classrooms concept was presented in 4 local schools in Belgrade, where teachers received basic training. The IRC's Healing Classrooms - built on 30 years of education in emergencies experience and a decade of research and field testing - offer children a safe, predictable place in which they learn and cope with the consequences of conflict. Unlike many other educational programs which focus solely on teaching academic subjects or language, Healing Classrooms builds children's social & emotional skills, as well as their reading and maths skills and skills in other traditional subjects. This approach is based on research that shows social-emotional learning programs improve students' life skills, behaviour and academic performance.
- Along with PIN, RAS and North Star helped facilitate a visit to the Natural History Museum for beneficiaries of The Workshop during the "Night of Museums" festival.



*Basketball tournament in Bujanovac,  
@UNHCR, 16 April 2018*

- Indigo continued with educational activities in Divljana and Pirot RCs. The main topics in both groups (younger and older children aged 11-18) were Serbian and English, with emphasis on acquiring new vocabulary and grammar. Besides the new languages, Indigo educators taught Biology, Geography and Maths as well. Through creative, recreational and social games, children had an opportunity to acquire knowledge useful for everyday life and communication. In Divljana RC, 12 children on average attended the activities in the group for even grades and 12 children attended the activities in the group

for odd grades. In Pirot RC, on average 16 children attended the activities in the younger group and 10 children attended the activities in the older group. In Pirot RC, Indigo provided 448 services, while in Divljana RC 391 services were provided, most of them being the non-formal educational activities.

- Caritas continued organizing extra-curricular activities (supplementary classes and assistance with homework) for children attending national schools from Krnjača, Preševo, Bujanovac and Bogovađa.
- Caritas organized English lessons for children and adults in Preševo and Bujanovac RCs.
- Caritas was operating a carpentry workshop in Obrenovac TC, supervised by a Caritas animator - forestry engineer. The workshop also operates as a training centre, where refugees/migrants can acquire knowledge and skills in construction joinery, working with board materials and also learning about artistic carpentry. The workshop also takes care of small repairs in the centre.
- UNICEF continued to support Ministry of Education, Science and Technological Development (MoESTD) and the SCRM in the inclusion of refugee/migrant children in the formal education system.
- UNICEF, in partnership with UNHCR and CPRC, organized round tables on "Cultural and Educational Characteristics of Countries of Origin of Migrant Children" in five cities in Serbia, with participation of 109 teachers from 58 schools.
- UNICEF conducted a mapping of institutions, capacities and conditions for inclusion of refugee/migrant children in preschool education, in cooperation with MoESTD regional school administrations.



- UNICEF developed a draft Strategy for Secondary Education, which is being discussed with SCRM and MoESTD.
- During the reporting period, 44 new children were enrolled in mainstream formal education. By mid-June 2018 (the end of the official school year), a total of 265 out of 292 primary school age children finished classes in 40 primary schools, and 15 out of 144 secondary school age children finished some classes in 3 secondary schools.
- Group 484 continued with providing psychosocial and educational support to refugee/migrant children and youth accommodated in Bogovađa AC, Monday to Friday. Creative, educational and recreational workshops were provided, all focusing on the educational dimension, in the CFS in Bogovađa AC. With the intent to work on integration of children in the social and cultural environment, Group 484 organised joint activities of local school children and children from Bogovađa AC, both in the local Primary School and in the AC (celebration of Nowruz – Persian New Year, making of kites, etc.). All these activities were implemented in partnership with Save the Children (SC).
- IOM continued assisting with transportation of refugee/migrant children to local schools in Dimitrovgrad, Pirot, Divljana, Bujanovac and Vranje. This assistance included escort/transportation of children residing in targeted reception locations to and from school and facilitation of communication among parents, teachers and social workers/psychologists employed in their respective schools. Total number of children who were transported/escorted to their schools in April was 58 (RC Pirot 7, RC Divljana 5, RC Vranje: 29, RC Bujanovac 17), 30 in May (RC Pirot 7, RC Vranje 4, RC Bujanovac 9, RC Divljana 4) and in June it was 29 (RC Divljana 3, RC Bujanovac 9, RC Vranje 10 and RC Pirot 7).
- In Bujanovac, Preševo and Vranje, BCM/CRS were organizing educational activities entitled “Serbian language and Euro-Balkan culture and traditions“. In addition, BCM provided educational support through teaching Serbian language to all children enrolled into four national schools in Vranje, Bujanovac and Preševo. Since 1 March, these educational activities are organized with the support of LDS Charities in Bujanovac, Vranje and Preševo.
- Within the GIZ-supported project "Empowerment and Social Inclusion of Refugees and Migrants in Serbia", NSHC implemented educational, occupational and recreational activities, three times per week, in Adaševci and Principovac TCs. 44 beneficiaries on average participated in these activities each day. Among other activities, there were tailoring courses for men, wall painting courses, German language workshops, jewellery making workshops, sport and recreation activities, etc. NSHC was also running a sewing workshop in Adaševci TC, and provided a variety of occupational and social activities, six days per week, to refugee women and girls. All the produce of sewing workshops (bed sheets, pillow cases, T-shirts) were used by residents of Adaševci TC and other accommodation centres in Serbia.
- Supported by Christian Aid, Philanthropy continued with sewing courses in Preševo and Bujanovac. Philanthropy also continued with animated movie courses, arts & crafts and computer workshops in Preševo RC, and with sports workshops for children and youth in Principovac TC.
- PIN continued conducting Serbian language classes at PIN's premises, for Farsi- and Spanish-speaking beneficiaries (9 classes in the reporting period). PIN also conducted three IT workshops at



*GIZ/NSHC construction/painting workshop in Adaševci  
Tranist Centre, @UNHCR, 20 April 2018*

PIN's premises in Belgrade in order to help young refugees acquire digital skills. In addition, PIN organized 7 classes with children enrolled in "Ivo Andrić" Primary School, in view of assisting them with different school subjects and process of adaptation. Once again, cooperation between PIN and "Ivo Andrić" School proved to be very successful, and the school responded timely to PIN's suggestion to prepare school certificates for the three refugee/migrant children attending the school, since the children were supposed to be leaving Serbia in May.

- On 14-16 May, UNHCR and CRPC, in coordination with UNICEF and MoESTD, conducted cultural orientation sessions for 67 primary and secondary schools teachers from Bogovađa, Banja Koviljača, Šid, Principovac, Sombor, Subotica and Kikinda. The sessions shared information on the life of refugee children and country of origin information from Afghanistan, Iran, Iraq, Pakistan and Syria.
- On 21-22 June, UNHCR, UNICEF and CRPC organised, with support from MoESTD, two trainings (one in Belgrade and one in Niš) for UNHCR-funded educators – a capacity building exercise for employees of social institutions working with refugee/migrant UASC.
- UNHCR continued providing transport for refugee children to local schools in Sombor, Adaševci, Principovac and Krnjača.
- On 16 May, UNHCR organized a visit by 23 students of the legal clinic, Faculty of Law, University of Novi Sad to the Asylum Centre in Banja Koviljača, where they had an opportunity to see direct implementation of what they have been hearing during the spring semester course on Refugee Law.
- In June, SOS CV started carpentry workshops in Kikinda TC.
- As the school year of local and refugee children ended on 14 June, UNHCR supported three UASC to attend their graduation ceremony.
- SOS CV mobile team "Super Bus" implemented educational and creative activities in Vranje, Pirot, Bosilegrad and Dimitrovgrad.
- In Obrenovac Education Centre, SOS CV continued English, Serbian, Geography, Biology, Mathematics and Civic Education classes, 5 days per week.
- Refugee/migrant children accommodated in Kikinda Transit Centre finally started attending a local primary school, once per week, during the month of April, and in May were able to start attending full-time, five days per week. In the first week of May, SOS CV were escorting these children to and from school and then the parents and older siblings took over escorting them. SOS CV were helping refugee/migrant schoolchildren in Kikinda TC do their homework and provided non-formal education throughout May and June.

### Identified Needs and Remaining Gaps

- Additional efforts are needed to support the enrolment of children into national schools, especially in secondary education, since only 10% of secondary school age children were attending schools at the end of 2017/2018 school year.
- There is a need for more of the informal educational and occupational activities during the summer break, to help children/adolescents productively use their spare time, help them acquire new skills and knowledge and prevent potential risky behaviours.



## HEALTH

### Achievements and Impact

- UNHCR/DRC medical teams, consisting of a medical doctor and a nurse, engaged through nine Primary Health Centres (PHC), provided healthcare services - 10,129 curative examinations and 4,963 preventive medical examinations, including screening for body lice and other communicable diseases amongst new arrivals at all locations, daily body lice control at every entrance/exit from Preševo RC, as well as entry medical check-ups upon arrival to Asylum Centres. More specifically, two medical teams were present in Krnjača AC and one medical team each in the following centres: Obrenovac TC, Bogovađa AC, Preševo RC, Vranje RC, Banja Koviljača AC, Divljana RC and Pirot RC. In addition, one medical team (doctor and nurse) was engaged through PHC Šid as of 18 June to cover the gap in provision of healthcare services to refugees/migrants in Adaševci TC.
- UNHCR/DRC medical teams continued to monitor especially vulnerable cases in need of specialized healthcare services, referring them to relevant health institutions and liaising with the Ministry of Health (MoH), in close cooperation with the DRC Medical team. Needed medications, as well as medical devices, were provided to the most vulnerable among refugees/migrants in the a/m centres.
- Two psychologists, who were engaged by UNHCR/DRC through PHCs Obrenovac and Pirot, continued to monitor the psychological well-being of refugees/migrants in the following centres: Obrenovac TC, Pirot RC, Divljana RC and Dimitrovgrad RC, and conducted referrals to relevant institutions for further assistance in close cooperation with the UNHCR/DRC medical teams. In the reporting period, 159 psychological interventions and 2 referrals/escorts were conducted. All interventions were recorded in the Patient Protocol Book.
- IRC was supporting HCIT to provide orthopedic devices (wheelchairs/crutches) to refugees/migrants who needed them.
- IRC started implementing “Emergency Reproductive Health Services for Refugee Women and Girls in Serbia” project in partnership with the Association for Sexual and Reproductive Health (SRH) Serbia. The aim of the project is to ensure that refugee/migrant women, men, adolescent girls and boys in Serbia have access to SRH services. Three main pillars of project intervention are: (I) improving access to services (covering the costs of specialized gynecological services, deploying competent gynecologists and professional translators/cultural mediators in centres, reinforcing referral mechanisms), (II) Improving the quality of services (training/on-the-job coaching of in-center and out-center health providers) and (III) increasing demand → service-seeking behaviors (SRH information dissemination designed to improve access, peer education activities). Targeted project locations are: Krnjača AC, Obrenovac TC, Sjenica AC, Pirot RC, Divljana RC and Bujanovac RC. Specialized services made available in government centres within this project are:
  - Gynaecological services: consultations and basic gynaecological services available in Sjenica AC, Pirot RC, Divljana RC and Bujanovac RC and referral to specialized facilities for more comprehensive care (including coverage of costs);
  - Urological services: consultations and STI testing available in Obrenovac TC.
- IDC/ASB medical teams provided a total of 2,323 medical interventions, of which 582 interventions in Subotica TC, 1,256 interventions in Adaševci TC and 485 interventions in Dimitrovgrad RC.
- UNICEF supported the Mother and Baby Corners (MBCs) in Belgrade city centre, Preševo, Bujanovac, Vranje, Krnjača, Kikinda, Principovac, Adaševci and Divljana. In addition to supporting breastfeeding, nurses in MBCs also advised parents and provided support activities which stimulate

early childhood development, helped with everyday hygiene, and referred mothers and children to medical and other support teams as needed.

- UNICEF GBV team provided technical training to 16 health workers, mostly nurses and general practitioners, from PHCs and NGOs, to make sure they are able to identify GBV survivors and provide the necessary care.
- UNICEF continued to advocate for immunisation of all refugee/migrant children.
- With support from Oxfam, and in cooperation with the Institute for Public Health of Serbia, UNICEF facilitated the development of recommendations for the “Nutrition in Transit, Reception and Asylum Centres for Refugee and Migrant Children 7-17 Years of Age, Pregnant and Lactating Women”. Preparations for the implementation of these recommendations were finalised by the Food Consortium.



*MMR Vaccination in Adaševci Transit Centre,  
@UNHCR, 10 June 2018*

- 151 new infants (under 2) accessed UNICEF-supported mother and baby care services, including health and nutrition services, since the beginning of 2018.

- Since the beginning of 2018, 163 mothers benefited from UNICEF-supported infant and young child feeding counselling at family support hubs, child friendly spaces and mother and baby corners.

- UNFPA/DRC joint project provided SRH services (gynecological interventions and pregnancy examinations) in Adaševci, Principovac, Preševo and Bujanovac, as of April 2018. In total, 126 medical examinations were supported, of which 101 were gynecological

interventions and 25 were pregnancy-related examinations (41 intervention in Adaševci/Principovac and 85 in Preševo/Bujanovac).

- Within the project “EU support to Serbia and the Former Yugoslav Republic of Macedonia in Managing Migration Refugee Crisis/Balkan Route Project”, CRS medical teams provided medical assistance in Šid, Belgrade, Bujanovac, Preševo, Vranje, Sjenica and from 24 April in Tutin. In addition, from 15 June CRS began providing medical assistance in Subotica, Sombor and Kikinda. In all 10 locations, CRS provided medical assistance in 12,070 instances, while CRS cultural mediators/interpreters provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organizations (Philanthropy, Save the Children, Atina, UNHCR, DRC, UNICEF, IOM, MDM and IDC) and authorities in 3,743 instances (Clinical Centres of Belgrade, Novi Sad and Niš, Health Centre (HC) Šid, General Hospital (GH) Sremska Mitrovica, Užice, Prijepolje and Zlatibor, HC Bujanovac, HC Preševo, GH Vranje and IPH Vranje, Belgrade Police, Šid Court, Šid Police inspectors, Police inspectors and BIA Preševo and CSW Bujanovac). CRS legal adviser provided legal assistance in the aforementioned locations in 67 instances. The project is funded through the MADAD RTF which is implemented by IOM with CRS as implementing partner for the health component of the project.
- At end-June, Médecins du Monde stopped its field assistance in Serbia, but retained an office in Belgrade.
- CRPC assisted in referral and logistic activities concerning Krnjača AC’s medical cases, providing further escort, advocacy, interpretation, etc.



**Identified Needs and Remaining Gaps**

- MoH ensures immunisation of children born in Serbia, while the issue of immunisation of all other children remains a challenge.

**FOOD SECURITY AND NUTRITION****Achievements and Impact**

- ASB provided a total of 9,720 cooked meals distributed to refugees/migrants accommodated in Dimitrovgrad RC.
- ASB provided 240 parcels of milk and 156 parcels of fruit and vegetable to babies and children in Dimitrovgrad RC.
- During the time of Ramadan, ASB distributed additional nutrition packages of dried fruits, tomatoes, cucumbers, milk, bananas, mandarins, etc. to refugees/migrants in Dimitrovgrad and Obrenovac centres.
- In Preševo, Bujanovac and Vranje, Caritas and Philanthropy provided 100,315 meals: 33,370 breakfasts, 33,480 lunches and 33,465 dinners. Caritas was covering the distribution of breakfast and lunch, while Philanthropy was covering the distribution of dinner.
- In Obrenovac TC, Tzu Chi Foundation provided 132,120 pieces of fresh breakfast pastries, 66,060 cups of hot tea and 58,280 pieces of fresh bread.
- In Krnjača AC, Tzu Chi Foundation provided 96,100 pieces of fresh breakfast pastries.
- Supported by UNICEF, NSHC delivered 1,380 packages of complementary (jarred) food to children aged 6-23 months and 930 packages of UHT milk to children and pregnant women (356 children received jarred food; 369 children and 21 pregnant women received UHT milk) in Miksalište, Belgrade.
- Philanthropy provided 33,215 portions of cooked meals for dinner in Bujanovac, Vranje and Preševo. Food distribution was organized in partnership with Caritas.
- Supported by Diakonie Katastrophenhilfe Austria, as of June Philanthropy started to provide noodles for refugees/migrants in Info Park in Belgrade.
- Food Consortium provided for SOS CV baby food, infant formula and milk needed in MBCs in Adaševci, Principovac, Kikinda and Divljana. In total, SOS CV distributed 418 milk cartons and 5,429 jars of baby food in these four MBCs.
- UNHCR's partner HCIT distributed 3,720 small bottles of water in border areas in the north and in the west.
- UNHCR donated 420 ready-to-eat meals to CSW to distribute in specialized government centres which host UASC in Belgrade and Niš.

**Identified Needs and Remaining Gaps**

- NSTR



## WATER AND SANITATION

### Achievements and Impact

- ASB provided hygiene kits consisting of disinfectant spray (1,270 pieces) and antiseptic gel for dry hand wash (1,470 pieces) distributed among refugees/migrants in Obrenovac TC.
- Caritas was providing regular laundry service to refugees/migrants accommodated in Krnjača, Preševo, Adaševci, Kikinda and Obrenovac.
- OM ran a laundry service in Adaševci TC five days a week.

### Identified Needs and Remaining Gaps

- NSTR



## SHELTER AND NFIS

### Achievements and Impact

- IOM continued with improvement of standards in targeted reception/asylum centers. Through implementation of the project “EU Support to Serbia and fYRoM in Managing Migration/Refugees Crisis / Balkan Route”, funded through EURTF Madad, IOM commenced with reconstruction works in Bosilegrad RC in April, with expecting delivery date by mid-August. Reconstruction works in Sjenica AC are expected to begin by end-June, with expected delivery date by end-September 2018. Both of these centers will be reconstructed in line with EASO standards and will include services for mid- to long-term stay of migrants, refugees and asylum seekers in Serbia. Specifically, Bosilegrad RC will accommodate up to 60 people, with accompanying services such as sanitary corridor, kitchen equipment with the warm line for food distribution, dining room, infirmary and SCRM premises. Sjenica AC will accommodate up to 135 people, and will include a children’s playground, kitchen equipment for food preparation, a dining room, leisure premises/room for education, a sanitary corridor and an infirmary.
- On 19 April, the UNHCR Representative together with representatives of SCRM, MoLEVSA, CRS and Divac Foundation inaugurated the kitchen in Vranje RC that had been repaired by CRS and Divac Foundation with UNHCR funding. The kitchen will allow for better food distribution as well as enhanced dignity and quality of life of refugees as it will allow them to prepare their own food. For more information on reception standards you may wish to refer to the March Update of the [Joint Assessment of Government Centres](#).
- On 1 June, UNHCR signed a partnership agreement with Vizija to adapt three children’s homes in Belgrade and Niš to support the Government of Serbia in accommodating UASC.



*Distribution of summer clothes in Adaševci Transit Centre (Serbia), @Tzu Chi, May 2018*

- NGO Atina ran two Safe Houses, with support from CRS, for persons from among the refugee population who have been identified as survivors of GBV and/or human trafficking. During the reporting period, NGO Atina provided safe accommodation to 12 women, survivors of SGBV.
- UNHCR, in coordination with SCRM, directly and with partners CRPC, HCIT and Sigma plus distributed 204 blankets, 22 sets of bed linen, 2,681 hygiene kits, 5,690 pairs of socks, 3,943 T-shirts, 3,326 pairs of sneakers, 1,985 pairs of rubber slippers, 72 pairs of boots, 209 jackets, 2,281 tracksuits, 5,405 pairs of underwear, 164 packs (50 pieces each) of baby diapers, 2,424 items of children's clothing and 10 heaters in 18 government centres.
- RAS distributed 214 non-food items (clothes, shoes, hygiene items) to 154 beneficiaries, including women, children and the elderly.
- In cooperation with SCRM and through partners, UNICEF distributed basic supplies, including clothes, baby hygiene items and dignity kits for women and girls, throughout the country, reaching 932 children since the beginning of the year.
- In Adaševci TC, Principovac TC, Krnjača AC and Obrenovac TC, Tzu Chi Foundation provided 2,990 sets of summer clothes to refugees, migrants and asylum-seekers.
- Supported by UNICEF, NSHC supported 419 children and 21 pregnant women with non-food items (hygienic items and clothes) in Miksalište, Belgrade.
- CRPC continued with NFI distribution for newly arrived persons of concern in Belgrade.'
- SOS CV distributed 477 NFI items in Preševo, and, with support from UNICEF, 9,437 hygiene items and diapers in Adaševci, 2,550 items in Principovac, 2,958 items in Divljana and 10,038 hygiene items and diapers in Kikinda centre.
- SOS CV donated to SCRM all the equipment and furniture in ICT corners and other spaces in Bujanovac, Preševo and Krnjača centres.

#### **Identified Needs and Remaining Gaps**

- NSTR



## COMMUNITY EMPOWERMENT AND SELF RELIANCE

### Achievements and Impact

- Construction of the EU-funded Emergency Room in Preševo commenced in mid-April. Following the completion of Executive Design, a prerequisite for further action and demolition of the structurally unstable building, the works on construction of the New ER Block are rapidly progressing. The Emergency Medicine Department (EMD) was on the frontline of health service provision, assisting refugees and migrants in need of emergency health services on a 24/7 basis. A new building is being constructed in the same place, besides the eight other buildings in the scope of Preševo Health Centre. The value of this investment is EUR 185,000.
- Within the scope of the EU support to municipalities hosting refugees/migrants, UNDP completed the construction of a new block of “Maja” kindergarten in Tutin. The donation of EUR 55,500 enabled the creation of safe and stimulating upbringing environment for local and refugee/migrant children attending preschool activities. In addition to the construction of the new block, existing sanitary units were renovated along and new furniture and didactic material was provided.
- Local residents and refugees/migrants accommodated in Obrenovac TC and Sjenica AC were relieved of their worries about water shortages caused by damaged/worn out water supply network. Two water cisterns funded by the EU in the amount of EUR 130,000 were delivered to the public utility company (PUC) “Waterworks and Sewage” in Obrenovac and the PUC “Vrela” in Sjenica. The cisterns will enable provision of potable water to residents of remote mountain villages of Sjenica municipality during the summer months and harsh winters, while residents of Obrenovac municipality will experience relief whenever water consumption exceeds the quantity of 300 l/s, causing collapse of the overall water supply system.
- PUC “Kikinda” received a septic cleaning cistern, having in mind the needs brought about by frequent emptying out of Kikinda RC septic pit and accelerated depreciation of the existing vehicle specialized for the cleaning out of the pit. This intervention ensured more sustained PUC services to persons accommodated in the RC, and to 59,453 local residents of Kikinda, since the PUC is now able to maintain the septic pit in the RC regularly, preventing hygienic/epidemiological/health risks, maintaining the sewage and providing services to consumers.



*EU-donated water cistern, Sjenica municipality,  
@UNDP, July 2018*



- On 12 April, the seedlings-planting social cohesion action took place in the village of Banatska Topola. Refugees/migrants from Kikinda TC joined their forces with Banatska Topola grassroots organizations' volunteers to plant climate-resistant plants and prevent the erosion of soil in this Banat village. On the same occasion, local and migrant women and children attended the environmental



*International Family Day celebration in Adaševci (Šid), @UNDP, May 2018*

protection lecture organized by the Secretariat for Environment Protection of the City of Kikinda. This friendly gathering involved a soccer match and tasting of some traditional Voivodinian dishes. This activity was realized within the framework of EU support to municipalities hosting migrants.

- On the occasion of International Family Day, representatives of national authorities, the Deputy Head of EU Delegation - Ms. Mateja Norčič Štamcar - and the UN agencies participated in a celebration organized in Adaševci Primary School "Vuk Karadžić". Local and migrant men upgraded the School's room for technical training, while mothers prepared traditional dishes. EU enabled for the donation of basic furniture and school supplies to this school which hosts 40 refugee/migrant children.

- On 25 May, representatives of the EUD, UN agencies and Serbian authorities visited "Radoje Domanović" Primary School in Vranje and joined in the celebration of the School Day. On this occasion, teachers from the school staged a play, featuring participation from both local and migrant children and their parents, as well as the school's staff. The visitors had an opportunity to observe the multicultural diversity workshop organized at school premises, as well as the improvements in the educational process due to new IT and sports equipment, didactic material and furniture (total value EUR 22,000) donated by the EU.

- On 4 June, Ms. Mateja Norčič Štamcar, Deputy Head of EU Delegation, accompanied by Deputy Heads of Missions of EU Member States, visited EU-funded activities in the City of Subotica, including the CSW supported through removal of 60 tons of asbestos roof cover and placement of 2,200 m<sup>2</sup> of energy-efficient and environmentally friendly cover. The intervention enables for a social protection-conducive environment for all vulnerable groups and is valued at EUR 102,550.

- Within the project "Enhancing Local Resilience to the Migration Crisis", funded by USAID, the following activities were implemented in the reporting period:



*Official opening of Water Reservoir in Tutin, @UNDP, April 2018*

- 1) Construction of 200 m<sup>3</sup> water reservoir in Velje polje was completed and the official opening ceremony was held on 12 April, with participation of USAID Mission Director Azza El-Abd, UNDP Deputy Resident Representative Steliana Nedera and Minister of Public Administration and Local Self-Government (MPALSG) Branko Ružić. The new reservoir improves water supply in Velje Polje and prevents water shortages following the connecting of the Asylum Centre to the waterworks;
- 2) In Šid and Sombor, renovation works on a basketball court and construction of an open-air gym (valued at USD 130,000) were completed and officially handed over in May. The ceremony in

Šid was attended by Ms. Laura Pavlović, Director of Office for Governance and Economic Growth USAID, Žarko Petrović, Programme Analyst UNDP, as well as Šid municipal officials and a representative of SCRM. The event also featured a friendly basketball match between local and refugee/migrant children attending the local Primary School “Branko Radičević”. Handover ceremony in Sombor was held on 24 May. This event was attended by Mr. Jeffrey Skarin, Democracy and Governance Officer USAID, Mr. Ivan Bošnjak, State Secretary MPALSG, Mr. Goran Boškić SCRM and Ms. Nina Topić Project Coordinator UNDP, and hosted by Ms. Antonija Nađ, MP for Youth and Sports in Sombor City Council;

Official handover ceremony of 16 m3 garbage truck donated to the PUC “Komrad” from the City of Vranje was held on 6 June, with participation of Mr. Siniša Čađo, Programme Management Specialist USAID, Ms. Tatjana Strahinjić-Nikolić, Local Resilience Development Portfolio Manager UNDP and Mr. Slobodan Milenkovic, Mayor of Vranje. The total value of the truck is USD 93,140, cost-shared between the City of Vranje and USAID.

- In late June, IDC hosted “The Lolipop Circus” from Switzerland in the Municipality of Šid. The Circus involved a total of 43 children and was organised together with the Municipality of Šid and the Centre for Development of Srem. Thanks to support from SCRM and SOS Children’s Villages, IDC succeeded in involving 11 children from Principovac TC who took part in daily rehearsals and the final circus show, together with the children from the local community. After five days of rehearsals, the children put on stage the final show on 4 July and presented the juggling, fakiri, trapeze, acrobatic and other skills they had acquired. SCRM and SOS CV provided transport for the parents of children



*New basketball pitch near “Branko Radičević” School, Šid, @UNDP, May 2018*

from Principovac TC for them to be able to attend the show.

- On 19 April, Caritas opened up an exhibition “Psychosocial Artwork” in “Ogradna galerija”(“Fence Gallery”) in Valjevo. The exhibition featured artwork of refugees from Bogovađa AC, created in workshops organized by Caritas. The goal of the exhibition was to create a bridge between the refugees/migrants and the local population, to promote understanding and acceptance of different nationalities/ethnicities.
- NGO Atina was implementing the project “Building Together - Community Monitoring and Advocacy” together with Macedonian Lawyers’ Association NGO and Konrad Adenauer Foundation, with financial support from the European Union. Within this project, six local networks for monitoring and advocacy in Belgrade, Subotica, Šid, Sremska Mitrovica, Niš, Vranje, and Preševo were established. Seven local NGOs received sub-grants for conducting local advocacy actions, until end-October 2018: NGO Cosmo in Subotica, Red Cross in Šid, NGO Jefimija in Sremska Mitrovica, NGO PIN in Belgrade, NGO PEC in Niš, NGO Sigma plus in Vranje and NGO ORD in Bujanovac and Preševo. In the scope of this project, a film was created, entitled “[The beginning of some better stories](#)”. The film won the first prize at the festival “Zlatna buklija” in Velika Plana for its “succinct portray of refugees”. The film about Mursal and Marija is a story about coexistence of refugees and domicile citizens of Serbia. Mursal lives in Krnjača AC and Marija is a student at the Faculty of Applied Arts in Belgrade. Presenting the story of their lives, interests, attitudes and feelings, the film authors attempted to show that, regardless of differences in status and situation, there are many connections and similarities between them and their life stories.
- IOM continued with implementation of social cohesion activities with refugee/migrant population in 18 reception/transit/asylum centres in Serbia, within the framework of joint UN project “Open

Communities – Successful Communities”. More than 35 interactive and workshops days, which engaged more than 2,000 refugees/migrants, as well as the local population, have been organized so far in different locations throughout the country (cultural events, educational field trips, handicrafts and workshops for strengthening tolerance and understanding, etc.). These project activities are followed-up by implementation of public information campaigns, promoting the advantages of community cohesion and contributing to the positive public discourse on migration, including the production and promotion of an exhibition and accompanying brochure entitled “[Memories Left Behind](#)”. A series of five stress management workshops were implemented in five different locations, in order to provide support to self-care of service providers in all reception centers. The final draft of the curriculum for culturally-sensitive work and service provision to refugees/migrants has been developed by a group of national and local experts, with the support of IOM’s internal expertise, aimed at contributing to empowerment of service providers to support migrants in an improved and culturally-sensitive manner.

- Supported by Diakonie Katastrophenhilfe Austria, Philanthropy organized art workshops in Miksalište, followed by the design and creation of a joint mural with students of Belgrade Art School of Design and the New Media and refugees/migrants from Krnjača and Obrenovac centres. Thus, the walls of Miksalište barracks have been transformed into a collective art work, accessible to both citizens of Belgrade and the beneficiaries of Miksalište centre.
- On 14 April, SOS CV supported a soccer tournament in Belgrade. SOS CV provided transportation and escort for participants from Kikinda and Adaševci centres.
- On 22 April, SOS CV provided trees for the joint tree-planting events in Principovac and Obrenovac, on the occasion of Earth Day.
- SOS CV donated 25 school chairs, 3 boards and table tennis to “Vuk Karadžić” Primary School in Preševo.
- On 24 April, SOS CV in partnership with Centre for Youth Work NGO from Novi Sad, Trade & Economy Secondary School from Kikinda and the Youth Office of the municipality of Kikinda, organized an event entitled “At the same table”. On this occasion, food from different countries/cultures was exchanged among the local population and refugees/migrants.
- During April and May, in cooperation with the Centre for Youth Work of Novi Sad and the Youth Office of Kikinda municipality, SOS CV supported joint activities of refugee/migrant and local youth, every two weeks, in the city of Kikinda. Young people had an opportunity to socialize, get to know each other and participate in various creative and entertaining activities.
- On 17 May, SOS CV organized a performance of “Cinderella” play by refugee/migrant children in the National Theatre in Kikinda attended by the local children, and, on 14 June, “Cinderella” was performed at the Cultural Centre in Belgrade on the occasion of World Refugee Day.
- On 12 June, SOS CV organized an exhibition entitled “Colours of Life” in Bela Palanka.
- SOS CV mobile team “Super Bus” visited “Ljupče Španac” Primary School in Bela Palanka and “Dušan Radović” Primary School in Pirot and organized workshops for local and refugee pupils. The purpose of workshops was to enhance the integration of refugee/migrant children into schools. In addition, SOS CV Super Bus organized a workshop in a Roma settlement “12 February” in Niš.



*Easter bazaar featuring refugee women  
handicraft, Pirot,  
@Sigma plus, 6 April 2018*

- On 21 April, UNHCR supported local and refugee students from "Branko Pešić" School in Zemun to take part in the 31st Belgrade Marathon.

#### Identified Needs and Remaining Gaps

- NSTR



#### DURABLE SOLUTIONS

#### Achievements and Impact

- On 25 April, BCHR hosted a workshop "Inclusion of refugees in the labour market and high education", together with the VluchtelingenWerk Nederland and the Netherlands Embassy, within their project "Art of Integration". Representatives of relevant public institutions, agencies and NGOs working with refugees, education and employment, learnt about various support models offered by the state and other actors in the Netherlands, to refugees and asylum seekers, in accessing the labour market, as well as examples of good practice which can be considered for implementation in the context of Serbia.
- UNHCR, along with relevant partners/institutions, is exploring ways to facilitate access for refugees to the labour market through various means, e.g. exemption from tax for working permits for vulnerable refugees, and to promote their working engagement with various employers, including large commercial chains. This opened the way for employment of 3 PoCs in an ice cream factory.
- On 21 May, GIZ and UNHCR signed a Memorandum of Understanding on cooperation in the inclusion of asylum-seekers and refugees in the labour market. Two refugees successfully completed the training for cooks funded by GIZ and obtained Certificates of Completion, BCHR facilitated participation of their clients and UNHCR covered the costs of needed interpretation. As a result, the trainees were hired by two restaurants in Belgrade.

#### Identified Needs and Remaining Gaps

- NSTR



## Working in partnership

- The internal coordination mechanism of the UN system in Serbia, the **UN Refugee and Migrant Theme Group (RMTG)**, meet under the co-chairmanship of UNHCR & IOM on 20 April, 25 May and 22 June in Belgrade. The RMTG coordinates four sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by MoLEVSA & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by SCRM, MoLEVSA & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Public Administration and Local Self-Governance & UNDP). .
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and MoLEVSA, met on 27 April in Belgrade. It is the key coordination mechanism for protection agencies/NGOs operational in the country. RPWG has over 80 members and meets on a monthly basis. Under UNHCR lead, RPWG acts as the umbrella for the work of two sub-working groups (SWGs) on: a) Child Protection, and b) Sexual and Gender-Based Violence (SGBV).