General Secretariat for Vulnerable Persons & Institutional Protection of the Ministry of Migration and Asylum

NATIONAL EMERGENCY RESPONSE MECHANISM (NERM)

Key components of NERM – Quick Review

1. **Tracing Line:** Centrally operated by a team of specialized scientists and is accessible via a fixed line **(213-2128888)** based at the Ministry, a mobile line **(6942773030)** and via the applications Viber and What's App. The helpline is operating 24/7 by the support of National Centre for Social Solidarity - EKKA (through call forwarding).
2. **Info Desks/ Mobile Units:**

- Attica – Network for Children's Rights (Info Desk: Monday to Friday 10:00 - 20:00 / Mobile Unit: Monday to Friday 08:00 - 23:00 & Saturday 11:00 – 19:00)
- Central Macedonia – Arsis (Info Desk: Monday to Friday10:00 -18:00 / Mobile Unit: Monday to Friday 10:00 - 22:00)
  - Tracing homeless children or children living in precarious conditions under the coordination of NERM.
  - Upon instructions by NERM, the Mobile Units escort the children who are unregistered to police departments of reference for identification purposes and then, to the emergency accommodation facilities.

Key components of NERM – Quick Review

3. Emergency Accommodation Facilities

- Operated by IOM
- 3 in Attica (Athens & Piraeus) and 2 in Central Macedonia (Thessaloniki & Chalkidiki)
- Total capacity: (200 places)

4. Reception of separated and unaccompanied children to Greece from Ukraine

- Establishment of registration procedures upon entry and referral to NERM for further follow-up.
- From 08/04/2022 to 30/09/2022, ARSIS with funding and support by UNHCR had daily presence at Department of Passport Control of Promachonas conducting BIAs.
- As of October 2023, considering the decrease of incoming population from Ukraine, ARSIS Mobile Unit of Thessaloniki implements ad hoc visits in the area of Promachonas conducting BIAs (Best Interests Assessment) when fully unaccompanied or emergency cases are traced by Border Control Police.

New components of NERM

5. Protection for All Minors

- NERM has developed the innovative program "*Protection for All Minors*", implemented in Athens by the "*Network for Children's Rights*" with funding by INTERSOS and aims to reduce unaccompanied and separated children living in precarious living conditions.
- The target group of this project is:

- the children who have been previously assessed by child protection actors and later, they became untraceable,

- the children who have denied to be placed in accommodation facilities as they used to stay with adult relatives and/ or conationals and

- the children who even though placed in an emergency accommodation facility, they irregularly abandoned the place.

- This program is being implemented only in Attica and in Southern Greece, while the possibility of its extension to Northern Greece is being considered.

Urban Safe Space (Monday to Friday 11:00 – 19:00)

- Specialized services such as legal aid, psychosocial support and recreational activities are provided in order for children who do not wish to be placed in accommodation facilities to be encouraged to leave the precarious living conditions and to be placed in safe environment (emergency accommodation facilities or semi-autonomous living apartments).

Attendants (Monday to Friday 09:00 – 17:00)

- A key role in this program is the daily physical presence of the Attendants at the Regional Asylum Offices (RAOs) in Attica. The Attendants are social workers and psychologists and are responsible for the development of an action plan for each child separately who is traced in RAOs.

New components of NERM

6. Referrals to Municipalities

- **Separated children** coming from Ukraine who wish to remain for an extended period in Greece are referred by NERM at the same time to Social Services of the Municipalities based on their residence and to the competent Public Prosecutors so as to conduct a social report and assign temporary custody of minors to adult relatives.
- So far, **276** children from Ukraine have been referred to the competent Municipality for legal support and the assessment of their best interest.
- Children residing in **precarious conditions** with adult relatives/ co-nationals, rather that being placed in accommodation facilities, are also referred by NERM via "Protection for all minors" program to Social Services of the Municipalities based on residence and Public Prosecution for further follow up and assessment.
- So far, **37** UACs in precarious conditions, residing outside Attica Prefecture, have been referred to Municipalities of residence by the "Protection for all minors" program of NERM.

Achievements of NERM

- Establishment of child friendly procedures - safeguards in place to ensure a safe, fair and adequate procedure during the identification by the police authorities/ Designation of Police Departments of References.

- Centralized operational mechanism which enables interagency response and collaboration among state authorities, International Organizations, NGOs and member states.

- Since the beginning of NERMs operation, namely from 5/4/21 to 27/11/2023, the number of unaccompanied children who have been accommodated by NERM is **4292.**

- So far, NERM has managed a total number of **586** unaccompanied/separated children from Ukraine (from March 2022 until 27/11/2023).

- On the occasion of the submission of a Pledge by Greece to the World Refugee Forum organised by UNHCR for the strengthening and maintenance of NERMs operation, the work of the Mechanism will be presented at the World Refugee Forum on 14 December 2023, highlighting as a best practice in the field of child protection.

NERM Next Steps

- Building upon this experience and due to an increased need for service and information-provision to third-country nationals or stateless persons with vulnerabilities who are homeless, NERM will expand its competence beyond UAC, offering also **support to vulnerable persons who are homeless or at risk**.

- In this regard, NERM, through its **HELPLINE**, will:
- Develop referral pathways for immediate registration & identification & accommodation of vulnerable persons to RICs of mainland
- In case of asylum seekers, facilitate access to appropriate services.

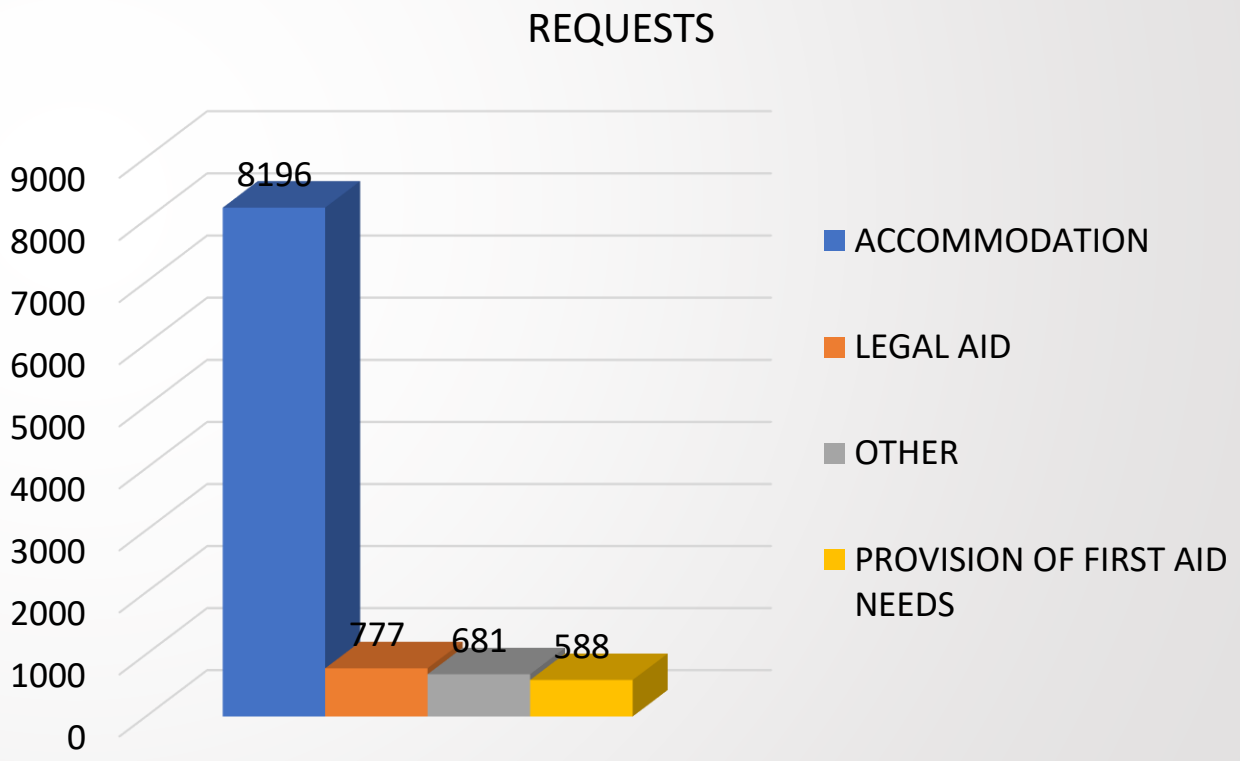
STATISTICS 1/8

Table 1: Total number of communications to NERM from 05/04/2021 to 27/11/2023

COMMUNICATIONS	#
1st COMMUNICATION	**8113**
REPEATED	**2129**
TOTAL	**10242**

Chart 1: Type of Requests to NERM (for each referral)

**** Referrals do not correspond to each individual case, as each case can be referred more than once***



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General Secretariat of Vulnerable Persons & Institutional Protection

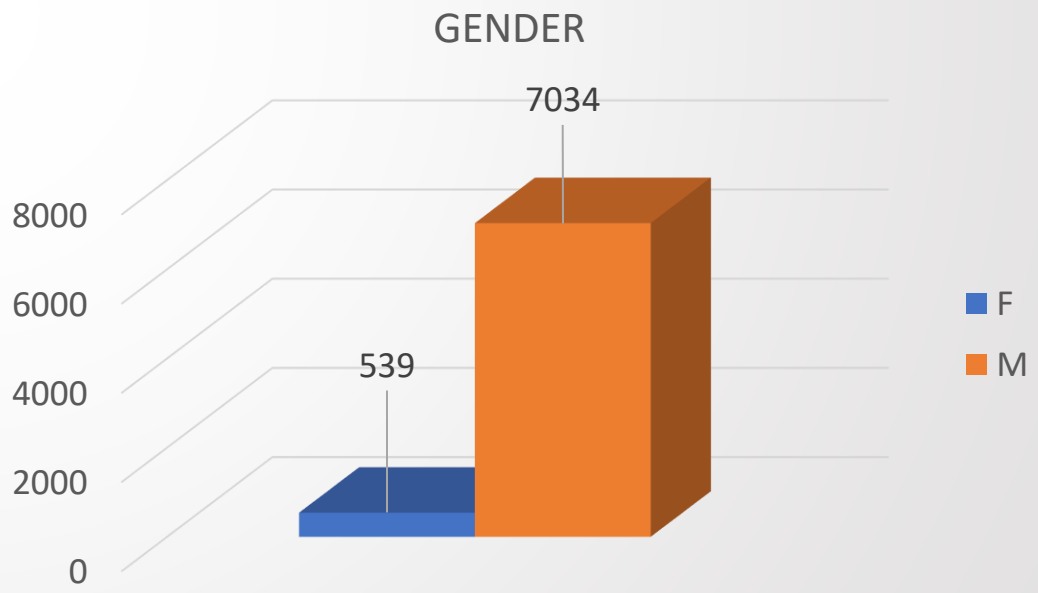
STATISTICS 2/8

✓ Number of individual cases of UACs referred to NERM:

Table 2: Referrals breakdown by gender of UAC

GENDER	#
MALE	**7034**
FEMALE	**539**
Total	**7573**

Chart 2: Referrals breakdown by gender of UAC



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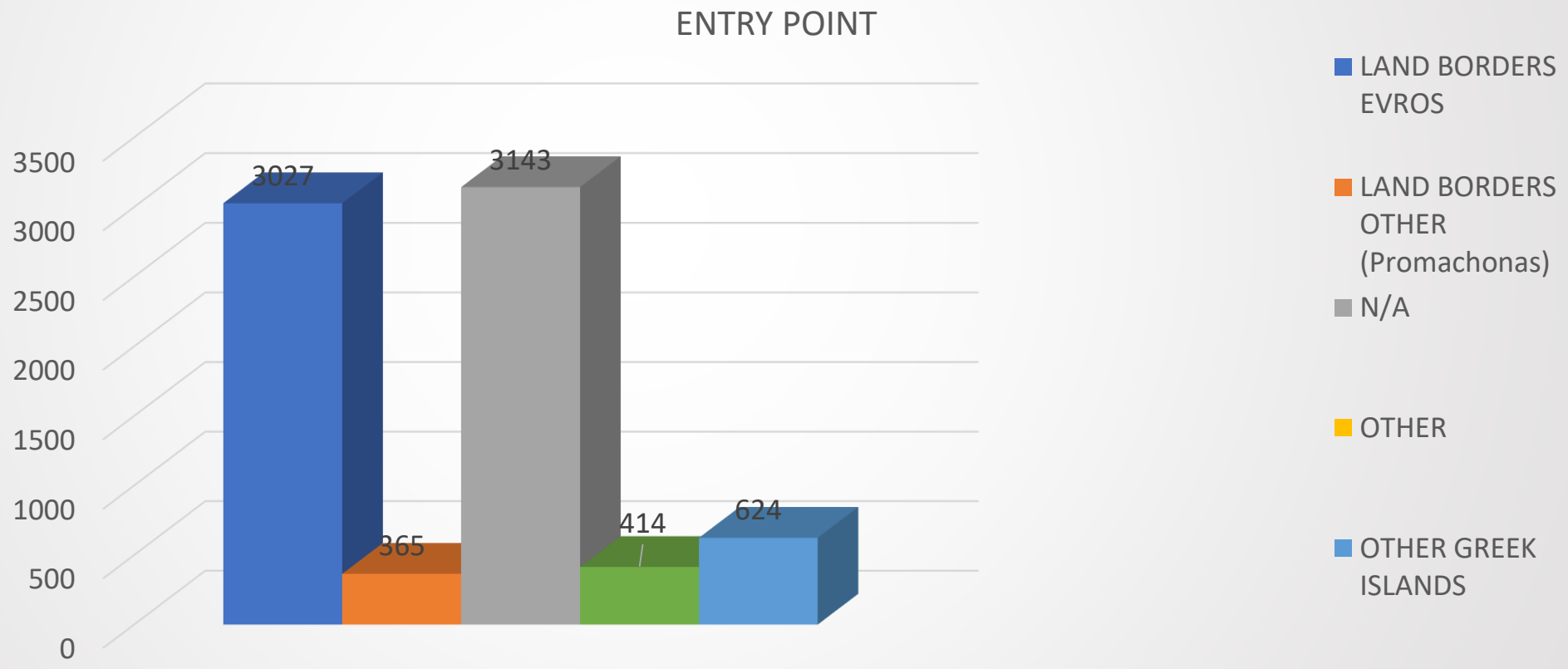
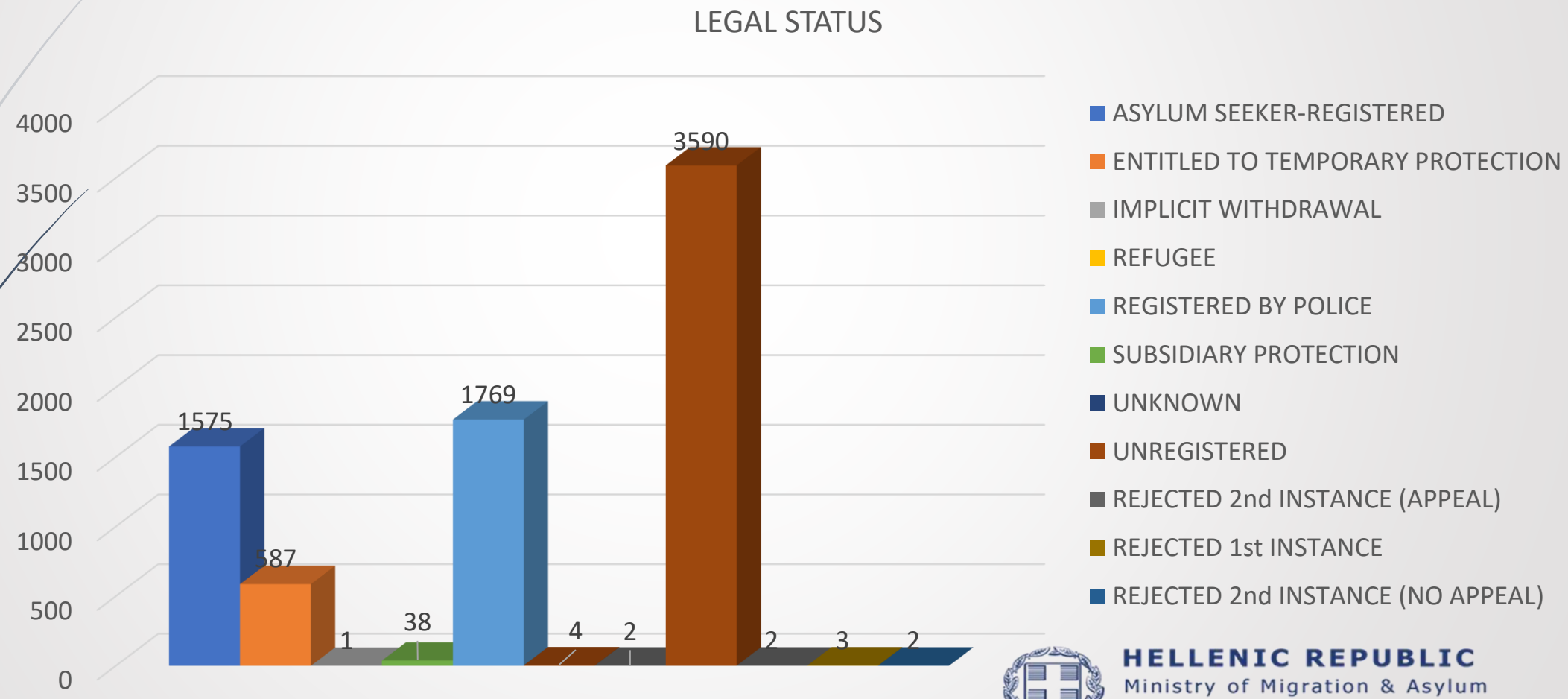
STATISTICS 3/8

Chart 3: Entry Points of the referred UACs to NERM (individual cases)



STATISTICS 4/8

Chart 4: Legal Status of the referred UACs to NERM (individual cases)



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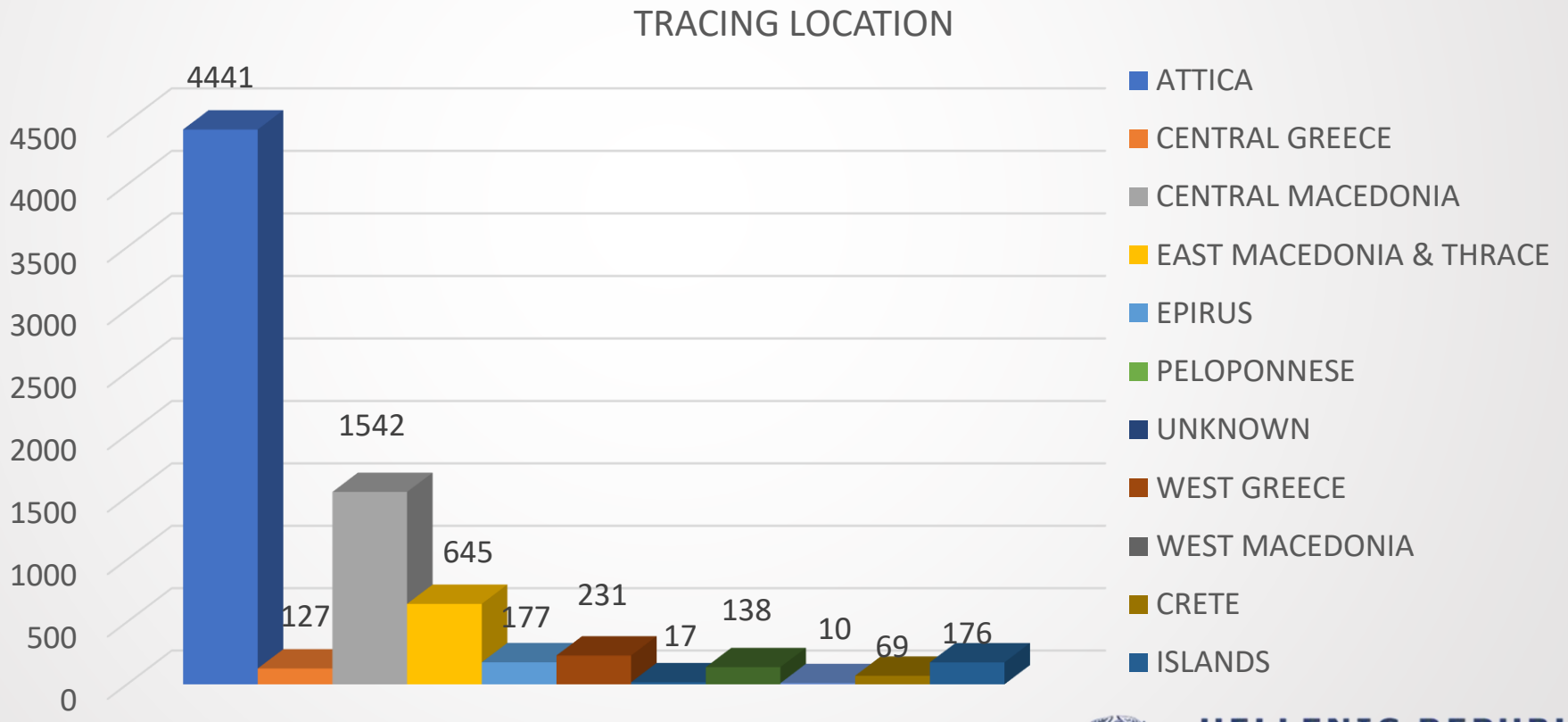
General Secretariat of Vulnerable Persons & Institutional Protection

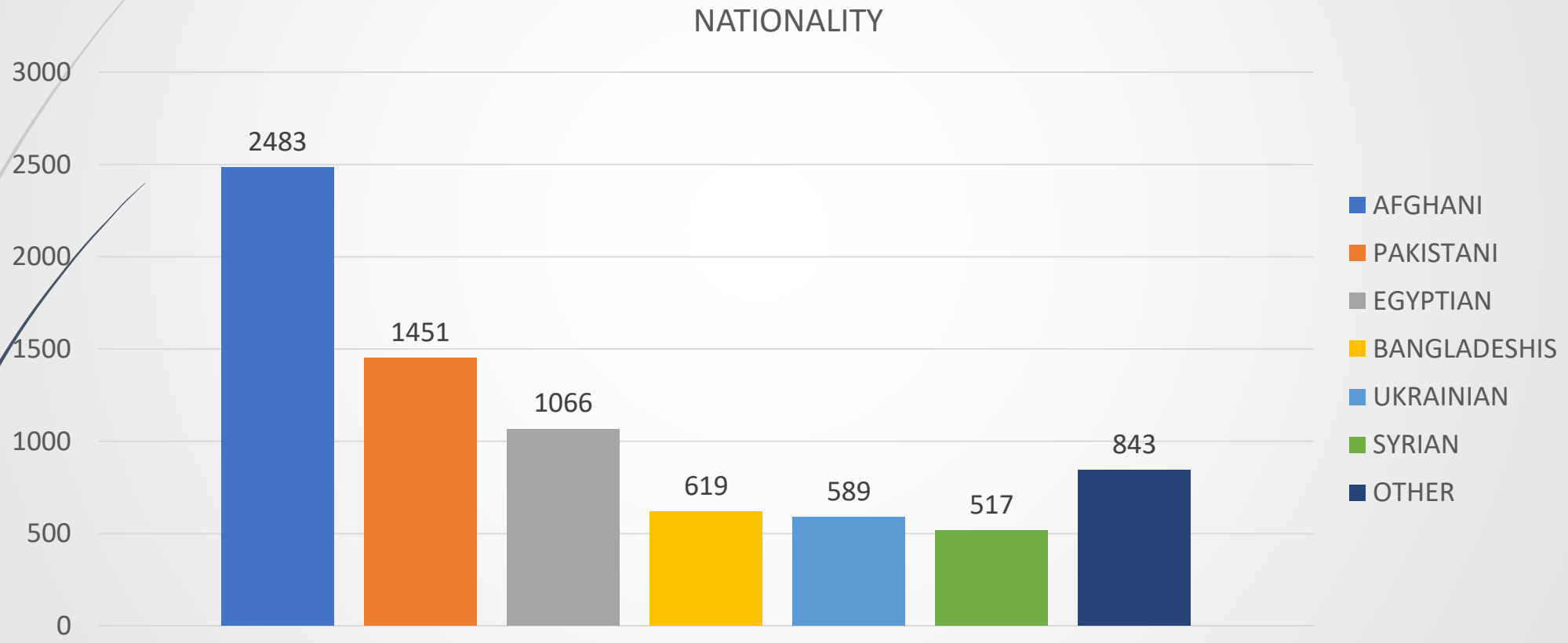
STATISTICS 5/8

Chart 5: Tracing Location of the referred UACs to NERM (individual cases)



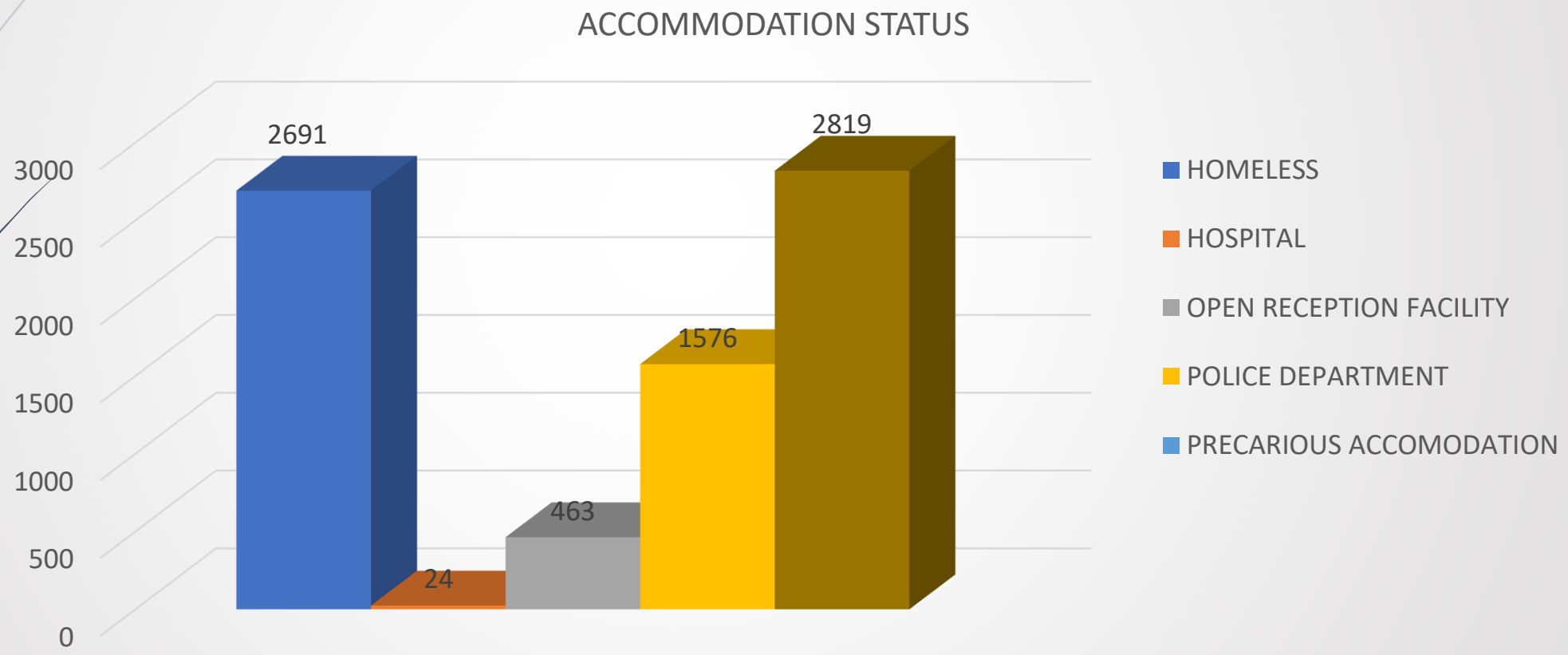
STATISTICS 6/8

Chart 6: Nationality of most UACs referred to NERM (individual cases)



STATISTICS 7/8

Chart 7: Accommodation Status of the referred UACs to NERM (individual cases)



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General Secretariat of Vulnerable Persons & Institutional Protection

STATISTICS 8/8

Table 8: Number of UACs accommodated

PLACEMENT/TYPE	NUMBER OF PLACEMENTS	NUMBER OF CHILDREN PLACED
EMERGENCY SHELTER	3171	2456
SAFE ZONE	548	439
SHELTER	1508	1382
SIL	6	6
TRANSIT-HUB	10	9
TOTAL	**5243**	**4292**

THANK YOU FOR YOUR ATTENTION