

SERBIA

INTER-AGENCY OPERATIONAL UPDATE

April 2016

KEY FIGURES

(APRIL 2016)

598

Registered intentions to seek asylum in Serbia

34.8%

of registered refugees and migrants were minors

19

Applications for asylum

1

Person granted refugee status

2

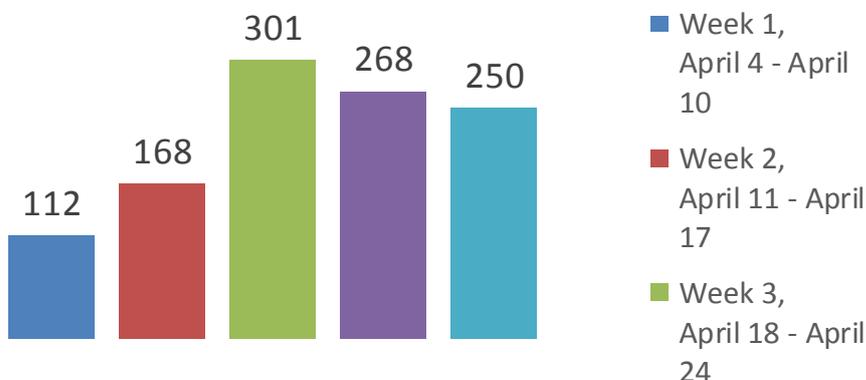
Persons granted subsidiary protection

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

Highlights

- Monthly Ministry of Interior Asylum (MoI) statistics for April 2016 indicate that the number of registered intentions to seek asylum in Serbia was 598. 52.4% of registered intention to seek asylum were made by men and 12.8% were made by women. 34.8% of the total intentions were registered as children. The majority of the asylum intent applications were made by Afghans (40%), Syrians (21.9%) and nationals of Pakistan (11.5%). During the month of April, one refugee was granted refugee status, two refugees were granted subsidiary protection, and six asylums applications by nationals of Afghanistan, Iraq, Pakistan and Syria were rejected.
- Stranded refugees and migrants largely left the reception facilities and aid organisation consolidated their stocks and presence, and redeployed them both within the country and to refugee emergencies abroad.



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

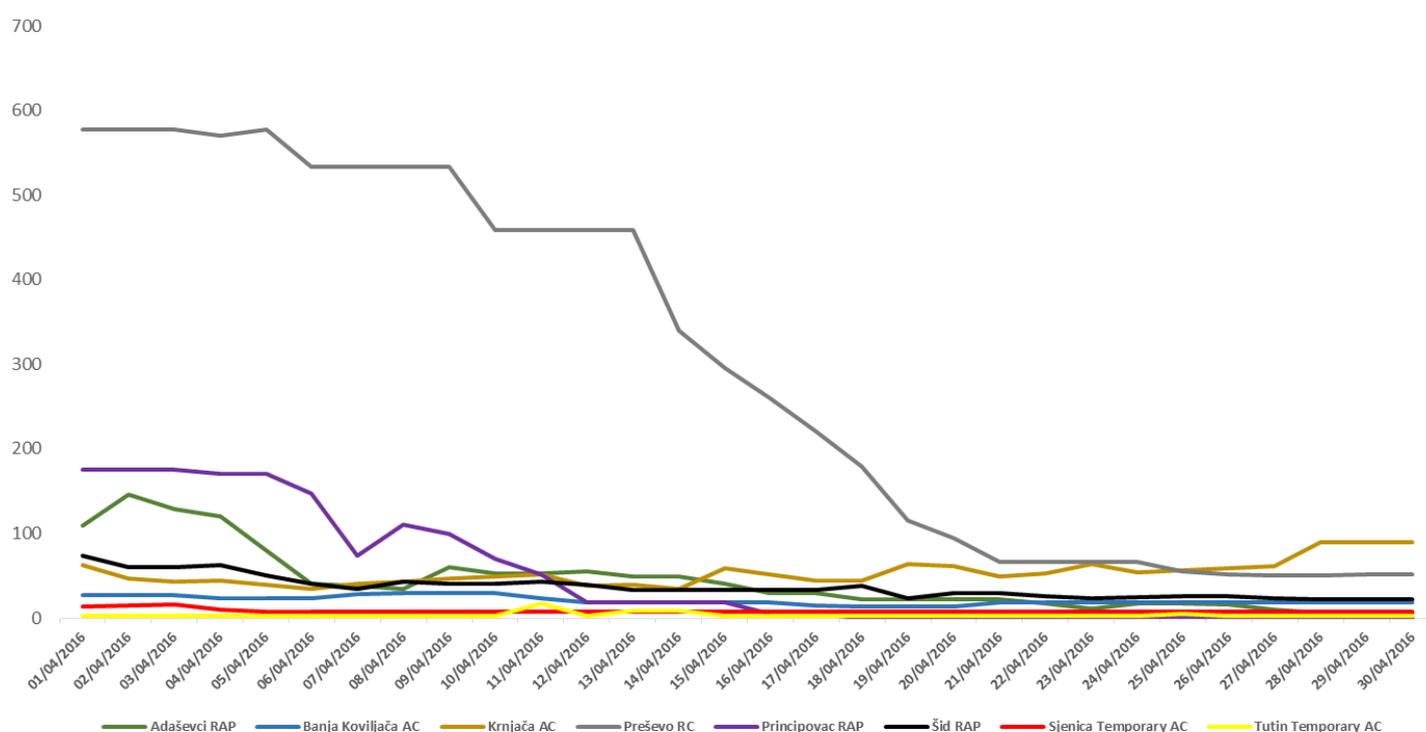
UPDATE ON ACHIEVEMENTS

Operational Context

As at 30 April, around 950 refugees and migrants were present in the country, of which 198 in official reception facilities (down from 1,043 at the beginning of April) and around 250 in and out of Belgrade. Occupancy rates in the facilities in the west and the south of the country decreased by 90%, with only Asylum Centre in Krnjača showing signs of increase in occupancy by 40% in the month of April, following official encouragements aimed also at undocumented refugees and migrants transiting through Belgrade to use nearest available reception facilities, rather than sleeping rough in the open.

Refugees who had left reception facilities in Serbia joined new arrivals from FYR Macedonia and Bulgaria in awaiting to be admitted into Hungary through transit zones in Horgoš and Kelebija. Admissions stabilised at around 30/day in each of these two locations. Numbers of those awaiting entry increased steadily (see graph no. 1) and families with children could be seen alongside single men spending overnight in the field at the border with Hungary. UNHCR and partners intensified assistance and coordination efforts to cover the most immediate food and non-food needs of those queuing to enter Hungary. Unfortunately, the acute need for access to sanitary facilities was not met during the month of April. Around 2,000 asylum-seekers departed orderly from Serbia into asylum procedures in Hungary. Asylum seekers named the fact that their family members and friends were already in EU countries, as well as not seeing Serbia as their final destination, as main reasons for leaving Serbia.

The weather remained largely mild with temperatures around 20 degrees, yet a number of fairly wet days in the middle of the month made the situation challenging both for aid workers and for asylum seekers at the border with Hungary.



Graph no. 2: Daily occupancy by site

Achievements



Achievements and Impact

- From 1-22 April, UNHCR's IP Humanitarian Centre for Integration and Tolerance (HCIT) was present daily at the border with Hungary, in the following locations: Horgoš I and Kelebija, main Bus Station in Subotica, Palić, RAP Subotica. They assisted at least 50 EVIs and referred them to the RAP in Subotica, MSF doctors present in the field, etc. HCIT donated wheelchairs and orthopaedic aids to 6 EVIs in the west/north (funded by IRC) and facilitated access to Subotica RAP for 59 asylum seekers from various countries, (Afghanistan, Pakistan, Syria), including women and children and one very vulnerable family. HCIT translator assisted in the RAP with interpretation.
- HCIT purchased 200 whistles that were distributed to women at transit areas in the North, since they were vulnerable to abuse when attempting to relieve themselves in the bushes.
- As of 22 April when they were no longer allowed arbitrary access to the border with Hungary, HCIT continued to assist the arriving refugees at the train and bus station in Subotica in the north of the country (up to 250 daily). UNHCR staff (joined by UNICEF colleagues) maintained daily presence at Horgoš and Kelebija providing food and NFIs and protection assistance. HCIT meanwhile ceased its distributions in Šid area and enlarged its storage space in Subotica to accommodate significant stocks of food, water and NFIs, and is maintaining its protection assistance and presence in Šid area on a day shift basis only, rather than 24/7. At least 1,700 refugees and migrants were assisted, 15 EVIs were transported to Local Health Centre in Šid and General Hospital in Sremska Mitrovica, HCIT organized and paid for the costs of dental treatment for one refugee from Syria and purchased adults diapers for an elderly woman accommodated in Principovac RAP. HCIT assisted in refugee registration in Šid police station for those who wanted to apply for asylum in Serbia and escorted one asylum-seeker from Šid to Banja Koviljača asylum centre (AC). HCIT translators participated in UNHCR's profiling exercise in all locations in the west.
- Philanthropy continued with distribution of cash cards (value €40) to the most vulnerable refugee families in Preševo Reception Centre (RC).
- IOM teams continued with information provision and counselling on assisted voluntary return (AVR) in reception facilities. 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 countries of origin, 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. A total of 26 migrants returned to their CoO through AVR in April (9 to Morocco, 6 to Iran, 5 to Algeria, 3 to Iraq, 2 to Afghanistan and 1 to Turkey). In Preševo, the IOM team continued to provide transportation assistance for vulnerable refugees and migrants to institutions such as the local health centre, centre for social work, etc., and over 230 refugees and migrants were assisted.
- UNHCR agreed with Mercy Corps on presentations on TV screens that will be set up in Preševo RC, including videos on asylum created by the Belgrade Centre for Human Rights, presentation on asylum procedure and



Save the Children organized lessons on movie design (screenplay) for the youth in Preševo centre,

services/assistance provided to recognised refugees in Serbia, on IOM's AVR programme and on Serbian geography, culture, economy etc.

- With support from UNHCR, ADRA Serbia was providing 24/7 assistance primarily in translation and psychological support to refugees in Preševo RC. ADRA was also involved with implementing activities for children, specifically personal hygiene workshops, twice a week. Since the de facto closure of the Balkan route, ADRA's activities became ad hoc, benefitting refugees still remaining in Preševo RC (52 remaining at the end of the reporting period).
- Danish Refugee Council (DRC) refocussed its protection approach. Since refugees were no longer in transit in Adaševci, Principovac, Šid and Preševo, night shifts were progressively phased out as there was no more need for presence over night. DRC Protection officers kept track of new arrivals in these areas, while at the same time offering assistance to the population which was quickly decreasing as they were departing towards Hungary. The situation was different in Dimitrovgrad: DRC maintained presence of protection officers, seeking to provide assistance to refugees and migrants as they entered the country (with NFIs and protection).
- DRC/UNICEF teams in Preševo continued providing assistance in the Child Friendly Space (903 instances) and Mother and Baby Corners (353 instances) in One Stop Centre in Preševo. In April 337 children were supported with hygiene items and 215 children with clothes. 34 thematic workshops for children were conducted (218 participants in total), including workshops on recycling, creative, recreational, hygiene, language and drama activities.
- UNFPA organized the first meeting of the Working Group on gender-based violence (GBV) Standard Operating Procedures (SOPs) on 21 April in Belgrade, gathering representatives of line Ministries, i.e. Ministry of Health (MoH), Ministry of Labour, Employment, Veteran and Social Affairs (MoL), MoI, Ministry of Justice, and Serbian Commissariat for Refugees and Migration (SCRM), in addition to NGOs Atina, Danish Refugee Council and UN Agencies as observers. MoL was recognized as the leading institution for the process of introducing SOPs.
- Training on GBV and anti-trafficking for representatives of police, health, social sector and other local stakeholders took place in Sremska Mitrovica on 25-26 April. Training was organized by Atina, with the support of UNFPA.
- Within the project "Local support for the most vulnerable refugees", implemented by Atina and UNFPA, a meeting was held in Vranje with representatives of relevant institutions and organizations from Vranje and Preševo on 14 April. Participants agreed that additional efforts ought to be invested in strengthening the capacity of local communities affected by the refugee crisis, that functional communication ought to be established among



The winning team at the football tournament, Preševo Reception Centre, Photo@UNHCR, 2 April 2016

stakeholders in order to provide necessary support to the work with refugees, especially when it comes to protecting the most vulnerable (victims of human trafficking and other forms of GBV).

- Child Friendly Space (CFS) in Adaševci RAP provided 221 services to children and 95 services to mothers/families. Through the CFS, 46 hygiene packages were distributed. In cooperation with UNICEF/World Vision, SOS Children's Villages operated the CFS 12 hours/day the mother and baby corner (MBC) was available 24/7. MBC provided 83 services to children and 61 services to mothers and distributed 67 long life milks to children. CFS in Šid provided 133 services to children and 24 services to mothers/families and distributed 69 hygiene packages.
- SOS CV mobile team in Adaševci provided in total 380 different services including translation and providing information, while the mobile team in Šid provided 271 services.
- CFS in Adaševci and Šid, operated jointly by UNICEF, World Vision and SOS CV, were closed from 30 April onwards, since numbers of resident children and mothers dropped down significantly in April 2016. Only one family with three children remains in Adaševci at the end of the reporting period. SOS CV and UNICEF will be visiting this family in order to make sure that all is well and UNICEF stands ready to reopen these two CFS should the need arise again.

- SOS CV IT spot in Adaševci RAP (charger units and Wi-Fi internet) had 840 Wi-Fi connections and charging stations provided electricity to around 650 users. Wi Fi spot in Šid, at the Train Station, provided support for 1,970 connections to the Informative web page www.refugeeinfo.eu with information in 4 languages regarding present position/map, registration process, legal rights, transportation, accommodation and shelters, medical aid and other services/support, as well as contacts along transit in Balkan's countries (in cooperation with Mercy Corps). IT spot in Preševo, operated in cooperation with Mercy Corps, provided 2,500 connections. Charging stations provided electricity to 1,500 users.
- SOS CV operated an ICT corner in Preševo RC, which was used by 993 refugees and migrants.
- UNHCR's IP Indigo has one remaining psychologist, available on a needs basis, in Dimitrovgrad.
- With the support of TDH, NSHC provided recreational outreach activities in Adaševci, Belgrade and Subotica to 611 children and 91 parents; 152 beneficiaries benefited from psychological first aid and support activities.
- With the support from IRC, NSHC provided 1,298 services to refugees in RAPs in Adaševci and Šid and information and referral to 2,046 refugees and migrants in Belgrade and Subotica. Services (help in access to medical care, provision of information, referral) were provided to vulnerable individuals.
- Teams ran by Save the Children (SC) and Centre for Youth Integration in Preševo provided psychosocial support and individual psychological counselling in Preševo RC. Various recreational and educational workshops, as required by refugees, were also organised: lessons in German, English and Serbian languages, cross-cultural understanding, assertiveness and empathy, risk and advantage of Internet, storytelling (comic books), Origami workshops, sport workshops, volleyball and other sports.
- Through the CFS in Asylum Info Centre in Belgrade, SC assisted 273 children, of which 57 UASCs (with possible double counting). 190 adults (parents/caregivers) were likewise assisted through the CFS and hygiene kits, sleeping mats, sleeping bags, etc. were distributed. Through Miksalište CFS, SC assisted 335 children and 52 adults and ran programs for adolescents.
- During the month of April, SC established a CFS and MBC in Principovac RAP. This RAP was a place where Syrian refugees stranded at the border with Croatia were accommodated (189 refugees in total, of which 73 children). SC assisted 63 children through the CFS and MBC, before the centre was closed due to departure of refugees.
- Through the Mobile Child Safety Unit in Adaševci, SC was assisting children, of which some are potential UASCs, with information and referral.
- Télécoms Sans Frontières (TSF) maintained their Internet connection and Wi-Fi access at the Preševo RC, providing a fast, free and reliable connection to migrants and aid organizations. On the 1st of May, TSF handed their connection over to Mercy Corps.
- NRC/Praxis were providing protection, as well as information to refugees/asylum seekers at various locations in Belgrade 24/7 and in Miksalište during its working hours. NRC/Praxis provided information relating to present situation, seeking asylum in Serbia, assisted voluntary return (AVR), available services (food, NFIs, accommodation), accompanied refugees to register at Police Station in Savska St, referred refugees/asylum seekers to other organizations/institutions for targeted assistance and accompanied persons in need of medical assistance to Serbian health institutions, upon referrals by medical organizations in the field. Information was provided 4,409 new arrivals.
- ADRA's Youth Corner which operated 24/7 within the Asylum Info Center (AIC) in Belgrade, provided support for 1,700 refugees and migrants (both in the field and in AIC itself) - 389 women, 605 men, 645 children and 39 UASCs. They mostly needed shelter, food, water and NFIs such as hygiene packs, lingerie and backpacks. Further on, Youth Corner provided psychosocial support, information on asylum, referrals to Krnjača AC, etc. Ad hoc activities for children were organized on a daily basis.
- ADRA Serbia organized a second public seminar on refugee issues in Belgrade, aimed at raising awareness of the local community of the suffering and challenges refugees encounter.

Identified Needs and Remaining Gaps

- Throughout the month of April, 11 Afghans waited in Adaševci RAP for AVR interviews by the Afghan embassy. Some of them had waited for longer than two months, and, finally, a group of them decided to leave for the Hungarian border.

- Arrivals to Belgrade increased by almost 100% in comparison to March 2016 (approx. 150 new arrivals each day). Most refugees merely wanted to continue their journey onward to Subotica, relying heavily on the assistance of smugglers and exposing themselves to the risk of being abused and exploited. The welcome initiative of SCRМ to refer all refugees to Krnjača AC, to avoid them spending the night in Belgrade parks, prevented a major increase in the number of refugees present in the parks.
- There was a need for shuttle buses to Krnjača AC late at night, since a great number of night time arrivals was observed at the end of April.

Education

Achievements and Impact

- SOS CV's Super Bus project: mobile educational team Super Bus is located in Niš, from where it travels to various locations where refugees can be located - Preševo, Adaševci, Šid, etc. Super Bus organized educational, recreational, creative activities for children and young people. Super Bus also distributed toys for children and NFIs (incl. hygiene packages for women and children). 31 activities for children were organized in Preševo, 480 services were provided to children and adults and 31 toys were distributed.

Identified Needs and Remaining Gaps

- Access to education for longer-staying refugees-asylum seekers and migrant children needs to be secured.



Health

Achievements and Impact

- DRC and UNHCR continued providing medical assistance to refugees in Preševo, through two medical teams, and in Belgrade, also through two medical teams, engaged through the local Primary Health Centres. The medicines for refugees were provided by DRC/UNHCR through the contracted local state pharmacy. DRC Medical Team continued to organise referral and follow up of identified and hospitalised EVIs in Serbia in order to provide additional support.
- UNFPA rolled out the initial Minimum Initial Service Package for Reproductive Health (MISP) training in Vranje, focusing on Syndromic Treatment of Sexually Transmitted Infections, Clinical Management of Rape and Family Planning. Around 30 participants, representatives of the HC Vranje and Preševo, INGOs and NGOs providing services in Preševo attended the event.
- On 22 April, UNFPA CO and partners attended the Health Coordination meeting organized by MoH, to discuss further steps regarding the migration situation.
- UNFPA mobile clinics were on the spot and available to provide medical assistance in Šid and Preševo. Patients were either treated on site or referred to local health centers in Vranje and Šid for follow-up, as needed. 20 women and girls were treated through mobile clinic operated by DRC in Vranje/Preševo, with noted reduction in the number beneficiaries as of mid-April, due to significantly lower numbers of people remaining in Šid area and Preševo reception/transit facilities.



A Syrian refugee from Šid RAP was provided with dental care in the Health Centre in Šid, Photo©HCIT, 21 April 2016

- Condom cabinets with condoms supported by UNFPA were placed in the toilets of Preševo RC.
- WAHA closed down its operation in Šid and Dimitrovgrad on 30 April due to small numbers of arrivals. Their medicines and equipment was donated to Dimitrovgrad health centre.
- Real Medicine Foundation (RMF) was operational in Belgrade, providing 24/7 medical assistance.

Identified Needs and Remaining Gaps

- Refugees in Principovac RAP complained about unhygienic conditions.



Food Security and Nutrition

Achievements and Impact

- UNHCR and partners HCIT, Society for Peace Development and Ecology (SPDE), Asylum Info Center (BCHR), Sigma Plus and Amity distributed 6,792 litres of water, 6,500 food cans and 305 kg of WFP high-energy biscuits (HEBs) in Preševo, Šid and Belgrade.
- Caritas provided 12,050 breakfast pastries in Preševo, 6,600 chocolate milk cartons (0,2l), 7,750 yogurt cartons (0,18 l) and 2,970 lunch portions, in cooperation with Life Aid organization from Vranje. Caritas also distributed hot tea at the Preševo RC (8,920 tea cups). In the West (Adaševci, Šid, Principovac), Caritas provided 1,175 breakfast pastries and 2,560 water bottles.
- In cooperation with Red Cross, Caritas continued to provide food parcels daily in Preševo and Belgrade (Krnjača asylum center, Miksalište and the Red Cross container in the park near the railway and bus station). 5,400 food parcels were distributed.
- CRS/Divac Foundation continued with the distribution of warm meals (soup, main dish, salad and fruit) at all three points in Šid area – Principovac, Šid and Adaševci. 8,220 meals were served.
- In Belgrade, Divac Foundation was supporting refugees through Miksalište aid point. Following the demolition of Miksalište, Divac Foundation team continued to provide support to refugees in Belgrade parks. 3,935 warm meals were distributed and jackets, boots, hygiene packages and other non-food items were provided.
- Red Cross was operational in Dimitrovgrad border police station (two containers), with 6 staff members covering two shifts and ready to provide meals.
- SOS CV/Life Aid distributed hot meals/soup in Preševo. 8,730 warm meals were distributed, including water and chocolate milk.
- CARE/NSHC distributed 1,150 food packages in Šid, Adaševci and Principovac. CARE/NSHC distributed 4,100 food packages in Miksalište, Belgrade and Subotica. CARE/NSHC distributed 724 baby food jars (10 in Šid area and 704 in Miksalište and in Subotica). CARE/Nexus distributed 2,320 food packages/kits for undocumented (“invisible”) refugees in Preševo.
- NSHC and CARE provided 4,750 food packages (1,150 in Šid area, 2,321 in Belgrade/Miksalište and 1,279 in Subotica and Kelebija). 724 jars of baby food (puree) were also distributed.
- In cooperation with Red Cross, Philanthropy continued to provide food parcels for a single meal in Šid and one warm meal for all the refugees in Šid area. Approximately 2,000 warm meals and 2,000 food kits were distributed in April.
- Philanthropy continued the distribution of fruit and yogurts, as well as warm dinner meals in Preševo. 3,000 meals were distributed, 3,500 kg of fruit (apples, oranges and bananas) and around 4,500 yogurts.



Food distribution at Kelebija border crossing on Serbia-Hungary border, Photo@UNHCR, 25 April 2016

- NRC/Praxis continued distributing dry food packages to refugees in the field in Belgrade. Until 20 April, NRC/Praxis were also distributing meals (sandwiches with meat) in Miksalište every day, provided by the Islamic Community of Serbia. A total of 3,044 refugees were provided with food in the reporting period.

Identified Needs and Remaining Gaps

- Given the closure and demolition of Miksalište, as well as the removal of Red Cross containers from the park by the Belgrade Bus Station, there was a shortage of food supply distributed to refugees, especially hot meals, in Belgrade parks where refugees mostly gather.
- Need to hand over food distributions from UNHCR to the Red Cross/national authorities.



Water and Sanitation

Achievements and Impact

- UNHCR's IP HCIT engaged public utility companies from Subotica and Kanjiža to clean both transit areas at the border with Hungary. Future coordination regarding waste management in this area of the country might be transferred to UNDP's portfolio.
- Philanthropy purchased disinfection and maintenance equipment for Preševo RC for the next three months.
- Caritas-CRS bathroom container with showers, located in Miksalište/Belgrade, was used to provide refugees with a chance of taking a free shower during their travel. 958 beneficiaries used the shower container, of which 72 women and 43 children, in the month of April.
- CARE implemented waste management in Preševo, provided laundry service in Preševo, worked on reconstruction of toilets in Principovac, and finalized building of sanitary block/toilets and showers in Adaševci.

Identified Needs and Remaining Gaps

- Refugees waiting to be admitted into Hungary through the "transit zones" continued to lack access to sanitary facilities, creating hygiene, public health and protection risks (including for refugee women and children).



Shelter and NFIs

Achievements and Impact

- UNHCR, supported by the United Nations Country Team in Serbia, developed a Reception Standards Checklist, listing applicable international, European and national standards. A joint assessment mission with the SCRM and authorities is planned for the month of May, in order to help identify preferred locations for refugee accommodation and their refurbishment needs.
- Upon successful tendering procedure for works for Phase III Rehabilitation of the Tobacco factory premises, on 25 April DRC commenced the rehabilitation works funded by UNHCR. The premises will be equipped with sanitary facilities, heating and ventilation system, as well as furnished with adequate furniture and appliances (beds, shelves, tables, chairs, benches, bedlinen, blankets, etc.). The rehabilitation works will significantly improve the



Two Afghan families preparing to stay in the Subotica RAP, Subotica (Serbia), Photo@HCIT

response to the migration crisis in the region by ensuring reception facilities for approx. 650 refugees and migrants. The works were officially launched on 27 April, in the presence of Serbian Minister of Labour, Employment, Veteran and Social Policy, UNHCR, SCRM and DRC representatives, as well as the media.

- Asylum Office in Preševo RC: upon expression of need by the Government Working Group on Mixed Migration for establishing premises for asylum claim registration, UNHCR engaged DRC on identifying appropriate solutions. Rehabilitation works were implemented in the period 12-27 April, and stand ready for further equipping with furniture, etc.
- In addition to the works on installation of fencing around Preševo RC, funding from UNHCR was used by DRC to enable the installation of main gates, which improved the security of the RC. Furthermore, the capacities of the electric supply were improved in Preševo RC through the installation of a UNHCR-funded generator.
- DRC finalized rehabilitation works (funded by DFID/StartNetwork) in the facility meant for the Humanitarian Aid Coordination and Management premises in Preševo RC. These facilities were immediately put to use to support the management, communication/coordination and capacity building activities of the authorities and other key stakeholders operating and providing various types of humanitarian assistance in Preševo. The facilities were provided with a sanitary block, support room and info/meeting room, and furnished with basic furniture enabling for proper capacity building/training sessions. Humanitarian Aid Distribution Center was put in place within Preševo RC and made available for humanitarian agencies (UNHCR, DRC, SOS CV, Group 484, UNICEF, Philanthropy, etc.), with NFIs on stock responding to actual needs of refugees accommodated in the complex.
- IOM finalized the procurement and selected the Contractor, on behalf of the Serbian authorities, for reconstruction of Adaševci motel/RAP.
- UNHCR and partners HCIT, SPDE, Asylum Info Center (BCHR), Sigma Plus and Amity distributed 215 blankets, 695 pairs of socks, 176 pairs of footwear, 825 winter jackets, 564 raincoats, 130 sleeping bags, 4,300 hygiene gels, 433 bags, 540 hygiene packs and 128 plastic sheets/tarpaulins in Preševo, Belgrade and Šid area. HCIT also distributed items received from UNICEF, World Vision, DIVAC Foundation, CARE-NSHC, SC, etc.
- Divac Foundation ended its NFI and food distribution operation in Dimitrovgrad at end-April. The six containers in the police compound were removed, and only the Red Cross and Sigma Plus containers remain. Municipal authorities removed the 32 beds from the compound.
- Caritas continued, in cooperation with Red Cross, to provide hygiene packs for women and children in Preševo, Belgrade and Adaševci/Šid. 640 hygiene parcels for women, 200 hygiene parcels for children, 60 sleeping bags, 500 rain jackets for adults, 36 hats for children, 240 pairs of socks for adults, 43 pairs of shoes for adults and 84 pairs of shoes for children were distributed.



Divac Foundation distributing shoes and other NFIs in Belgrade, Photo@Divac, April 2016

- DRC changed the composition of NFIs provided in Preševo and in the west of the country to include items necessary for a population that has meanwhile become static. NFIs in Dimitrovgrad have a strategic importance since it is often the police who contact DRC to provide NFIs to the refugees (more than 5,000 NFIs were distributed in April).
- SOS CV mobile team in Preševo organized outreach activities and distributed in total 2,110 NFIs, including hygiene packages for children and women.
- CRS/Divac Foundation continued with distribution of hygiene packages for men and women and spring clothes for those staying in Šid area. 1,710 hygiene packages and 794 items of spring clothes were distributed.
- Divac Foundation's mobile team was assisting refugees on the northern border, providing food, hygiene packages, tracksuits, t-shirts and sneakers to the most vulnerable refugees at Subotica bus station and those respiting at the old brick factory and Subotica RAP. Around 120 refugees were assisted.
- CARE/NSHC distributed 2,278 hygiene packages in Šid, Adaševci and Principovac, Miksalište/Belgrade and Subotica (hygiene packages for men, women and babies). CARE/Nexus distributed 2,072 NFIs in Preševo (boots, SIM cards,

sweaters, sweatpants, underwear, sanitary pads, diapers, toothbrushes, toothpaste, baby cream, baby powder, wet wipes, baby wet wipes, tissues, antibacterial gel, etc.). Total number of beneficiaries reached was 9,354 (4,492 through NSHC and 4,862 through Nexus).

- NSHC and TDH provided 23,571 summer clothing items, footwear, and hygienic items to 2,869 refugees, mainly children and mothers. NSHC and CARE provided 2,188 hygienic items to refugees in Belgrade and Subotica.
- SC continued distribution of NFIs within Preševo RC (warm clothes and shoes for children and adults), through partner organization Group 484.
- Philanthropy continued with distribution of hygiene items, clothes and footwear in Šid, Miksalište and Preševo.
- NRC/Praxis continued distributing NFIs in Miksalište and elsewhere in the field in Belgrade, and also started distributing hygiene kits (underwear, T-shirts, shampoo, toothbrush, toothpaste, razors, lady pads, cream, soap, hand sanitizer, socks, wet wipes, backpacks). A total of 3,390 refugees were provided with NFIs.
- People in Need (PIN), People in Peril Association (PIPA) and the Czech team concluded their activities in Šid. They informed of current stock of clothes and hygiene sets available for donation in country and outside along the refugee route, and already handed over some NFI and food items to REMAR, OM, Info Park and RAS.



Asylum seekers at Kelebija border crossing waiting to be admitted into Hungarian "transit zone", Photo@UNHCR, 25 April 2016

Identified Needs and Remaining Gaps

- Asylum-seekers awaiting to be admitted into Hungary at the transit zones, sometimes overnight, lacked any shelter from the elements.
- Authorities and Mikser organisation are yet to jointly identify and put in operation a new, alternative location to Miksalište in Belgrade, to cover the needs of refugees and migrants staying in/transiting through Belgrade and take the undue burden off, following the demolition of Miksalište on 27 April.
- During the warmer days, there was an evident demand and lack of spring/summer clothes, in all locations.



Support to local communities

Achievements and Impact

- CARE/Nexus continued to provide financial support to the public utility company (Moravica) for garbage collection every day in Miratovac RAP and twice a week in Miratovac village (the Mosque) till end-April 2016.

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 every Friday 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 1st, 8th, 15th and 22nd April.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 7th and 28th April 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. RPWG has over 150 members and meets on a fortnightly basis. Under UNHCR lead, RPWG 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 30 March in Belgrade.

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