

KEY FIGURES

(MAY 2016)

1,206

Registered intentions to seek asylum in Serbia

36%

of registered refugees and migrants were minors

53

Applications for asylum

1

Persons granted refugee status

5

Persons granted subsidiary protection

PRIORITIES

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

SERBIA

INTER-AGENCY OPERATIONAL UPDATE

JUNE 2016

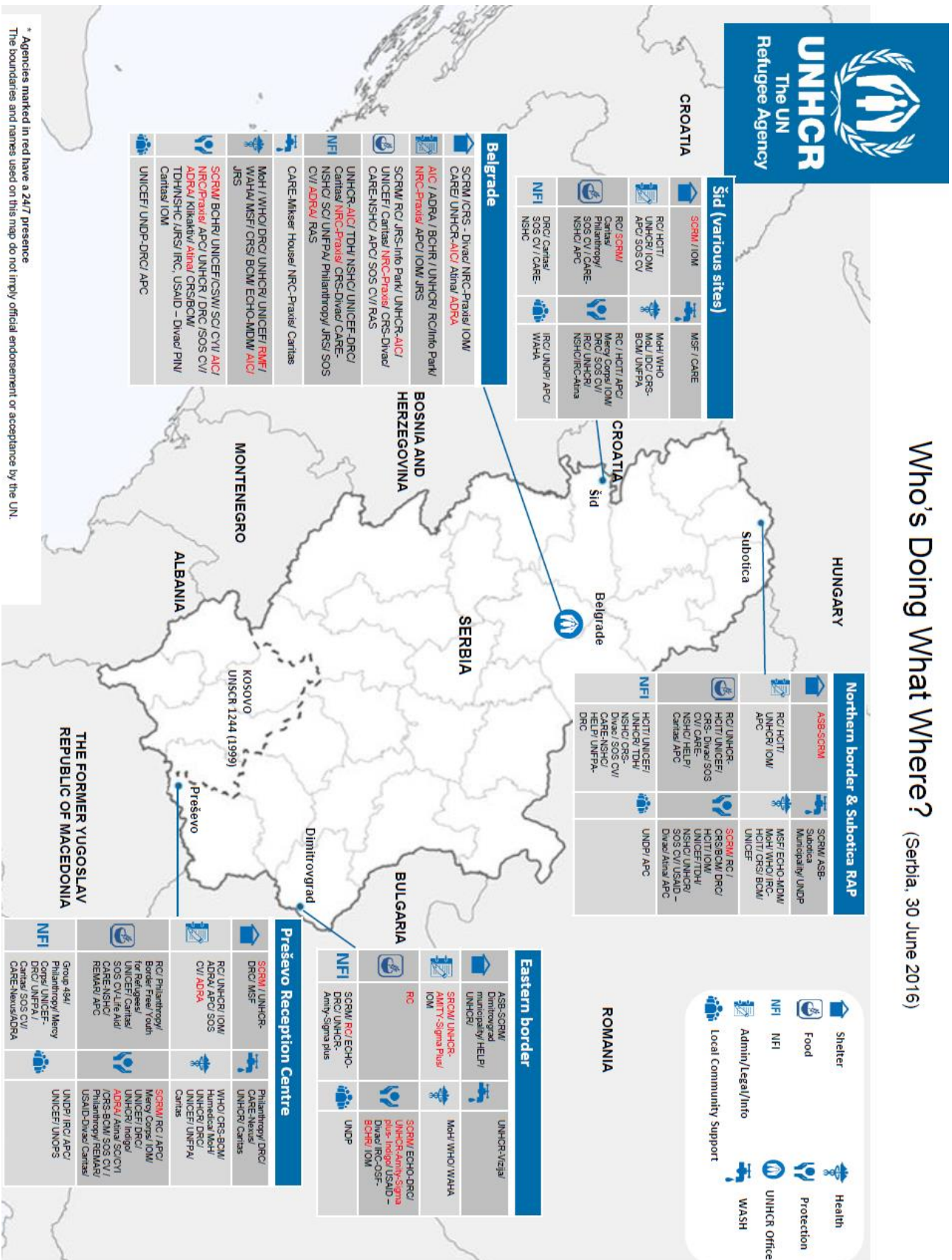
Highlights

- On 13 June, the Parliament of Hungary passed an Act which enables for forced return of refugees and migrants, found to have illegally entered the country, from as deep as up to 8 km inside the Hungarian territory. The Act is supposed to come into force on 5 July 2016. Chairperson of Serbian Government WG on Mixed Migration Minister Aleksandar Vulin responded by expressing reluctance on the part of Serbia to receive back migrants who could be returned from Hungary.



- UNHCR and IOM launched an update of the **Regional Refugee and Migrant Response Plan (RRMRP)**, involving 60 partner organizations and covering the eastern Mediterranean and Western Balkans route. RRMRP was revised to take into account new circumstances, following the border closures along the Western Balkans route and the entry into force of the EU-Turkey agreement. Humanitarian partners redefined their engagement from a response primarily targeting people on the move, to focusing on a static population in Greece and on protection activities in the Western Balkans. The financial requirements of RRMRP currently stand at USD 670 mil for 2016, of which Serbia response requires USD 21 mil.
- The World Refugee Day (WRD), observed every year on 20 June, was marked throughout the country by a number of events in all locations where refugees are present: at Preševo Reception Centre (RC), UNHCR organised a photo exhibition and children activities and in Horgoš I and Kelebija, creativity kits were distributed to children. In Belgrade, NRC-Praxis, Miksalište and Info Park organized a full day of activities for refugees and two public panels: one on child protection by SOS Children's Villages and one on support to municipalities by Divac Foundation/USAID. In Belgrade, UNHCR celebrated WRD by an exhibition in Belgrade's Kalemegdan Park, co-inaugurated by Minister of Labour, Employment, Veteran and Social Affairs Mr. Aleksandar Vulin and marking 40 years of UNHCR's presence in Serbia, as well as a reception for refugees and partners in Mikser House.

Who's Doing What Where? (Serbia, 30 June 2016)



UPDATE ON ACHIEVEMENTS

Operational Context

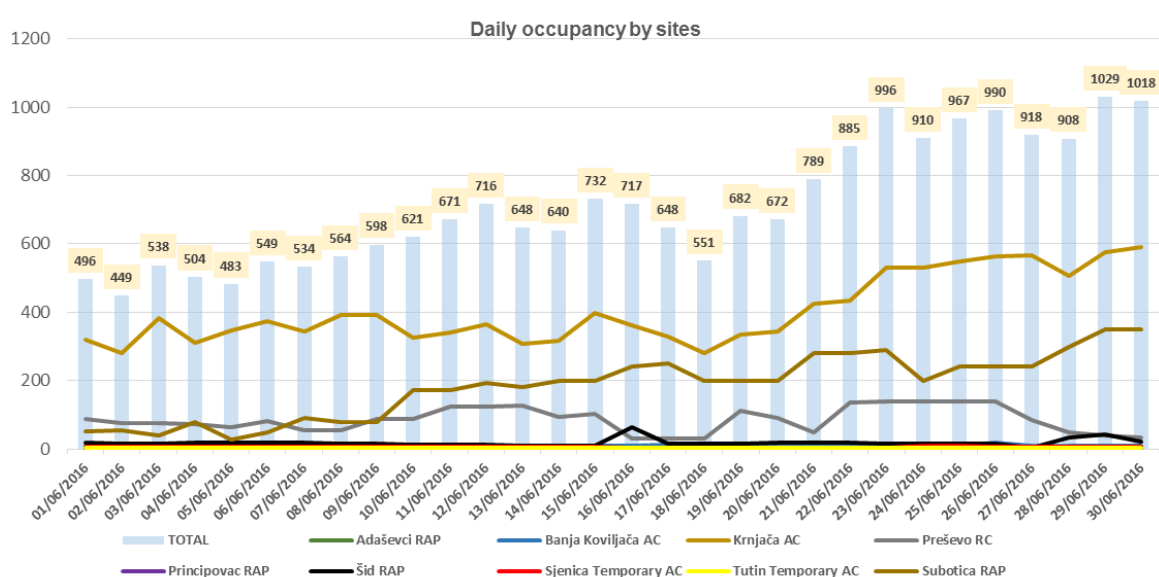
The hot June days with temperatures of up to 36 degrees Celsius, followed intermittently by thunderstorms and heavy showers, continued to make the situation challenging for asylum seekers at the border with Hungary, awaiting to enter Hungary in hundreds and largely unprotected from the elements.

Around 30 admissions into Hungary through transit zones in Horgoš and Kelebija continued to create a pull factor, bringing the number of asylum-seekers awaiting entry into Hungary to almost 600 in the week of June 6-12. They included many families with children, spending overnight in the open at the border with inadequate access to shelter and sanitation facilities. Some have been queuing at the border for weeks, some have entered their third month of waiting, although priority is facilitated for vulnerable cases and families.

With an estimated 300 irregular arrivals to Serbia per day, mainly from FYR Macedonia but also from Bulgaria, the number of refugees/migrants in Belgrade grew steadily, including the asylum seekers who returned from the border with Hungary. As at 30 June, over 2,000 refugees and migrants were present in the country, of which 1,018 in official reception facilities (up from 496 at the beginning of June) and over 600 in and out of Belgrade city centre, with occupancy rates in Krnjača Asylum Centre (AC) and Subotica Refugee Aid Point (RAP) 40% over nominal capacity rates. Miksalište aid point in Belgrade announced temporary, weeks' closure at the end of June, due to pressures from the local community, security issues, and lack of capacities to meet the rising needs, to be reopened as a centre for families.

UNHCR and partners maintained the focus on providing protection, food, NFIs and medical assistance to asylum seekers amassed at the border with Hungary and met for coordination meetings, chaired by UNHCR, on a fortnightly basis in Belgrade.

Monthly Ministry of Interior (MoI) Asylum Statistics for June 2016 indicate that the number of registered intentions to seek asylum in Serbia was 1,206. 51% of registered intentions to seek asylum were made by men and 13% were made by women. 36% of the total intentions were registered as children. The majority of the asylum intent applications were made by Afghans (33%), Syrians (32%), nationals of Pakistan (16%) and nationals of Iraq (8%). During the month of June, one national of Cuba was granted refugee status and five nationals of Afghanistan were granted subsidiary protection.



Graph no. 1: Daily occupancy by site

Achievements



Achievements and Impact

- UNHCR's implementing partner HCIT remained present both in Subotica on several locations and on both border crossings with Hungary – Kelebija and Horgoš (09-24 hrs) - providing refugees and asylum seekers with much needed food, water and NFIs, sharing necessary practical (service) and legal information, continuing with identification of the most vulnerable and referring them to competent organizations, conducting individual interviews, filing out Protection incident reports and reporting possible pushback cases. HCIT team also maintained presence in Šid on the border with Croatia. Around 2,500 refugees and asylum-seekers were assisted.
- UNHCR and HCIT performed a needs assessment exercise at the northern border on June 27-28.
- HCIT assisted and accommodated/transported some 65 PoCs in Subotica RAP, among them babies, small children under 5 y.o., ill persons, pregnant women, etc. At least 70 EVIs were assisted, including several cases when HCIT transported ill PoCs to Subotica General Hospital, where HCIT interpreters assisted medical doctors. Subotica Center for Social work was engaged in several cases of UASCs, in two cases in particular when HCIT also informed the Police.



*Reception in Mikser House, Belgrade, on the occasion of WRD, 20 June 2016,
Photo@UNHCR*

- DRC protection teams focused their activities on the following locations: Preševo, Dimitrovgrad, Subotica, Sombor, Šid and Belgrade. DRC Protection officers kept track of new arrivals in these areas and provided relevant information. Due to noted increase in arrivals, DRC mobile teams paid particular attention to cases of human trafficking and related incidents and referred information to UNHCR and other relevant parties. DRC Protection Officers originating from the predominant refugee countries of origin conducted needs assessments and incident reporting.
- DRC/UNICEF teams in Preševo provided assistance at the Child Friendly Space (CFS) to 529 children and 121 caregivers, as well as 121 children and 119 caregivers at the Mother and Baby Corner (MBC). 21 children and 15 caregivers were referred to medical services and 2 UASCs were referred to the Social Welfare Centre.
- DRC/UNICEF CFS at Krnjača Asylum Center (AC) provided assistance to 230 children and 74 caregivers.
- Interpretation services were provided to 352 beneficiaries by DRC interpreters in Krnjača and Banja Koviljača ACs.
- UNFPA Country office organized 2nd Meeting for Gender-Based Violence

Standard Operating Procedures (GBV SOPs) Working Group, in cooperation with the Ministry of Labour, Employment, Veteran and Social Affairs (MoL). Some 50 participants (including members of civil society and governmental institutions) were present. This was an opportunity to present the first draft of SOPs, identify gaps in each sector and provide comments for further development of GBV SOPs. Minimum standards for the following sectors were discussed: health, psycho-social, police, safety/security and legal sector.

- NRC-Praxis continued providing protection by presence, as well as information to refugees/asylum seekers at various locations in Belgrade 24/7, related mainly to the present situation, seeking asylum in Serbia, AVR, available services (food, NFIs, accommodation). Field staff also accompanied refugees/asylum seekers to register in the Police Station in Savska Street, and also assisted refugees/asylum seekers in reaching Krnjača Asylum Centre. NRC-Praxis also identified vulnerable refugees (families with children, persons in need of medical assistance, UASC, persons in need of legal assistance or wishing to return to the country of origin) and referred them to other organizations for targeted assistance. NRC-Praxis also recorded cases of mistreatment and abuse of refugees in the countries along the route (Macedonia, Bulgaria, Serbia and Hungary).

- NRC-Praxis recorded an average of around 150 new arrivals daily in Belgrade. In June, NRC-Praxis assisted over 4,300 beneficiaries in total with protection services.
- To mark the World Refugee Day, together with Refugee Aid Miksalište and Info Park, NRC-Praxis, organised events for refugees, making and flying kites and playing sports and music in Bristol Park and Miksalište. They called for **Safe Passage for Refugees**, reminding European governments of the need to urgently scale up and operationalise the safe, legal avenues that allow people to seek and obtain asylum in Europe, such as resettlement and relocation.
- For those refugees who could not communicate with their families via internet, Mercy Corps (MC) initiated provision of free international calls in Preševo. This service covered 25 countries on several continents, and included both landline and mobile numbers.



Celebrations of World Refugee Day (WRD) in Belgrade's Svetonikoljski park, Photo@Info Park

- For those refugees who could not communicate with their families via internet, Mercy Corps (MC) initiated provision of free international calls in Preševo. This service covered 25 countries on several continents, and included both landline and mobile numbers.
- MC continued distribution of SIM cards to refugees transiting through Serbia. The cards were distributed to registered refugees/migrants leaving Preševo camp to enable them to communicate while travelling to or waiting at the northern border. A total of 349 SIM cards was distributed to vulnerable families and/or individuals.
- MC team in Preševo continued to transport refugees temporarily accommodated in Preševo RC to Preševo

town centre or nearby towns of Bujanovac or Vranje. A total of 78 refugees benefited from transportation services.

- Over 9,800 refugees accessed internet in locations covered by MC.
- In accordance with the agreement reached with the Serbian Commissariat for Refugees and Migration (SCRM) and in partnership with SOS Children's Villages (SOS CV), MC provided additional equipment and increased capacity of the internet link for Krnjača AC, and provided internet connection services in SCRM premises in Šid and Preševo. Preparations for setting up IT corners in Krnjača AC are underway.
- MC and SOS CV provided internet Wi-Fi network for Miksalište 2.0 in Belgrade downtown, while the IT corner will be put in use there in early July.
- In addition to showing hygiene/behaviour presentations on TV screens set up in Preševo, MC broadcasted European football championship matches. Over 250 refugees benefitted.
- In Subotica, MC was supporting a mobile team operated by iHo, a local NGO from Zaječar. With technical assistance and communication equipment provided by MC, the mobile team will be able to provide internet connection, an IT corner and charging stations to refugees gathering around Serbia's northern borders.
- Jesuit Refugee Service (JRS) was present 5 days a week in Svetonikoljski park and Miksalište, providing psychological support, identifying potential legal aid needs and referring refugees to partners who provide legal support.
- Mobile Child Safeguarding Unit, run by Save the Children (SC) and Centre for Youth Integration, acting inside Preševo RC, organized workshops and recreational activities and provided psychosocial support. Activities for groups of children of different age supported sharing and cooperation amongst children. Preševo team organized games, learning English through play, board games, drawing and playing with balloons and bubbles, photography workshops and creating maps of the journey in the sand. On 24 June, SC finished the construction of a playground in the Preševo RC, spanning 250 m2.
- In Belgrade, SC and Center for Youth Integration operated within Asylum Info Center (AIC) and Miksalište. SC teams conducted various activities for children and adolescents - Traveling hero, Map of the journey, Behind the



Baby made her first steps in the Reception Centre in Preševo, Photo@UNHCR

Fingerprints, Steps, etc. These activities were created with the goal of providing an opportunity for children to share their stories about the journey and provide basic psychosocial support. SC assisted 1,572 children and 1,156 adults.

- ADRA Serbia was present in Belgrade (Children's and Youth Corner - CYC, within Asylum Info Centre premises) and in Preševo as UNHCR's implementing partner. Children's and Youth Corner (24/7 service) in Belgrade was frequented by 506 boys and 324 girls, including 273 UASCs, and their families (a total of 482 children visited CYC by night). Centre for Social Work was contacted in 72 cases and 42 children were referred to Asylum Info Centre. Services provided/used were: shelter (708 instances), food (447 instances), information (261 instances), NFIs (180 instances), PSS (781 instances) and referral (157 instances) – a total number of services provided by CYC was 2,534
- In Preševo, ADRA team was constantly in the field, consisting of 12 translators (4 Farsi, 8 Arabic), of which 10 were funded with the help of UNHCR, as well as 6 psychologists. Six field workers were responsible for food/NFI distribution in the RC. ADRA's lawyer escorted groups of refugees to Krnjača and Banja Koviljača ACs. Services provided by ADRA in Preševo concerned shelter, NFIs, PSS, information dissemination, mediation, translation, referral, legal aid, child protection, etc.
- Caritas teams for psycho-social support were providing support to refugees in Preševo and Belgrade (Krnjača AC) on a daily basis, Monday to Friday. Teams were composed of a psychologist, a social worker and an Arabic translator. Arabic translator in Preševo is also a medical doctor, and was therefore also providing first medical counselling and accompanying people to the ambulance.



Children enjoying their colouring kits at the northern border on WRD, Photo@UNHCR

- SOS Children's Villages Serbia had two mobile teams - the North/West team moved between various locations such as Belgrade parks, Krnjača, Šid and Subotica and the South/East team provided support to refugees in Family room, Youth Corner, ICT Corner and Distribution Centre in Preševo RC. SOS CV also had a Super bus team which organized outdoor educational, recreational and creative activities for children and young people in Belgrade and Preševo. In Belgrade, 951 services were provided (translation 413, provision of practical information 497, NFI 1,410, food 1,838), benefitting 374 children. In Krnjača, SOS CV provided 497 different services in total, incl. translation (207), information (246), NFI (352) and food (873), benefitting 112 children. In Šid, SOS CV provided 14 services, incl. translation (16), information (16), NFI (16) and Food (144), and benefitting 6 children. In Subotica, 79 different services were provided, incl. translation (33), information (37), NFI (200) and Food (158), while benefitting 42 children. Mobile team for North/West provided 1,541 services to children and mothers/families, incl. translation (669) and information provision (796), and distributed 1,978 hygiene packages and 3,013 food items (milk, biscuits). In Preševo, SOS CV provided 1,118 services (information and translation provision) to 765 adults. Family room in Preševo provided 480 different services to children. Youth Corner within the family room provided a safe place for 191 14-18 y.o. children exposed to social/psychological vulnerability, supported by professional educators (workshops and lectures which provide psychological support, with focus on UASCs).
- SOS CV's Wi Fi spot in Šid, at the Train Station, provided support for 630 connections to www.refugeeinfo.eu web page (operated in cooperation with Mercy Corps). At Preševo RC, SOS CV provided 630 connections and the charging stations provided electricity to 410 users.
- UNICEF-supported child-friendly spaces (CFSs) continued to be operational in Preševo and Krnjača with the Danish Refugee Council (DRC). UNICEF continued to support the social welfare system in Preševo and Belgrade to provide additional support to refugee/migrant children by supporting the Centres for Social Work and the Belgrade Centre for Care of Foreign Unaccompanied Minors.
- UNICEF-supported Standard Operating Procedures were finalised and adopted by the MoL.
- With UNICEF's support, Save the Children conducted two Psychological First Aid two-day training workshops for 43 government and NGO frontline workers.
- With UNICEF's support, the Association of Social Protection Professionals of Serbia organised supervisory visits to the Centres for Social Work in Belgrade, Preševo, Dimitrovgrad, Subotica and Kanjiža. Through improved coordination between field staff, government actors and non-government partners, the visits helped with advancing staff skills to better respond to refugee and migrant needs and in efficiently providing protection to children at risk

and their families. The Association held 2 one-day trainings in Zaječar and Dimitrovgrad for professionals from relevant institutions and organisations.

- UNICEF facilitated child protection sessions in a number of round-tables and workshops related to protection of refugees and migrants. The main conclusion from the National Roundtable on the rights of refugees and migrants, organised by the UN coordination office and UNHCR, was that greater emphasis needed to be put on application of SOPs by all actors, following the UNICEF facilitated-session. It was noted that there is an increased risk of child trafficking in the irregular migration context and the high ratio of unaccompanied minors (more frequently, families are split, with children travelling with adults who are not related to them).
- With the support from TDH, NSHC provided recreational outreach activities in Belgrade and Subotica to 1,700 children and 396 parents; 742 beneficiaries benefited from psychological first aid and support activities.
- With the support of CARE, 1,433 beneficiaries in Belgrade and Subotica were included in NSHC's outreach recreational and leisure time activities with children and youth.
- Catholic Relief Services (CRS)/Balkan Centre for Migration (BCM) interpreters provided translation assistance and legal/medical assistance to refugees, partner organisations (Philanthropy, Humedica, Save the Children, Atina, UNHCR, Indigo, ADRA, World Vision, DRC and UNICEF) and authorities (Police, Public Prosecutor in Preševo) in 8,365 instances, in Belgrade, Subotica and Preševo.

Identified Needs and Remaining Gaps

- With the plans of Refugee Aid Miksalište to focus its services on families and children, a temporary gap in services in Belgrade city centre for single males, who represent the majority of persons of concern, was left behind, creating increased presence of refugees in the parks, distribution and sanitary challenges and possibility of tensions arising. Concentrated efforts from all relevant actors are needed to ensure that single males are also properly assisted.
- Refugees continued to report mistreatment and torture all along the Balkans route.
- Number of UASCs has been on the increase and humanitarian partners pointed to the need for closer protection and monitoring by mandated state bodies, timely and more thorough interviews with the children and a referral system.
- Registration practices in Savska St. police station in Belgrade remained somewhat inconsistent.
- ADRA's hotline for refugees remained inactive due to the administrative obstacles caused by authorities' hand over in the Municipality of Savski Venac.

Education

Achievements and Impact

- In cooperation with the Ministry of Education, UNICEF continued to work on designing education interventions and implementation plans, in order to meet the needs of school-aged refugee children. Discussions were held with the Faculty of Philology of the University of Belgrade and DRC on the preparation and piloting of Serbian as a foreign language module for schools.
- An assessment related to support to children who are currently in the education system and who do not speak Serbian was conducted by UNICEF; the recommendations will be used in designing a package that will support the education of school-aged refugee and migrant children in Serbia.
- UNHCR-funded workshops for children conducted by DRC facilitators in Krnjača and Banja Koviljača were attended by 107 children, while the language classes were organized for 62 asylum seekers. Six asylum-seekers participated in the sewing classes in Banja Koviljača AC.
- UNHCR/DRC provided for intensive Serbian lessons for a 9 y.o. unaccompanied boy from Pakistan, a protege of Vasa Stajic Centre in Belgrade, who is supposed to start school in Serbia in September 2016.

Identified Needs and Remaining Gaps

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



Health

Achievements and Impact

- Two medical teams, engaged through Primary Health Centre Preševo assisted 978 refugees and migrants and 793 were assisted by two medical teams, engaged through Primary Health Centre Zemun by UNHCR/DRC. Medicines for refugees were provided through contracted local state pharmacies, funded by UNHCR. In close cooperation with the Ministry of Health and SCRM, UNHCR and DRC expanded existing activities by engaging two additional medical teams through Health Centre Palilula, in order to ensure continuous access to health care for asylum seekers and refugees accommodated in Krnjača AC as of 1 July.
- DRC Medical Team continued to organise referral and follow-up of identified and hospitalised EVIs Serbia-wide, in order to provide them with additional support. In addition to close cooperation with the Institute for Public Health regarding provision of Disinfection measures (DDD) and epidemiological supervision, health promotions were regularly conducted by DRC, regarding personal hygiene and prevention of infectious diseases, as well as related topics, in Preševo RC.
- Within the DRC/UNFPA project, UNFPA mobile clinics from Vranje Health Centre provided medical assistance in Preševo. Six women and girls were treated on site.
- MdM medical teams provided primary health care 7 days a week from 8 am to 4 pm in Belgrade parks near the bus and train station, as well as in Miksalište.
- Real Medicine Foundation (RMF) was present 24/7 in Belgrade, providing medical assistance and expanding activities to offer prescription drugs and a programme for female victims of abuse.
- CRS/BCM doctors and interpreters for Arabic and Farsi had 184 medical interventions in Belgrade, 200 in Subotica and 347 in Preševo.
- 7 EVIs received wheelchairs, crutches and walking sticks from HCIT as a donation from the IRC programme. HCIT also donated 5 wheelchairs to the RC Preševo, via UNHCR and DRC.
- Real Medicine Foundation (RMF) provided medical outreach services 24/7 in and around Belgrade and were the only field doctors available between 7pm and 9am. RMF provided referrals to UNHCR, MSF and DRC, and also referred GBV cases to Asylum Info Centre and Atina.
- In Belgrade, JRS distributed over 500 pieces of 35 different kinds of medicaments.
- UNFPA mobile clinics were on constant disposal and fully functioning to provide services in Šid and Preševo. Between 2-23 June in Preševo, 9 examinations were performed and 3 women were found to be pregnant. 332 women received a total of 1,396 UNFPA/DRC dignity items in Preševo and Subotica. Due to the constant move of refugees/migrants towards the Hungarian border, there was no need for assistance in Šid, however, a mobile clinic is still present on the site.
- MoH and UNFPA developed the Assessment of Needs Related to Sexual and Reproductive Health (SRH) and Gender-Based Violence (GBV) within Crisis Areas and During Emergencies (Progress Report and Recommendations). The report outlines key findings and recommendations concerning GBV and SRH related needs and will serve as basis for UNFPA further engagement.

Identified Needs and Remaining Gaps

- Many asylum seekers queuing at the northern border reported various skin-related issues as well as stomach disorders.
- Reproductive health for many pregnant women is to be strengthened.

Food Security and Nutrition

Achievements and Impact

- UNHCR and partners BCHR/AIC and HCIT distributed 441 kg of high-energy biscuits and 21,219 litres of bottled water.



*Distribution of life-saving items at the northern border,
Photo@HCIT*

- During the days of Ramadan, HCIT distributed dry dates to PoCs in the north, a donation from the Embassy of UAE and HELP. HCIT started distributing on a daily basis food parcels provided by HELP, including fresh fruit.
- In Belgrade, JRS distributed 355 kg of fruit, 36 packages of milk, 20 packages of water, 5 kgs of baby food, 1,230 portions of hot soup, 5 packages of tea and 20 kgs of sugar.
- Within the DRC/UNICEF Mother and Baby Corner in Preševo, nutrition support was provided to 50 babies, while 81 mothers received IYCF counseling.
- NRC and Praxis continued distribution of dry food, usually later in the afternoon and at night when few other organizations are providing food assistance in Belgrade; around 1,300 refugees were assisted. Given the same number of refugee arrivals, NRC-Praxis almost distributed all of its food stock.
- Caritas provided 1,750 portions of cooked lunch, 4,250 fresh breakfast pastries, 4,500 bottles of chocolate milk and 4200 bottles of yogurt. Caritas was also providing hot tea from its container at Preševo RC (9,650 cups were distributed).
- In Belgrade, (Krnjača and Miksalište), Caritas provided 2,600 bottles of water, 5,850 portions of breakfast (fresh pastry, yogurt and chocolate milk) in Miksalište and 1,900 portions of breakfast in Krnjača.
- In Šid, Caritas distributed 300 portions of fresh pastry and 480 bottles of water.
- At the border with Hungary (Subotica bus station and Kelebija border crossing), Caritas distributed 930 food packs and 1,500 bottles of yogurt.
- In cooperation with Life Aid, SOS CV distributed hot meals/soup in Preševo (4,732 food items, including warm meals, water and chocolate milk).
- UNICEF continued to support the mother-and-baby corner (MBC) in Preševo in partnership with DRC.
- Together with UNHCR and HCIT, UNICEF was providing age-appropriate food at the northern border. Based on the needs assessment, mothers were receiving IYCF counselling on exclusive breastfeeding, on the importance of use of complementary food and on safe use of breastmilk substitutes for babies who are not breastfed.
- UNICEF established cooperation with the SOS CV Hungary at the northern border, and shared SOPs for IYCF and other materials and lessons learned concerning supporting children who are not breastfed.
- In close collaboration with UNHCR, UNICEF was assisting in fast-tracking and referral of vulnerable children and mothers and those with health related issues. UNICEF deployed translators, who were assisting UNHCR and other partners to assess vulnerabilities.
- UNICEF was working with the Institute of Public Health on the preparation of new recommendations for food baskets that would include children up to 5 years of age to receive hot meals and more diverse food.
- NSHC and CARE provided 6,000 food packages (4,550 in Belgrade and 1,450 in Subotica area) to refugees.
- Refugee Aid Serbia (RAS) distributed food and NFIs in the parks in Belgrade in the afternoon/evening, from 5 pm onwards on a daily basis. 200 warm meals were distributed daily (salad and main meal), water and fruit. In total, 5,580 warm meals, 7,500 water bottles, 900 kgs of fruit, 648 cereal bars, 1,152 mini choco cakes, 1,440 small Plazma biscuit packs, 1,184 tuna cans, 600 small marmalade packs, 450 packs of peanuts and 450 packs of raisins were distributed.

Identified Needs and Remaining Gaps

- Asylum-seekers at the northern border pointed out the inadequacy of provided food in terms of variety and cultural appropriateness. More concretely, they suggested that their diet should contain more rice, beans, tomatoes and cucumbers, as well as more pickled vegetables and hummus.
- With first the closure and then restriction of access to Miksalište (to women, and families with children), meal distributions for single males were taking place in Bristol park, causing security and sanitary problems. Substantial further food procurements and coordination among actors in Belgrade is needed in order to meet the assistance needs and to avoid overlapping.
- Increase and upgrade of Krnjača services.

Water and Sanitation



Cleaning of the area near the Kelebija "transit zone", Photo@HCIT

Achievements and Impact

- At the request of the SCRM, ASB/Subotica municipality placed 15 mobile latrines at Kelebija and 10 mobile latrines at Horgoš border crossing in the north during the month of June.
- UNDP contracted a private company to ensure cleaning and waste disposal around the transit zones area at the border with Hungary by 15 June 2016. Refugees themselves helped with the cleaning.
- Caritas provided washing and drying machines for Preševio RC and Krnjača AC, which are being used regularly to meet the needs of the refugees.

Identified Needs and Remaining Gaps

- Refugees waiting to be admitted into Hungary through the "transit zones" complained of (1) lack of proper latrines, (2) constantly bad sanitary condition of existing toilets, (3) lack of showering and changing space especially for the female population, and (4) lack of proper waste management.

Shelter and NFIs

Achievements and Impact

- UNHCR-funded Phase III rehabilitation works of the Tobacco factory premises were fully completed by DRC on 24 June 2016, providing accommodation and reception capacities for additional 650 persons. All furniture was delivered and installed. Communication pathways and outdoor activities were completed, as well as the asphaltting of the vehicle and pedestrian communication lines which were immediately put to use.
- NMFA-funded, DRC-implemented project of minor shelter repairs in Preševio RC was fully completed on 13 June 2016. Flooring of the reception room and rehabilitation of the electricity substation were finalised. Rehabilitated Tobacco Factory premises in Preševio RC within Phase I and II of renovations were in full use in accordance with the needs of accommodated asylum-seekers.



Improvised shelters at the border with Hungary, Photo@HCIT

- Upon refugees' departure from Preševo RC, DRC shelter and logistics, as well as RC cleaning staff, take care of the detailed checking of premises and equipment, minor shelter repairs, cleaning and disinfection. The sanitary blocks were properly disinfected and maintained. Bed linen, pillows and blankets in the pavilion were washed, bunk beds were rearranged together with shelves and screen dividers. The common/reception area was used for relaxation, socializing, entertainment and dining of refugees, while the new flooring of the premises enabled for more suitable, more hygienic conditions.
- UNHCR and partners BCHR/AIC and HCIT distributed 416 blankets, 477 bags, 1,531 hygiene kits, 285 sleeping mats, 183 sleeping bags, 610 pairs of socks, 1,528 adult T-shirts, 261 children's T-shirts, 729 pairs of footwear, 2,177 raincoats, 57 winter jackets, 666 caps, 413 tracksuits and 58 rechargeable torches.
- HCIT also distributed items received from UNICEF, World Vision, Divac foundation, CARE-NSHC, Save the Children, HELP and Embassy of UAE, whose help was crucial for refugees both on northern border crossings and in Subotica area.
- In Belgrade, JRS distributed 100 T-shirts for adults, 105 T-shirts for children and 60 shorts for adults.
- Within the UNICEF/DRC CFS in Preševo, 106 children were supported with hygiene items and 315 children with clothes. DRC Distributed 820 hygiene/dignity items for 157 women within the project funded by UNFPA. Within the UNICEF/DRC CFS in Krnjača, 64 children were provided with clothes. DRC provided 263 girls/women in Subotica area with 1,103 hygiene/dignity items, within the UNFPA-funded project. DRC was distributing underwear and needed winterization items in specific cases (mainly in Dimitrovgrad area), funded by ECHO. DRC has completed procurement process and expects the first distribution of clothes and footwear in the beginning of July.
- SC's distribution of hygiene kits, blankets, sleeping bags, solar lamps, clothes, etc. continued in accordance with the needs of beneficiaries, through mobile teams at AIC in Belgrade and through HCIT in Subotica. 276 children and 281 adults were assisted.
- NRC-Praxis distributed summer clothes and shoes (1,000 pieces each of T-shirts, trousers and trainers for men, women and children) and hygiene kits; more than 4,200 people were assisted. At the end of June, Praxis procured additional stock of summer clothes (1,300 pairs of trainers, 1,000 pairs of trousers, 600 T-shirts, 2,500 pairs of men's socks), which will be distributed by the end of July when their Project ends.
- Praxis installed refillable water dispensers in Miksalište to provide a more economical and environment-friendly solution to drinking water needs.
- Caritas provided 580 hygiene packs for adults, 320 hygiene packs for babies and 1,300 raincoats in Belgrade (Krnjača and Miksalište), as well as 130 sleeping bags with isomat, to increase the shelter capacities of Krnjača AC.
- In Preševo, SOS CV Mobile team organized outreach activities and distributed in total 2,370 NFI, including hygiene for children and women.



Solar phone chargers distributed at the border with Hungary, Photo@HCIT

- UNICEF, through its partners DRC (in Preševo and Belgrade) and HCIT (in Kelebija and Horgoš), reached 2,680 children with basic supplies (including clothing and baby hygiene items), to protect them from weather conditions and maintain good personal hygiene.
- NSHC and TDH provided 24,103 items of summer clothes, footwear, and hygienic items to 9,458 refugees and migrants: 2,799 children, 1,663 women and 4,996 men.
- NSHC and CARE provided 515 pairs of socks, 500 T-shirts, 400 pairs of underwear and 1,344 hygienic packages to refugees in Belgrade and Subotica.
- RAS distributed 1,440 packs of wet wipes, 1,600 packs of tissues, 360 toothbrushes, 168 toothpastes, 574 antibacterial gels, 230 hair brushes, 100 shaving foams, 160 razors, 270 toilette bags, 480 soap bars, 40 child tracksuits, 80 child pairs of underwear, 50 child body suits, 192 pairs of socks, 400 adult and 30 child T-shirts, 1,026 adult pairs of socks, 5 child sports pants, 548 pairs of men's underwear, 200 caps, 364 rain coats and 2 wheelchairs in Belgrade parks.

Identified Needs and Remaining Gaps

- With the increased number of refugees in Belgrade, the capacity of Krnjača AC has been exceeded, and refugees were being returned from the asylum centre as there were no available beds. This contributed to rising numbers of refugees and migrants sleeping in Belgrade parks.
- The need for additional summer clothes and shoes at all aid points remained.
- Approval for installation of washing facilities, dignified shelter solutions and additional toilets at the border with Hungary is urgently required from the authorities.
- ADRA Serbia expressed its concern regarding the safety in Preševo camp caused by the proximity of the electricity generator to the place where children and families rest, where often the generator is at the disposal of the children at play.



Support to local communities

Achievements and Impact

- With the support from Government of Japan and UNHCR, WAHA International donated medical equipment to the Health Centres in Šid and Dimitrovgrad, comprised of an ECG machine and a defibrillator with a monitor, in the total value of EUR 30,000.
- Caritas distributed 753 vouchers for buying supplies at the local supermarkets of the Delhaize group, in the amount of 5,000 dinars, for helping the poor local population in Serbia. The distribution was done in cooperation with the centres for social welfare of the Municipalities of Belgrade and Šid. Beneficiaries of this service were mostly the users of soup kitchens in these two municipalities.

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 3rd and 17th of June.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 29th June 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 13th June in Belgrade.
- **Northern Border Coordination Mission** took place on 28th June in Horgoš, with participation from UNHCR and ECHO, and took note of the challenges in the WASH and Food sectors at the border with Hungary.
- **Coordination Meeting for the Northern Border and Belgrade** took place on 2nd June in Belgrade, and *ad hoc* meetings were held as the situation required.

Contacts:

Ms. Indira Beganović, Reporting Officer, E-mail: beganovi@unhcr.org, Tel: +381 (0) 63 431 886

Ms. Vera Dragović-O'Donnell, Information Management Associate, E-mail: dragovic@unhcr.org, Tel: +381 (0) 63 343 521

Links:

<http://www.unhcr.rs/>