

KEY FIGURES

(AUGUST 2016)

1,920

Registered intentions to seek asylum in Serbia

48%

of registered refugees and migrants were minors

124

Applications for asylum

1

Persons granted refugee status

0

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

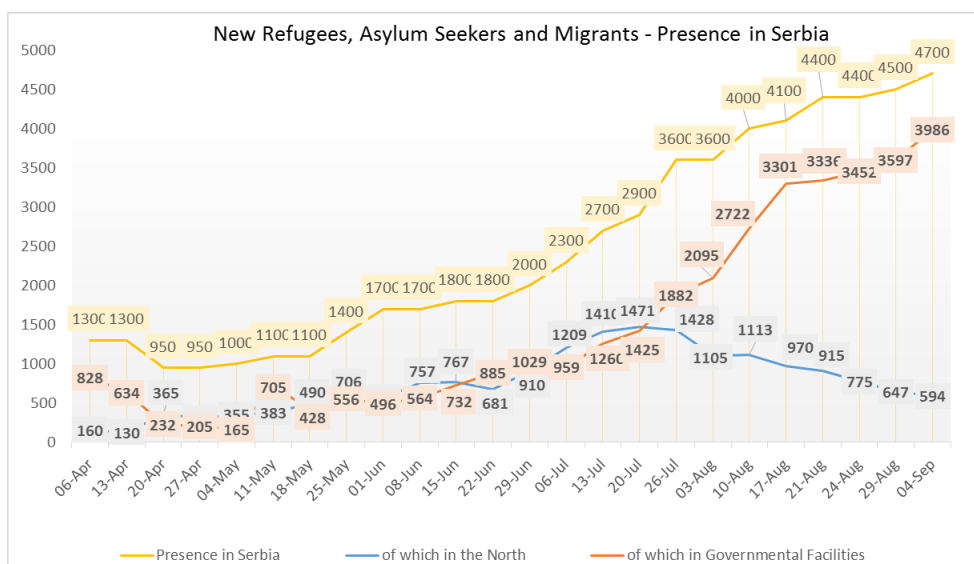
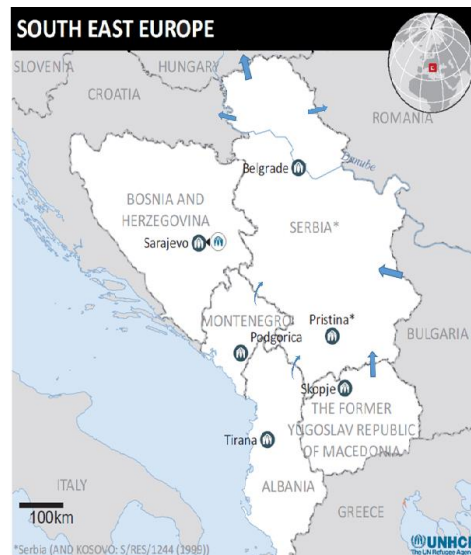
SERBIA

INTER-AGENCY OPERATIONAL UPDATE

AUGUST 2016

Highlights

- The number of the asylum-seekers camping on Serbian soil outside Hungarian transit zones near Horgoš I and Kelebija dropped by 70% to below 300.
- As of 11 August, situation in Belgrade improved, when authorities decided to again admit undocumented refugees and migrants to overnight in Krnjača Asylum Centre. Numbers of refugees /migrants spending the night in parks and other public spaces of city centre shrank from over 600 to around 200, while the occupancy of Krnjača grew to 800.
- The new Government of the Republic of Serbia, headed by the Prime Minister Aleksandar Vučić, was sworn in on 11 August.
- On 23 August, Minister of Labour, Employment, Veteran and Social Policy and Chairman of Government of Serbia Working Group on Mixed Migration, Aleksandar Vulin, and the UNHCR Representative inaugurated the completion of the third phase of refurbishment of the former Tobacco Factory in Preševo Reception Centre, which increased the accommodation capacity of the Centre by 650 to a total of 1,500 places.
- Minister Vulin expressed concern regarding a possible termination of the EU-Turkey agreement carrying a new wave of refugees towards Western Europe. He stated that Serbia would not build walls and would provide everyone with the possibility to seek asylum, but would not allow illegal entries into its territory.



Graph no. 1: Presence of refugees/migrants/asylum-seekers in Serbia

UPDATE ON ACHIEVEMENTS

Operational Context

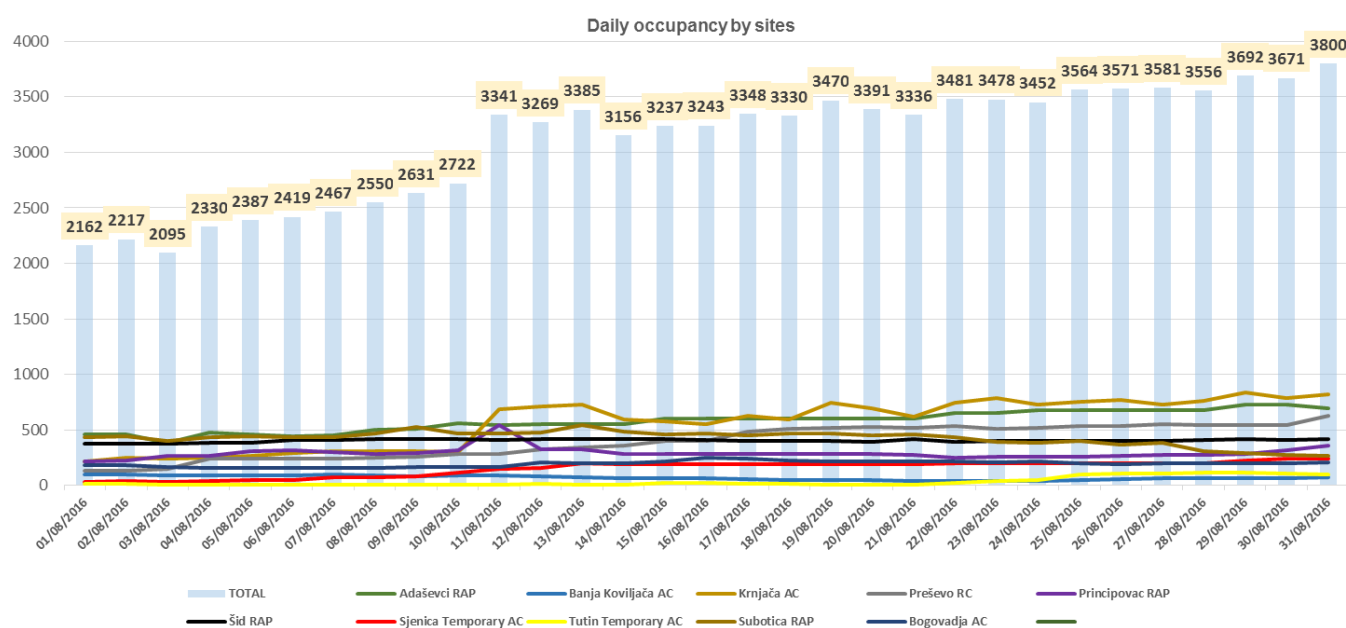
With continued irregular arrivals and limited departures, the estimated number of refugees/migrants/asylum seekers in the country rose to 4,700. UNHCR believes that the number of arrivals may have remained at the level of around 200 refugees/migrants per day. Of those encountered by UNHCR/partners, around 59% came from FYR Macedonia, 35% from Bulgaria, 4% from Albania and 1-2% from Montenegro.

Hungarian authorities continued to admit around 30 asylum-seekers through the transit zones in Horgoš and Kelebija. Serbian authorities, UNHCR and partners, continued to encourage asylum-seekers to make use of better conditions in governmental centres and, as a result, over 80% of aforementioned 4,700 persons were accommodated in governmental facilities, including 1,432 asylum-seekers in Asylum Centres and 2,368 refugees/migrants in Reception Centres/RAPs, at the end of the reporting period.

Further to the increased number of refugees/migrants remaining for longer periods in Serbia, UNHCR and IOM discussed the revision of the Regional Refugee and Migrant Response Plan (RMRP), UNHCR Serbia revised its 2016 Emergency Response Programme and Contingency Plan for Serbia, while the Government of Serbia released a new Response Plan for the period October 2016-March 2017.

On 25 August, the Ministers of Interior of Hungary, Sándor Pintér, and Serbia, Nebojša Stefanović, met near Horgoš, discussing *i.a.* Hungarian support to guarding Serbia's southern borders.

Monthly MoI Asylum Statistics for September 2016 indicate that the number of registered intentions to seek asylum in Serbia was 1,920. 36% of registered intention to seek asylum were made by men and 16% were made by women. 48% were registered for children. Most applications were made by citizens of Afghanistan (57%), Syria (16%), Iraq (15%) and Pakistan (6%). During August, one asylum-seeker was granted refugee status, while two applications were rejected.



Graph no. 2: Daily occupancy by site

Achievements



Achievements and Impact

- UNHCR, assisted by Serbian Commissariat for Refugees and Migration (SCRM) and IOM, completed the profiling of the population in the Preševo RC, to identify protection and other needs as well as available solutions/options. A total of 533 individuals were profiled. Results are being compiled and new arrivals will be profiled progressively.
- UNHCR and partners continued encountering asylum-seekers who reported to have been pushed back from Hungary without being granted access to asylum procedures.
- The Asylum Info Centre (AIC)/Crisis Response and Policy Centre (CRPC) celebrated their first anniversary of operations in Belgrade. AIC/CRPC ensured information dissemination (in English, French, Spanish, Pashto, Arabic, Farsi and Urdu), interpretation and cultural mediation, first psychological aid, legal aid, medical aid, free Wi-Fi and phone charging access, transport to different facilities, identification and referrals of EVIs, NFI distribution etc. Assistance was provided both independently and in cooperation with other actors. A total of 8,860 beneficiaries were assisted (of which 57% from Afghanistan and 22% from Pakistan; 74% men, 7% women and 19% children (predominantly boys). Of the total number of children, AIC/CRPC identified 74 potential unaccompanied/separated children (UASCs).
- Belgrade Centre for Human Rights (BCHR) remained present in Krnjača Asylum Centre (AC) three times per week, with the aim of providing free legal assistance to all persons of concern (PoCs) in need and offering free representation in the asylum procedure for those who wish to seek refuge in Serbia. Apart from regular visits to Krnjača AC, the BCHR conducted field visits to ACs in Sjenica, Tutin, Banja Koviljača and Bogovađa, counselling refugees and migrants on their rights in Serbia and explaining the asylum procedure.



Little toy-maker with a truck made of cardboard, Horgoš (Serbia), @UNHCR, August 2016

- BCHR provided 252 persons with free legal counselling, among which 129 were persons from Afghanistan, 50 from Iraq, 30 from Syria, 12 from Iran, 12 from Cuba, 11 from Pakistan, followed by PoCs from Russia, South Africa and Croatia (two from each country), Lebanon and Cameroon (one each). One Cuban citizen, represented by BCHR in the asylum procedure, was granted asylum in Serbia in August.
- BCHR legal officers visited Shelter for Foreigners in Padinska Skela (Belgrade) several times, with the aim of enabling PoCs to access the asylum procedure. Access to asylum procedure was provided to one woman from Afghanistan with two minor children, one person from Lebanon and one person from Iraq.
- In cooperation with NGO Atina, BCHR provided legal counselling and free legal representation in the asylum procedure for survivors of SGBV.
- As a part of the National Mechanism for Prevention of Torture (NPM),

together with Ombudsperson's Office, BCHR conducted monitoring visits to ACs in Bogovađa, Tutin and Sjenica. The aim of these visits was to monitor the conditions and treatment of refugees and migrants, to deter public authorities from any form of torture and any form of ill-treatment, as well as to provide recommendations for further improvement of conditions in accommodation centres and practices of public authorities, in accordance with relevant regulations and standards.

- BCHR was also involved with the integration process of its beneficiaries who had been granted asylum/subsidiary protection in Serbia in the previous period. Three refugees were assisted in obtaining work permits and one asylum-seeker was enrolled in primary school in Banja Koviljača.
- UNHCR's implementing partner Humanitarian Centre for Integration and Tolerance (HCIT) was present in the north and the west of the country (Subotica, Horgoš, Kelebija, Šid, Principovac and Adaševci), assisting the asylum-seekers with protection/provision of legal advice, practical information, border monitoring, referrals and transportation

(mostly to hospitals and outpatients' clinics and to Centres for Social Welfare (CSW) in cases of UASCs), conducting detailed interviews with PoCs and filling in Protection Incident Reports and Push Back Reports, monitoring of admission into Hungary, but also deportations, registration lists and related issues. HCIT also distributed NFIs provided by UNHCR and UNICEF. HCIT assisted at least 51 EVIs and PWSNs and one family from Afghanistan in obtaining a birth certificate for their baby born in Šid. Twenty-one Push Back Reports were filled out concerning incidents in August, of which several pushbacks from Hungary were very violent. Injured persons received medical assistance in Subotica and in Sombor, after which HCIT assisted them with accommodation, practical and legal information.

- HCIT staff filled out 9 Protection Incident Reports relating to 90 PoCs regarding different types of ill- treatments and incidents. Over 2,250 PoCs were provided with information and around 390 PoCs were provided with legal information and assistance.
- According to HCIT, a total of 931 refugees and migrants arrived at the Bus Station in Subotica in August, of which 57% from Afghanistan, 18% from Pakistan, 11% from Iraq, 9% from Syria and 5% from other nationalities.
- UNICEF-supported child-friendly spaces (CFS) continued to be operational in Preševo, Šid and Krnjača with the Danish Refugee Council (DRC). 1,616 children received psycho-social support in the UNICEF-supported family support hubs, CFSs and mother and baby corners (MBCs). UNICEF's partners were implementing more structural activities in CFS. The activities included English and Serbian language classes, numeracy classes and other activities.
- UNICEF continued its cooperation with the Centres for Social Work (CSW) by supporting additional social workers: 1 in Preševo and 6 in Belgrade. In accordance with the current situation, and number of refugees/migrants in Serbia, UNICEF will support additional staff in the CSW in Preševo, Belgrade and Šid. The support to the Šid CSW will begin on 1 September, with additional 4 social workers who will cover three locations: Šid, Principovac and Adaševci.
- 500 copies of the endorsed Standard Operating Procedures (SOPs) for Unaccompanied Children were printed and distributed to government and NGO frontline workers by UNICEF and partners.
- A meeting with the CPsWG members managing Child Friendly Spaces and Youth Corners at the national level was organised by UNICEF, focusing on a common approach for the integration of adolescents. Participants discussed the introduction of new activities and sharing of tools and materials between the different actors.
- UNICEF was strengthening the role of the Association of Professionals in Social Work in order to advance the capacities of social services to identify and respond to the most vulnerable refugee/migrant children. As part of the trainings on Capacity building for the social protection system, the Association of Professionals in Social Work delivered the training "Improvement of coordination and cooperation of all relevant actors". The training was held in the Subotica CSW on 4 August for 29 social workers.
- IOM mobile teams continued with information provision and counselling on assisted voluntary return (AVR) and raising awareness on risks of human trafficking and migrant smuggling in Preševo RC, Dimitrovgrad, Šid and Kelebija/Horgoš. All necessary technical and logistic support was provided to migrants who expressed their willingness to return to the country of origin - 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 country of origin. Six migrants returned to the country of origin in August (to Iran, Iraq and Afghanistan) while 5 migrants are still in the process of obtaining travel documents.
- IOM provided assistance with transportation of vulnerable individuals and families to local institutions/local service providers like local health centre, centre for social work etc. Over 800 refugees/migrants were provided with transportation assistance, with altogether 200 lifts given to the beneficiaries. Over 400 refugees/migrants were assisted in Šid and some 20 refugees/migrants were assisted with transportation from border locations (Horgoš and Kelebija) to Subotica RAP, as well as from the Center in Subotica to health facilities. IOM staff was present throughout the week with 2/3 staff members at each location, covering two shifts during the day.
- In Preševo, IOM team continued to provide transportation assistance for vulnerable groups to local institutions/local service providers like local health centre, centre for social work etc. Over 350 refugees/migrants were assisted.



Red Cross Wi-Fi and charging station in Horgoš (Serbia),
@HCIT, August 2016

- Save the Children (SC) reported 180 new cases of unaccompanied minors in August, who were identified, assisted and further referred to respective services and institutions. Many of them had been repeatedly pushed back from Hungary.
- SC, together with Centre for Youth Integration (CYI), continued operating mobile child protection teams in Preševo. In Belgrade's aid point Miksalište, SC and CYI were operating a CFS and Youth Corner and distributing NFIs and supplementary food. In Belgrade's Asylum Info Centre (AIC), SC and CYI ran a Drop in Centre and Mother and Baby Corner (MBC). SC mobile teams in Preševo RC started moving towards a more static work, providing PSS activities, as well as educational activities for teenagers. 1,257 children, non-repeated beneficiaries, were reached through teams in Belgrade and Preševo.
- SC and Praxis begun a new partnership to provide protection assistance and information to promote rights and the identification and addressing of protection gaps/needs of refugees/migrants/asylum seekers through advocacy activities in Belgrade parks.
- In recently reconstructed social space within its office in Preševo RC, Mercy Corps (MC) continued implementation of various social initiatives, such as sports/recreational activities and movie presentations. In addition, the space was shared with SC for language classes.
- MC and partners in Preševo RC began with organization of sports activities in open field for refugees.
- As required, Mercy Corps Preševo team provided transportation assistance to refugees from RC Preševo, in collaboration with SCRM and IOM, covering Preševo centre and nearby towns, Bujanovac and Vranje.
- In partnership with SOS Children's Villages (SOS CV), MC continued the provision of internet connection services in several locations, including Preševo RC, Miksalište in Belgrade, and SCRM premises in Krnjača and Šid. The team also ran an IT corner in Krnjača AC. Another IT corner was being set up by MC at Miksalište. TV screens installed in by MC in Preševo RC were being used by MC and its partners – SOS CV, DRC and SC - to show informative/educational content, cartoons for children and movies.
- With technical assistance and communication equipment provided by MC, two mobile teams operated by "Ja sam čovek" NGO and Divac Foundation were providing communication services at northern border crossings with Hungary. Assistance provided included Wi-Fi Internet, IT corner and charging stations for mobile devices.
- On August 15, SOS CV opened Mother and baby corners (MBC) in Adaševci and Principovac refugee aid points (RAPs) in order to provide space for mothers with their babies up to 2 years old, to get support from nurses in counselling concerning their health, concerning nutrition and how to care about their babies. In Principovac MBC, SOS CV delivered 279 services to mothers. On August 22, SOS CV opened a Family Room in Principovac RAP, in order to provide space for children and their families to spend quality time together. On August 29, SOS CV set up an ICT spot in Bujanovac RC.
- Within CFS in Adaševci, SOS CV Serbia delivered 2,163 services to children within 261 different activities, which included recreational, creative and educational activities. Translation services were provided in 2,146 instances to adults and children.
- In CFS Principovac, SOS CV provided 1,592 services to children within 251 various activities, which included recreational, creative and educational activities. Also, SOS CV provided translation services in 1,217 instances for adults and children.
- SOS CV mobile team in Belgrade provided 739 different kinds of services to children in Belgrade, including services of translation, provision of practical information, first psycho-social support (PSS) and referrals to other institutions and organizations. Translation services to adults and children were provided in 710 instances and practical information was provided in 1,081 instances. SOS CV Serbia Belgrade mobile team worked intensively on child protection, and 26 cases were referred to Belgrade Centre for Social work and MSF and MDM medical teams.
- SOS CV provided 999 services to children in 186 different activities within the Family Room in Preševo RC, while 691 services to youth in 86 activities were provided through the Youth Corner. Total services amounted to 2,095 including provision of practical information and provision of translation.
- SOS CV Super Bus mobile team, organized outdoor educational, recreational, creative activities for refugee children and young people. Super Bus organized 45 activities and delivered 740 services for children. In addition, 321 NFI (hygienic packages for children and women) and 129 FI were distributed.
- SOS CV Serbia continued to provide access to computers and Internet on several locations: ICT spot Adaševci had 1,750 Wi-Fi connections and 1,150 users at charging stations, ICT spot at Šid train station had 2,090 Wi-Fi connections, ICT spot in Preševo had 2,580 Wi-Fi connections and 1,960 users at charging stations and ICT Corner

Preševo had 1,805 visits, which included use of computer and Internet. ICT spot in Belgrade (Miksalište) had 1,670 connections, ICT spot Principovac 570 Wi-Fi connections and 730 users at charging stations and ICT Corner Principovac had 1,417 visits, which included use of computer and Internet. ICT spot Krnjača had 1,930 Wi-Fi connections, while ICT Corner in Krnjača AC had 960 visits, which included use of computer and Internet.

- On 1 August, SOS CV opened up an ICT Corner within Family Room in Principovac RAP, equipped with 4 computers and chargers for mobile phones working 12 hours a day, 7 days per week.
- Praxis started implementation of the Project “Protection Monitoring and Assistance to Refugees and Asylum Seekers in Belgrade”, with the support of SC, which will be implemented in the period 15 August–15 November 2016. As of 22 August 2016, Praxis field teams have been present in the field in Belgrade from 06:30-19:30 every day, providing information to refugees/migrants/asylum seekers in Belgrade about the current situation in Serbia and the region, legal status and available legal pathways, accommodation in asylum centres/RAPs in Serbia, means of transportation to the assigned ACs/RAPs, other rights and available services (medical care, food, NFIs, etc). Praxis was also providing protection by presence, identifying vulnerable cases and referred them to other agencies/services for targeted assistance. Finally, Praxis was also doing protection monitoring and recording the cases of violation of refugee rights along the route.
- In the period 22-31 August 2016, Praxis provided information to a total of 954 refugees/migrants/asylum seekers in Belgrade, while a total of 270 persons were referred to different organizations/institutions for targeted assistance.



Improvised swing at Horgoš (Serbia), @HCIT, August 2016

- Psychosocial Innovation Network (PIN) teams for psycho-social support were providing assistance to refugees/migrants/asylum-seekers in Krnjača, Banja Koviljača and Bogovađa ACs, hospitals and other health/social welfare institutions, correctional facilities, AIC in Belgrade, park near bus station, in Miksalište and to privately accommodated refugees. PIN teams were composed of psychologists and translators (providing PSS and information, group and individual counselling, case management for vulnerable individuals, referral and follow up, etc.). The total number of beneficiaries who received first PSS and information was 179, and the total number of protection-concerned cases was 13. PIN conducted regular assessment of satisfaction with services and support provided, main problems and needs. Preliminary results of the assessments showed that refugees found food, water and shelter to be the most useful/significant support/help they received. When asked which support/help they found to be insignificant/useless, the majority stated that there was “too much talk and lack of concrete help” (meaning opening of borders, transportation to Hungary or other countries, obtaining documents and job in Serbia, etc.) and they complained of tents that were not of proper quality and often got

wet and muddy. On the whole, interviewees were most satisfied with assistance received in Serbia.

- Jointly with IRC, Divac Foundation organized sports activities for refugees/migrants/asylum-seekers in Krnjača AC, as well as several art and crafts workshops for women and youth. At Miksalište, through USAID-funded project, Divac implemented 8 art and crafts workshops.
- Caritas teams for PSS were providing support to refugees/migrants/asylum-seekers in Preševo and Belgrade (Krnjača AC) on a daily basis, from Monday to Friday. The teams are composed of a psychologist, a social worker and an Arabic translator, and were providing services of psychosocial counselling and animation activities for children and were accompanying people to different services, if necessary. The Arabic translator in Preševo is also a medical doctor and was providing first medical counselling and accompanying people to the ambulance.
- Group 484 legal and informational teams conducted 9 visits to each of the “transit zones” - Horgoš I and Kelebija, providing assistance through information dissemination of practical and legal information. This activity was supported by Oxfam, with the help of cultural mediators supported through SC.
- Group 484 also provided PSS to children refugees/migrants present in Belgrade parks. Support included recreational and stress reduction activities and was provided after Miksalište working hours. Activities were conducted with the support of the Royal Netherlands Embassy in Serbia.

- Novi Sad Humanitarian Centre (NSHC) and Terre des hommes provided protection assistance to 1,489 children and 1,063 parents in MBC in Miksalište (operational daily) and in Subotica; 797 beneficiaries benefited from PSS.
- NSHC and CARE provided 421 refugee children and youth in Belgrade and Subotica with outreach recreational activities.
- DRC/ECHO teams continued their protection activities in the areas of Preševo, Dimitrovgrad, Subotica (Kelebija and Horgoš), Sombor, Belgrade and Šid. Following the increase in numbers of refugees/migrants/asylum-seekers, new teams were deployed on a permanent basis to Šid and Belgrade to cover the night shifts. DRC teams provided information to more than 4,000 persons and protection assistance to more than 3,900 persons. Since the withdrawal of NRC, DRC has taken over the night shifts in Belgrade, covering the area on a daily basis. DRC deployed a new team to Šid, covering the West of Serbia, besides the team covering the North. DRC Protection teams follow the situation in the northern and western locations where smugglers and related incidents continue to feature prominently. DRC Protection Officers from Syria and Afghanistan continue to follow up and provide assistance to cases of EVIs, together with DRC Child Protection Officer and Woman Protection Councillor. Special attention was paid to easing the tensions amongst different groups in different areas where asylum-seekers were awaiting entry into Hungary. Several legal informative workshops were held in Šid, in order to introduce refugees and migrants to their rights and the possibility of seeking asylum in Serbia.
- DRC/UNICEF teams in Preševo continued providing assistance in the CFS (1,890 children and 512 mothers/caregivers) and MBC (727 children and 622 mothers/caregivers) in Preševo RC. 428 children were supported with hygiene items, 457 with nutritional support, while 586 mothers received infant and young child feeding (IYCF) counselling. DRC/UNICEF team referred 56 children and 19 mothers/caregivers to medical services and referred 9 UASCs to the Social Welfare Centre. Preševo RC was witnessing new arrivals of children (many arriving in a bad state) and subsequent departures towards the north of Serbia, only, unlike in the previous period, Preševo RC was also witnessing increased numbers of beneficiaries on a daily basis, including prolonged stays.
- DRC/UNICEF team in Šid launched a CFS and MBC services in Šid. The team provided assistance in the CFS (1,448 children and 280 mothers/caregivers) and MBC (522 children and 460 mothers/caregivers) in Šid RAP. 522 children were supported with hygiene items, 515 with nutritional support, while 462 mothers received IYCF counseling. DRC/UNICEF team referred 45 children and 10 mothers/caregivers to medical services and preliminary screening indicated that 11 UASCs were present at Šid RAP.
- DRC/UNICEF teams in Krnjača AC continued providing assistance in the CFS (861 children and 330 mothers/caregivers). The team referred 15 children and 1 mother to medical services.
- Interpretation services were provided for 540 beneficiaries by DRC interpreters in Krnjača AC and Banja Koviljača AC.
- Jesuit Refugee Service (JRS) was providing psychological support to refugees/migrants in Belgrade city parks, with over 120 interventions in the month of August.
- Catholic Relief Services (CRS)/Balkan Centre for Migration (BCM) teams provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organisations (Philanthropy, Humedica, Save the Children, Atina, UNHCR, Indigo, ADRA, DRC, UNICEF, IOM, MDM and IDC) and authorities (Police, Security Information Agency, Public Prosecutor in Bujanovac, Health Centre Preševo, General Hospital (GH) Vranje, Health Centre Šid and Public Prosecutor in Šid, Sremska Mitrovica GH, Belgrade GH and Novi Sad GH) in 12,336 instances, in Šid, Belgrade, Subotica and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 321 instances.
- In cooperation with CRS, Philanthropy provided cash cards in Preševo RC, Krnjača AC, Adaševci RAP, Principovac and Šid RAPs. Philanthropy distributed 1,944 cash cards to the most vulnerable families.
- UNFPA further supported the development of gender-based violence (GBV) SOPs in Serbia and gathered comments from stakeholders to the revised draft of GBV SOP document shared in July. Second draft of GBV SOPs was revised based on inputs from relevant stakeholders and GBV SOP model was developed in FYR Macedonia along with guiding documents for GBViE. UNFPA joined the UNICEF-lead GBViE mission in the first week of August.
- With support from UNFPA, NGO Atina organized mentoring on the issue of GBV, the social protection system, case identification and direct assistance. Mentoring was targeting at the new members of mobile teams - the translators and future cultural mediators for Farsi and Urdu. Three new GBV cases were identified in August. NGO Atina, with UNFPA support, held a total of 11 workshops at Krnjača AC and Atina's Reintegration Center. Workshops were

attended by 58 women, 62 girls and 3 boys in total and covered topics such as gender equality and women's rights, family planning and child upbringing, discrimination, gender perspective of the road, etc.

- In Belgrade, the International Rescue Committee's (IRC) partner Info Park was involved with information dissemination (in English, Arabic and Farsi), with interpretation and cultural mediation, provision of free Wi-Fi and phone charging services, transport to different facilities, identification and referrals of vulnerable refugees, food and NFI distribution, etc.
- IRC-supported BCHR's mobile teams in Dimitrovgrad at Serbia-Bulgaria border were monitoring if access to territory and asylum procedure was being respected, collected testimonies of potential push-backs, monitored the treatment of refugees/migrants once they crossed into Serbia and provided humanitarian aid. The project ended on August 17 and the IRC and BCHR are now looking to continue this cooperation.
- Divac Foundation and the IRC ran a Social café in Krnjača AC. While enjoying tea and coffee, refugees were able to join occupational activities such as board games, sewing lessons, sports activities, etc.
- The IRC, together with Atina, PIN, BCHR and Ideas, started a program to support unaccompanied and separated children. Atina's mobile team commenced outreach and support activities in asylum centers and reception centers based on the needs, including detection of the most vulnerable refugee children, initiating and assisting in best interest assessment and providing direct assistance.
- With support from IRC, BCHR's mobile team continued to provide legal assistance in identification and registration of UASCs and provided legal information, legal referrals and representation to newly arrived UASCs, children in detention centres and asylum-seeking UASCs, based on the needs.
- The IRC and Mercy Corps continued providing refugees with accurate information online via the <https://refugeeinfo.eu/> portal/project.

Identified Needs and Remaining Gaps

- More than 200 UASCs have been identified, primarily in Šid, Adaševci and Preševo (mainly boys 13-17 y.o., arriving from Afghanistan and Pakistan through Bulgaria). Many continued to be intent on continuing their travel towards Western Europe, often traveling with smugglers. Children were among those injured in violent push-backs.
- Accommodation for UASCs remained challenging due to limited places in Niš and Vasa Stajić centres for minors, with Niš used only for very short-term accommodation. There is a need for a dedicated centre, as UASCs should not be accommodated together with juvenile offenders. Also, there are not enough foster families available. UNICEF and UNHCR are advocating for more involvement of the social protection system to secure appropriate alternative care options for UASCs.
- Centre for Social Work staffing remains insufficient to fully address needs of UASCs. UNICEF and UNHCR are working to reinforce capacities to ensure appropriate identification and follow up of cases of UASCs and other children-at-risk.
- Inconsistencies in the registration procedures in Belgrade continue, with asylum-seekers being sent back and forth between Savska police station and Krnjača AC to register their intention to seek asylum, and regular presence of Asylum Office representatives at Krnjača AC was not ensured.
- There was no government-organized transport to asylum centres in Serbia for newly-registered asylum seekers, and, meanwhile, IOM and UNHCR continued to fill in some of the gaps.
- Protection of children between 15 and 17 years of age was rather challenging, with children often refusing registration, accommodation or help, and social workers often not coming out in the field in case of UASCs over 15 y.o, frequently performing the best interest assessment over the phone and usually deciding that a child is safe within the group it is travelling with. A number of children were registered as travelling accompanied, even though they claimed travelling alone.
- Refugees/migrants increasingly reported pushbacks and mistreatment by authorities along the route.
- Relatively short period of refugees/migrants' stay in Serbia makes the identification of psychologically vulnerable individuals and providing of psychological assistance and support more challenging.
- Due to the changing nature of the crisis, the demographic structure of arrivals is changing towards more Farsi-speaking beneficiaries, and smaller percentage of Arabic-speaking population. Female Farsi translators are both rare and needed in working with mothers and children.

- New improvised shelters have been identified in Belgrade by humanitarian partners, and as such are increasing protection risks.
- AIC needed more Pashto-speaking interpreters/cultural mediators.

Education

Achievements and Impact

- Workshops for children conducted by DRC facilitators and funded by UNHCR in Krnjača AC and Banja Koviljača AC were attended by 204 children, while language classes were organized for 118 asylum seekers. Nine asylum-seekers participated in UNHCR/DRC sewing classes in Banja Koviljača AC.
- UNICEF, in cooperation with the Ministry of Education, Science and Technological Development (MoE) and the SCRM, continued to work on designing education interventions and implementation plans in order to meet the needs of school-aged children stranded in Serbia.
- MoE and UNICEF discussed the establishment of a Working Group for the Preparation of Guidelines for Education of Children and Adult Migrants and Asylum Seekers in Serbia.
- UNICEF conducted an assessment related to the support to children who are currently in the education system and who do not speak Serbian. Results of the assessment were analysed, and recommendations shared with the MoE, SCRM and the NGOs. Recommendations will be used in designing a package that will support the education of school-aged refugee/migrant children in Serbia.
- A review of the International Practice on the Education of Refugee/Migrant Children was carried out by UNICEF. A number of educational materials have been prepared to help with the integration process into the Serbian Education System, including the Guide for Schools and Teachers on Refugee Students at Schools.
- UNICEF completed a 3W exercise and called for a coordination meeting of all NGOs working in the area of education in order to improve the quality of non-formal learning activities.

Identified Needs and Remaining Gaps

- Sustainable access to the national educational system is yet to be ensured for asylum-seeking children.



Health

Achievements and Impact

- Two medical teams in Preševo RC, engaged through Primary Health Centre Preševo by UNHCR/DRC, assisted 2,450 refugees/migrants/asylum-seekers. In Belgrade centre, 837 refugees/migrants were treated by two medical teams, engaged through Primary Health Centre Zemun by UNHCR/DRC, at the Medical Container in Bristol Park. In Krnjača AC, medical teams engaged through Health Centre Palilula by UNHCR/DRC, treated 1,034 asylum seekers accommodated in the AC. Necessary medication was provided by DRC through contracted local state pharmacies, with funding from UNHCR.
- 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. DRC cooperated closely with the Institute for Public Health (IPH) regarding provision of disinfection measures (DDD), epidemiological supervision and reporting on infective diseases and regularly conducted health promotions concerned with personal hygiene and prevention of infectious diseases and similar topics requested by refugees.
- During the summer months, in cooperation with the IPH of Serbia and relevant health institutions, WHO facilitated the surveillance of epidemic-prone infectious diseases linked to poor sanitary and hygienic conditions in the Serbia-Hungary border zone, with the aim of ensuring that proper measures were being applied. With regards to vector-borne diseases and vector-control activities, such as prevention of spread of the West Nile virus and/or malaria

among refugees/migrants and the host population, WHO maintained continuous cooperation with the IPH of Serbia as well as the network of public health institutes and institutions within the public health sector (sanitary inspection, Ministry of Agriculture and Environmental Protection, Veterinary Inspection). In addition, WHO was facilitating the process of reporting and follow-up on malaria cases among refugees and migrants in coordination with IPH and the Clinic for Infectious Diseases of the Clinical Centre of Serbia. WHO initiated capacity-building of health professionals, relating to TB control and care among migrants and refugees.

- Refugee Aid Serbia (RAS) distributed 3 wheelchairs and 3 pairs of crutches through AIC.
- AIC/CRPC provided identification, needs-assessment, referral to medical institutions and follow-ups of the EVIs. AIC/CRPC cooperated with the UNHCR/DRC medical container staff and on-site medical teams (interpretation/case management and transportation to secondary medical and other facilities - 129 cases).
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Subotica and Preševo in 3,034 instances.
- UNICEF continues to support the mother-and-baby corners (MBC) in Šid and Preševo in partnership with DRC.
- 355 infants (under 2) accessed UNICEF-supported mother and baby care centre nutrition services in the reporting period.
- UNICEF and HCIT extended the project of providing age-appropriate food at the Northern border, with the daily engagement of visiting nurses.
- UNICEF deployed nurses from the local Primary Health Centres in Subotica and Kanjiža. Nurses were engaging in outreach work by providing Infant and Young Child Feeding in Emergencies (IYCF-E) counselling, support to mothers (including pregnant and lactating women) and follow-up on medical treatments prescribed by paediatricians from SOS CV Hungary, as well as assisting with referrals to the national health system when such support was needed.
- Along with other relevant actors, UNFPA CO attended the Health Coordination meeting organized by MoH, to discuss further steps with regard to the migration situation. As agreed with MoH, Health Center in Šid and DRC, UNFPA will support a part-time gynecologist, nurse and driver in Šid, to provide assistance in UNFPA-donated mobile clinics as of September 2016.
- The IRC was supporting HCIT to provide orthopaedic devices (wheelchairs/crutches) to asylum-seekers at the border with Hungary. One EVI received crutches from HCIT in August.

Identified Needs and Remaining Gaps

- “Home-care” of post-hospitalized patients remains a challenge in ACs.
- The challenge of long-term psychological/psychiatric care of persons in need of it remains in place.



Food Security and Nutrition

Achievements and Impact

- In partnership with Info Park/B92Foundation, SC was delivering 300 fresh lunches each day in Belgrade bus station park. SC continued with the distribution of supplementary food kits for children in Belgrade, both in AIC and Miksalište, supporting around 130 children on a daily basis.



Red Cross distributing food at Kelebija (Serbia), @HCIT, August 2016

- Catholic Relief Services (CRS) and Divac Foundation were providing breakfast for asylum-seekers in Adaševci - over 5,000 meals were served.
- In Adaševci RAP, SOS CV distributed 1,349 food items and in Principovac RAP 222.
- SOS CV Mobile team distributed 14,245 food items, including 9,650 warm meals, water, juice and biscuits, at Preševo RC.
- In Preševo, Caritas provided 1,550 portions of cooked lunch, 11,500 fresh breakfast pastries, 4,650 bottles of chocolate milk and 13,150 bottles of yogurt. Caritas was also providing hot tea in its container at Preševo RC – 24,250 cups of tea were distributed. In Belgrade

(Krnjača, Info Park and Miksalište), Caritas provided 49,900 portions of fresh pastry (8,100 in Krnjača, 24,200 outside Info Park and 17,600 in Miksalište) and 4,360 bottles of water. Caritas also started distributing warm soup outside Info Park and in Miksalište. Since 22 August, Caritas distributed 4,200 portions of soup in Belgrade (2,600 outside Info Park and 1,550 in Miksalište). In Šid, Caritas distributed 13,380 portions of fresh breakfast pastry, 14,040 bottles of water and 5,496 bottles of milk for children. In Subotica RAP, Caritas provided 1,059 food packs, 552 bottles of chocolate milk and 8,040 bottles of water.

- In Belgrade (Miksalište), Group 484 provided 5,606 beneficiaries with supplementary food.
- NSHC and CARE provided 3,124 food packages to refugees (1,530 packages in Belgrade and 1,594 in Subotica area). Starting from 10 August, NSHC and CARE have been providing cooked meals (lunch) to asylum seekers accommodated in Adaševci RAP, initially 550 and finally 800 meals a day.
- DRC/UNICEF MBC in Preševo provided nutrition support to 457 babies, while 586 mothers received IYCF counseling.
- Within the DRC/UNICEF MBC in Šid, nutrition support was provided to 515 babies, while 462 mothers received IYCF counseling.
- JRS distributed 980 soups, 116 l of milk, 55 kg of fruit and 300 l of water to refugees/migrants in Belgrade.
- RAS continued with their activities and distribution of warm meals and other assistance in the parks of Belgrade. Distribution of meals took place every day at 5:30 pm and the NFIs were distributed afterwards. RAS delivered 8,370 meals in August, consisting of salad and a main course, as well 8,370 bottles of waters and 1,240 kg of fruit. Five food emergency packages were also distributed (a bag with can-cooked food and dry food).
- Philanthropy continued distribution of hot meals for dinner and fresh fruit in Preševo (app. 500 portions per day). In Šid, at the train station, and in Principovac RAP, Philanthropy distributed hot meals and fresh fruit for lunch. Approximately 21,700 hot meals were distributed.
- During August, Philanthropy had daily distribution of fresh fruit in Miksalište in Belgrade.
- Info Park continued food distributions in Bristol Park in Belgrade. Food distributions were organized with support from the IRC (staff) and other donors (food).
- IRC supported Divac Foundation's mobile team to deliver snacks and water once a week at Kelebija border crossing.
- UNHCR and partners AIC and HCIT distributed 1,010 kg of high-energy biscuits and 7,615 litres of water.

Identified Needs and Remaining Gaps

- AIC/CRPC noted the need for substantial further food procurements and coordination among actors in Belgrade to avoid overlapping.
- There is a continued need to improve the quality of the food distributed in the North (to include hot meals, fresh vegetables and fruits).



Water and Sanitation

Achievements and Impact

- MSF managed to install additional water taps in Horgoš, Hungarian border police did the same in Kelebija and HCIT distributed soap and washing powder at the request of asylum-seekers, all of which somewhat alleviated the grave hygienic situation at the northern border with Hungary.
- With the tools provided by UNHCR/HCIT, asylum-seekers were removing waste from off the area in and around the transit zones at the border with Hungary.
- SC supported waste removal on a daily basis at Kelebija border crossing.



MSF installed water taps in Horgoš (Serbia), @HCIT, August 2016

Identified Needs and Remaining Gaps

- Lack of hygienic infrastructure in Belgrade's central area (toilets, water sources).

Shelter and NFIs

Achievements and Impact

- Joint Reception Conditions Assessment was completed by SCRM, Ministry of Interior and UNHCR.
- Mercy Corps (MC) completed construction works in Miksalište aid point at downtown Belgrade. The old roof of cancerous material on the upper building has been replaced by a new one with thermal insulation.
- In response to SCRM's request for assistance and as jointly agreed with city authorities, MC began construction of 110 m2 premises in Sombor that will host teams working on health, registration and internet/IT corner activities as well as management of Commissariat's refugee aid point in Sombor. The completion of construction works is planned for the last week of September.
- CRS and Divac Foundation handed over to SCRM three renovated barracks in Krnjača AC. 200 additional places were provided and all three barracks are now accessible to persons with disabilities. On the same occasion, reconstruction of additional three barracks was announced, to be finalized by end-October.
- On 24 August, the works started in Preševo RC on the joint dining facilities, supported by ECHO and implemented by DRC.
- SC, Group 484 and CYI started delivering NFIs in Belgrade (Miksalište) and Subotica (Kelebija and Horgoš). Mobile teams in Subotica delivered solar lamps, sleeping bags, inflatable mats, hygiene items, and summer clothes. In Belgrade, SC distributed hygiene items, summer clothes and shoes both in Miksalište and at the AIC. About 100 beneficiaries were supported through NFI distribution daily.
- SOS CV distributed 4,425 NFIs at Adaševci RAP, 396 in Principovac RAP, 159 in Belgrade and 8,836 in Preševo, including hygiene for women and children.
- BCHR provided NFIs for mothers and new born children in Bogovađa and the Maternity Home in Belgrade.
- Caritas distributed 2,280 pairs of socks and 160 pairs of shoes for children in Šid, as well as 24 hygiene packs for adults and 24 hygiene packs for babies in Subotica RAP.
- Thanks to Oxfam's support, Group 484 teams distributed 34,797 NFIs at Kelebija and Horgoš and in Preševo RC (of which 9,000 pairs of socks, 8,500 pcs of underwear, 1,297 T-shirts and 16,000 hygienic items).
- With the support from SC, Group 484 distributed sleeping bags, sleeping pads, solar lamps, toys for children and hygienic items in Horgoš I and Kelebija to 964 beneficiaries. In Miksalište in Belgrade, with the support from SC, Group 484 provided 1,026 beneficiaries with hygiene items, clothes and shoes.
- IRC/Divac mobile team provided dry food, NFIs and hygiene kits for men and women, to more than 1,000 beneficiaries in Kelebija and Belgrade.
- NSHC and TDH provided 13,151 summer clothes, footwear, and hygienic items to 5,008 beneficiaries. NSHC and CARE provided 300 pillows, 600 pillow-cases and 600 bed sheets to refugees accommodated Adaševci RAP.
- Within the UNICEF/DRC CFS in Preševo RC, 110 children were supported with hygiene items, 154 with nutritional support, while 149 mothers received IYCF counseling. DRC also distributed clothes, footwear and underwear to 446 persons in Preševo. Through the provision of NFIs, 817 persons were assisted within the ECHO-funded project in Preševo.
- Within the ECHO funded project, DRC was distributing clothes, footwear and underwear to around 630 persons in the west of Serbia. 150 persons were assisted through provision of NFIs (clothes, footwear and underwear) in Dimitrovgrad area in cooperation with relevant authorities.
- RAS continued with the distribution of NFIs for men, women and children in Belgrade parks. In terms of men, RAS was focusing on underwear (206 pairs of underwear, 326 pairs of socks), and 61 long- and short-sleeve T-shirts, 53



Makeshift shelter at Kelebija (Serbia),
@HCIT, August 2016

pairs of trousers and 4 jackets. In terms of women, RAS distributed 133 long and short-sleeve T-shirts, 37 pairs of trousers, 2 pregnancy trousers, 18 dresses and skirts, 44 pairs of underwear, 20 bras and 5 jumpers. Children received 103 T-shirts, 50 shorts, trousers and jumpsuits, 5 skirts and dresses, 97 pairs of socks, 47 pairs of underwear, 24 jumpers and 2 hats. Thirty-one pairs of shoes were distributed: 19 for men, 8 for women and 4 for children. Additionally, RAS delivered 26 blankets, 3 backpacks and 2 mosquito repellents.

- In terms of hygiene, RAS distributed 184 tissues, 142 razors, 113 soaps, 60 toothbrushes, 58 toothpastes, 64 combs, 5 hand-sanitizers, 2 wipes, 19 shampoos, 4 sanitary pads, 17 baby packages (soap, powder, cream and wipes) and 136 nappies. SOS CV had donated all women and children's hygiene products.
- AIC/CRPC distributed 1 blanket, 1,849 adult T-shirts, 108 children T-shirts, 129 tracksuits, 855 sneakers, 566 baseball caps, 1,246 raincoats and 6 sleeping bags donated by UNHCR, ATINA, MSF and private donors.
- UNICEF, through its partners DRC (in Preševo, Šid and Belgrade) and HCIT (in Kelebija and Horgoš), reached 1,074 children with basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene.
- In Preševo, Philanthropy distributed clothes for 300 children, sneakers for 658 adults and 3,000 hygiene items.
- Philanthropy continued distributing NFIs in Miksalište, Belgrade. In total, 500 pairs of socks, 990 sets of underwear, 700 T-shirts, 508 sneakers and 1,100 trousers for men, women and children.
- At the train station in Šid and at Principovac RAP, Philanthropy provided 1,000 sets of underwear, 650 sneakers and 300 plastic slippers for adults and children.
- With support from the IRC, Divac Foundation distributed NFIs once a week at Kelebija border crossing. The items distributed were meant to alleviate the hardship of enduring the ever-changing weather conditions out in the open and included suitable shoes, clothing and other gear, as well as hygiene kits.
- UNHCR and partners AIC and HCIT distributed 540 blankets, 619 backpacks, 256 plastic bags, 908 hygiene kits, 41 sleeping bags, 1,186 pairs of socks, 3,401 adult T-shirts, 148 children's T-shirts, 1,932 pairs of footwear, 2,198 raincoats, 1,574 baseball caps, 248 tracksuits and 2,108 pairs of underwear.

Identified Needs and Remaining Gaps

- Adequate standards for longer-term shelter and services for at least 6,000 persons are needed, as well as more temporary accommodation/voucher schemes needed for contingency.
- AIC noted the need for additional hygienic kits/items in Belgrade.



Support to local communities



Asylum-seekers cleaning the site at Kelebija (Serbia),
@HCIT, August 2016

Achievements and Impact

- AIC acted as a mediator between the domicile population in Belgrade and the refugees/migrants, enabling for the interaction between these two groups.
- The IRC continued to support the municipalities of Preševo and Šid in waste management, by providing additional staff and purchasing containers and garbage trucks.

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 weekly 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 19th and 26th August.
- Ad hoc Coordination Meeting of humanitarian partners operating in Belgrade, chaired by UNHCR, took place on 5th August.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 26th August 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 monthly 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 29th July in Belgrade.

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