

## KEY FIGURES

(OCTOBER 2016)

**1,247**

Registered intentions to seek asylum in Serbia

**46%**

of registered refugees and migrants were minors

**10**

Applications for asylum

**5**

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

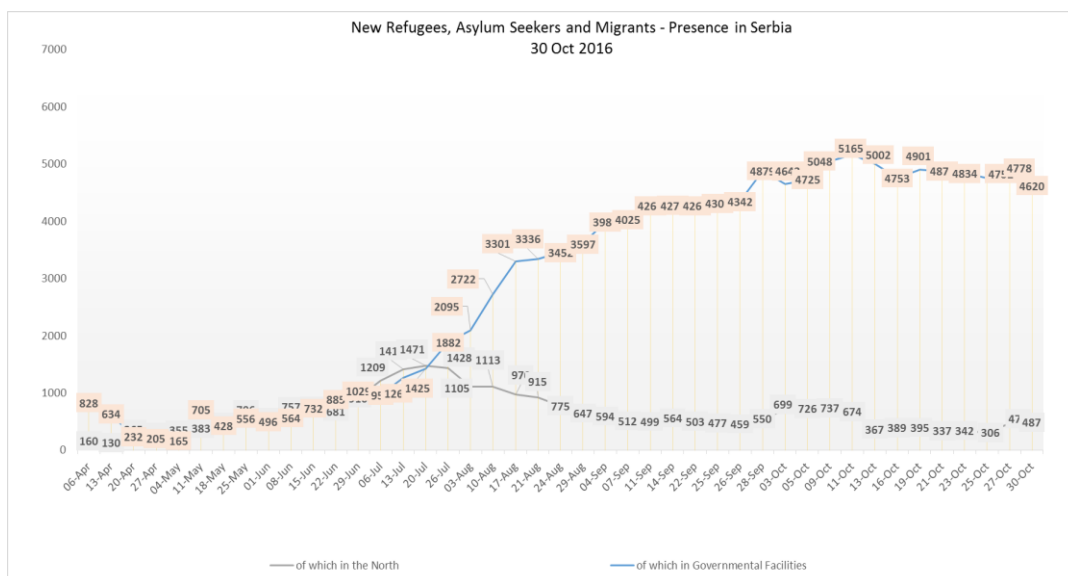
## SERBIA

### INTER-AGENCY OPERATIONAL UPDATE

OCTOBER 2016

#### Highlights

- Presence of refugees and migrants in Belgrade reached 1,300 at the end of the month. With colder weather, the situation became more critical, with refugees/migrants (including several hundred suspected unaccompanied/separated children) spending each night in unsanitary and unheated derelict buildings of the capital's city centre. National and local authorities continued to advise agencies to stop assisting refugees/migrants in the city centre and refer them to the Asylum Centre of Krnjača instead, even though Krnjača - already fully occupied - was hardly able to accept new residents. When Info Park closed its food distribution in Bristol Park on 25 October, Miksalište aid point became overcrowded with up to 800 refugees/migrants queuing for food.
- On 4 October, a group of some 200 refugee and migrant men, mainly from Afghanistan and Pakistan, including a few children, went on a protest march from Belgrade towards the Hungarian border. The march ended peacefully the following morning some 20km North of Belgrade, when the Serbian Commissariat for Refugees and Migration (SCRM) arranged for transport of the demonstrators back to Belgrade.



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

# UPDATE ON ACHIEVEMENTS

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## Operational Context

With continued irregular arrivals and limited departures, the estimated number of refugees/migrants/asylum seekers in the country rose to 6,300. UNHCR believes that the number of arrivals may have remained at the level of around 150 refugees/migrants per day. Of those encountered by UNHCR/partners, around 74% came from Bulgaria, 12% from Former Yugoslav Republic of Macedonia, 6% from Albania and 8% from unknown direction.

Despite the cold weather, heavy rain and low temperatures, the number of asylum-seekers on the northern border crossings with Hungary remained small but steady throughout the month of October (around 200, of which at least 150 women and children), making them even more vulnerable and in desperate need for warm winter clothes, proper shelter and medical assistance. Due to heavy rain, access to Horgoš border crossing was extremely difficult on several occasions.

Most of governmental accommodation facilities operating in Serbia continued to be overcrowded, accommodating almost 4,700 refugees/migrants/asylum-seekers at the end of October. On 19 October, the authorities moved 174 persons - families, unaccompanied children and other vulnerable persons - from Preševo Reception Centre (RC) to the newly opened Bujanovac RC.

With close to 20% of refugees/migrants reportedly infected with body lice, the Serbian Institute for Public Health declared an 'epidemic' in Krnjača Asylum Centre (AC) in Belgrade, Preševo RC in the South, Subotica Transit Centre (TC) in the North and Šid, Adaševci and Principovac TCs in the West in the last week of October. Disinfection measures including the treatment of infected persons, have by the end of October more than halved the number of infected refugees/migrants from around 900 to less than 450. Apart from screening of new arrivals, no special restrictions of movement needed to be introduced by the centres.

Serbia's Minister of Interior Mr. Nebojša Stefanović announced the deployment of another 50 police officers (Frontex) at the border with Bulgaria to assist in preventing illegal border crossings. The Minister further stated that 23,000 attempts of illegal border crossing had been thwarted since the beginning of the crisis, and that over 2,000 criminal charges for smuggling had been raised.

Monthly MoI Asylum Statistics indicate that 1,247 intentions to seek asylum in Serbia were registered in October. 37% were made by men, 17% by women and 46% were registered for children. Most applications were made by citizens of Afghanistan (47%), Iraq (22%), Syria (19%), Pakistan (5%) and other nationalities (7%). During October, five asylum-seekers were granted refugee status and none were granted subsidiary protection. Jan-Oct 2016, 74 first instance decisions were issued, including 17 persons granted subsidiary protection, 17 refugee status and 40 rejected, compared to 33 decisions (16 refugee status, 14 subsidiary protection and 3 rejections) in the same period of 2015.

## Achievements



### Achievements and Impact

- UNHCR's implementing partner Asylum Info Centre/ Crisis Response and Policy Centre (AIC/CRPC) provided the following services in Belgrade area: information dissemination (in English, French, Spanish, Pashto, Arabic, Farsi and Urdu), interpretation, cultural mediation and orientation, FPA, identification and referrals on EVIs, advocacy and referral to legal aid and medical aid, free Wi-Fi and phone charging access, escort and transport to different facilities, NFI distribution etc. Services were provided both independently and in cooperation with other actors. Over 10,700 beneficiaries received assistance. With support from UNICEF, CRPC started providing assistance to the UASC Project.
- UNICEF-supported child-friendly spaces (CFSs) continued to be operational in Preševo, Šid and Krnjača with the Danish Refugee Council (DRC), as well as the newly opened CFS in Bujanovac. 2,118 children received support in the UNICEF-supported family support hubs, CFSs and mother and baby corners (MBCs).
- UNICEF continued to support the social welfare system in Preševo, Belgrade, Subotica and Šid, as well as in Bujanovac, to provide additional support to refugee/migrant children by supporting the Centres for Social Work (CSWs) in these locations, as well as the Belgrade Centre for Education of Children and Youth. This support is aimed at ensuring timely and adequate care and the timely appointment of guardianship authority and accommodation for unaccompanied and separated children (UASCs). As of 1 October, the Belgrade CSW engaged 3 new social workers (two outreach social workers and one working in the CSW). As of 20 October the CSW in Bujanovac engaged 2 outreach social workers.
- During October, the UNICEF supported CSWs identified and supported 216 UASCs (Belgrade: 108, Bujanovac: 22, Preševo: 38 and Šid: 48). The social workers interviewed the identified children and made the necessary referrals to the police (to obtain intention to seek asylum documents), health services when necessary, and for accommodation in relevant facilities, including children's homes.
- The final draft of Minimum Standards for Child-Friendly Spaces is ready for wider discussion with Child Protection Sub-Working Group (CPsWG) members. The finalisation and endorsement of the standards are expected during the next CPsWG meeting in November.
- UNICEF has signed an agreement with the Crisis Response and Policy Centre (CRPC) to provide support to CSWs in the identification, initial assessment and referral of UASCs in Belgrade. In October, CRPC identified, supported and referred 75 unaccompanied and separated children.
- 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 held a one-day training for outreach social workers in Belgrade on how to implement the SOPs for the protection of refugee/migrant children.
- HCIT remained present daily on several locations in the North (regular field activities on both border crossings) and in the West providing protection/legal advice, practical information, border monitoring, referrals and transportation, conducting detailed interviews with persons of concern (PoCs) and filling out Protection Incident Reports and Push Back Reports, monitoring the process of admission into Hungary, deportations, cases of denied access to the territory and/or asylum procedure and distributing NFIs provided by UNHCR and UNICEF.



Children playing outside the newly opened Transit Centre, Bujanovac (Serbia), @UNHCR, October 2016

- HCIT provided more than 2,050 PoCs with practical and service information including 475 PoCs who were counselled on right to asylum in Serbia, procedure, rights and obligations and different kinds of inquiries, including from persons who were unlawfully expelled from neighbouring countries. HCIT team paid special attention to extremely vulnerable families and individuals and assisted 26 EVIs.
- HCIT team provided transportation to 193 PoCs (to the General Hospital in Subotica, Health Care Centre, Private Clinics and accommodation facilities). Interpretation was provided by HCIT staffers during all medical examinations.
- HCIT engaged local Centres for social work regarding 13 UASCs identified in Šid and Subotica.
- 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 Registration Centre, Dimitrovgrad, Šid and Kelebija/Horgoš border crossing points. 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. During October, four migrants returned to their country of origin, to Algeria, Iraq and Egypt with AVR, five migrants are scheduled to travel in the first week of November while seven 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 880 migrants/refugees were provided with transportation assistance, with 190 lifts given to the beneficiaries. Over 510 migrants/refugees were assisted in Šid and some 190 migrants/refugees were assisted with transportation from border locations (Horgoš and Kelebija) to the Transit Centre (TC) in Subotica, as well as from the Centre 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 to vulnerable groups to local institutions/local service providers like the local health centre, centre for social work, etc. Over 100 migrants/refugees were assisted in Preševo and some 40 migrants/refugees in Bujanovac.



Activities for children at Preševo Reception Centre, Preševo (Serbia),  
@Youth for Refugees, October 2016

- IOM and Frontex organized two trainings for border police in detection of falsified documents and screening/nationality assumption.
- PIN's teams for psycho-social support continued to remain present in AC Krnjača three times per week, AC Bogovađa two times per week, AC Banja Koviljača once per week and Sjenica and Tutin two times per month in order to provide support to refugees and asylum seekers. Besides these regular visits, PIN also started to conduct field visits to Šid, Adaševci, Principovac, Dimitrovgrad and Preševo, in order to conduct a study regarding burn out and secondary traumatization among service providers of SCRM and to provide adequate support to refugees. Apart from regular visit to ACs and TCs, PIN's team conducted activities and

provided support in hospitals and other health/social welfare institutions, correctional facilities, Info Centre for Asylum, park near bus station in Belgrade, Miksalište and privately accommodated refugees. PIN team also started visiting Centre for Minors Vasa Stajić in order to assess UASC needs and organize different activities and workshops. The total number of beneficiaries during October who received first psycho-social support and relevant information was 182, and total number of protection cases was 16.

- 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, Health Centre Preševo, General Hospital (GH) Vranje, Clinical Centres Niš and Belgrade, Health Centre Šid, Health Centres Bujanovac and Sremska Mitrovica and the Local Court in Šid, as well as the Prosecutor and the Municipal authorities in Sremska Mitrovica) in 12,103 instances, in Šid, Belgrade, Bujanovac and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 318 instances.



- DRC/ECHO teams continued their protection activities in the areas of Preševo, Dimitrovgrad, Subotica, Sombor, Belgrade and Šid. In Šid TC and Preševo RC, DRC Protection Teams assisted authorities in conducting disinfection and treatment of infected PoCs and distributed relevant needed NFIs. DRC provided information to over 3,100 persons and assisted around 2,700 persons, in above-mentioned stated locations.
- Save the Children, along with partner organizations in Serbia, reached a total of 1,873 new beneficiaries, out of which 841 were children.
- Save the Children/CIM continued to operate Child Protection teams in Preševo, a Child Friendly Space and Youth Corner in Miksalište, and a 24/7 Drop-in Centre and Mother and Baby Corner at the Asylum Info Centre. Save the Children/Group 484 ran a Child Protection program for children and youth at Bogovađa AC. The teams provided psychosocial support through recreational, creative and educational activities.
- Save the Children/Praxis had outreach teams circulating the parks and public places in Belgrade providing protection, monitoring and legal assistance. Save the Children/Praxis were also working on case studies, illustrative of existing child protection gaps to be presented to the Ombudsperson's Institution in Serbia for further action.
- Save the Children held the first training within the project "Capacity building of professionals with the mandate to support unaccompanied and separated children (UASCs) in Serbia", funded by SDC. The 3-day training "Social justice" was conducted by the Centre for Interactive Pedagogy in Belgrade from 24 to 26 October 2016.
- Save the Children, in cooperation with the Ministry of Labour, Employment, Veteran and Social Affairs, was implementing a comprehensive system strengthening program to improve accommodation for UASCs in 4 locations. The program included furnishing of the centres, hiring of additional professionals and providing a comprehensive training program for both newly recruited and existing staff.
- Save the Children and the Centre for Foster Care and Adoption signed a partnership agreement and Save the Children has shared in-depth foster care resources. The Centre is in the process of forming their team of professionals who will work on the development of the training package on specialized foster care of UASCs.
- Mercy Corps (MC) continued provision of transportation assistance to refugees accommodated in Preševo RC. In collaboration with SCRM, MC provided transportation services to over 220 refugees.
- First parcel of football equipment donated by Real Madrid Foundation (balls, pumps, bags, nets, whistles, etc.) was delivered to Krnjača AC by MC on 28 October. The rest of the equipment will be distributed to MC's partners to support migrants' recreational activities in several camps along the migration route in Serbia. In addition, MC provided additional equipment needed and, in cooperation with 2 local partners (Divac and Caritas) organized a football tournament in the AC. 60 refugees/migrants took part in the tournament, while over half of AC's population enjoyed watching the matches.
- In collaboration with partners, MC continued implementation of various initiatives in Preševo, such as provision of psycho-social assistance, language classes, movie presentations etc. Primary target groups were women and youth.
- In partnership with SOS Children's Villages, MC continued provision of internet services in several locations, including Preševo RC, Miksalište in Belgrade, and SCRM premises in Bujanovac, Krnjača and Šid.
- MC continued running an IT corner at Šid TC. As this TC camp was constantly overpopulated, on several occasions the IT corner room had to be used for accommodating new arrivals and activities implemented by TC management. Average number of IT corner users remained at around 20 a day. One hour a day is being dedicated to minors, to meet their learning, communication/entertainment needs.
- MC and SOS Children's Villages ran the IT corner in Krnjača AC. Besides a children's hour, additional one hour per day was dedicated to women. They began using the IT corner in late October and 24 female beneficiaries were registered. Another IT corner set up by MC was in use at Miksalište in downtown Belgrade, which on average assisted over 100 migrants per day.
- Mobile IT team operated by iHo/North Star NGOs continued provision of communication services at Serbia-Hungary border. The assistance provided included Wi-Fi, IT corner and charging stations for mobile devices.



Counselling on asylum procedure in Serbia, Šid (Serbia), @UNHCR, October 2016

- MC team continued its work on information provision, translation and interaction with SCRM and other relevant organizations, in order to address the needs of most vulnerable refugees. TV screens installed by MC in Preševo RC were also used by MC and partners – SOS CV, DRC and Save the Children - to show informative/educational presentations, cartoons for children and movies.
- Together with SOS CV, MC provided internet connection to nearly 200 refugees and migrants accommodated in Bujanovac RC.
- As of 17 October, Group 484 in partnership with Save the Children started psychosocial workshops for children and youth at Bogovađa AC. The teams provided psychosocial support through recreational, creative and educational activities 6 days a week, from 10.30 am till 4 pm.
- NSHC with support from TDH provided services 7/7 to 703 children and 565 mothers at the MBC in Miksalište in Belgrade; 960 adolescents participated in recreational activities and 317 beneficiaries benefited from psychological first aid.
- NSHC with CARE support provided recreational activities to 634 beneficiaries in Belgrade and 42 beneficiaries in Subotica, and protection services to 595 beneficiaries in Belgrade and 180 in Subotica. With support from IRC, NSHC provided protection services 7/7 to 3,555 refugees (2,114 in Belgrade and 1,441 in Subotica). The services included identification and referrals, information and counselling, protection mitigation measures, and other services.
- Jesuit Refugee Service (JRS) was providing psychological support to refugees/migrants in Belgrade city parks, with over 180 interventions in October. Increased pressure on JRS staff ensued after the closure of Info Park distribution centre, and a lot of refugees/migrants started feeling additional psychological pressure as a result of new developments and insecure situation.
- In Belgrade, the IRC's partner Info Park's information kiosk and food distribution point was removed from Bristol Park on 25 October. Info Park's mobile teams, which include Farsi and Arabic interpreters, have since been supporting refugees in the city centre with information and referrals. Info Park's new info hub, with computer gear, internet connection and a women-only cyber space is scheduled to open in November.
- IRC supported NSHC to deploy mobile teams trained in protection monitoring in Belgrade city centre and in Subotica, reaching out to refugees dwelling in urban spaces and providing them with information, referrals and basic aid such as snacks.
- On 15 October, BCHR (supported by the IRC) re-deployed its mobile teams in Dimitrovgrad at Serbia-Bulgaria border to survey if access to territory and asylum procedure were being respected, to collect testimonies of potential pushbacks, to monitor treatment of refugees once they have crossed into Serbia and to provide humanitarian aid.
- Divac Foundation and the IRC ran a Social café in Krnjača AC in Belgrade. While providing tea and coffee, refugees were able to join in occupational activities such as art workshops, board games, sewing lessons, sports activities, etc.
- IRC, together with Atina, PIN, BCHR and Ideas, continued with the programme of support to unaccompanied and separated children. Here are the main activities from October:
  - a) BCHR's (Belgrade Center for Human Rights) mobile team continued providing legal assistance in identification and registration of UASC, legal information, legal referrals and representation to newly arrived UASC, children in accommodation centers and asylum-seeking UASCs in Subotica, Belgrade' parks, Krnjača, Niš, Bogovađa and Dimitrovgrad.
  - b) Atina's mobile team continued with outreach and support activities in asylum centers and reception centers in Subotica, Šid, Bogovađa, Preševo and Belgrade (Krnjača, shelters and park).
  - c) PIN (Psychosocial Innovation Network) continued with individual and group psycho-social counselling for UASCs in Belgrade's parks, in Krnjača, Banja Koviljača, Šid, Sjenica, Tutin and Bogovađa. They continued with the English language café for UASCs in Belgrade.
  - d) Ideas continued with work on development of multisystem guidelines for identification of vulnerable children and UASCs and on devising of guidelines for protection/support at the level of local communities.
- IRC and Mercy Corps continued providing refugees with accurate information online via the Refugeeinfo.eu project.
- Praxis continued providing information to refugees/migrants/asylum seekers in Belgrade about the situation in Serbia and the region, about available legal pathways and available services in Belgrade (accommodation, medical care, food, NFIs, etc.). Praxis identified vulnerable cases (families with children, pregnant and lactating women, UASCs, the ill, the elderly, persons who have exhausted all resources at risk of turning to smugglers, etc.) and referred them to other organizations for targeted assistance. Praxis provided assistance to a number of persons by

covering the costs of transportation to ACs/TCs. Praxis provided protection by presence and escorted refugees to the Police Station for registration, accompanied refugees to various organizations for different services. Praxis was also performing protection monitoring and recording cases of violation of refugee rights along the route. A total of 1,405 refugees/migrants/asylum seekers in Belgrade were provided with information (49% from Afghanistan, 18% from Syria, 17% from Iraq, 9% from Pakistan, etc.), while a total of 435 persons were referred to different organizations/institutions for targeted assistance.

- ADRA Serbia implemented its activities 24/7 in Preševo RC and in Belgrade. In Preševo, ADRA provided translation services in 6,444 instances and legal aid in 552 instances. The biggest challenge for legal officers was family reunification, especially when separation was caused by moving a part of a family from one accommodation centre to another. Legal officers reported an increasing number of refugees willing to register their intention to seek asylum in Serbia in Preševo, but there was no possibility to do so in Preševo. Besides regular translation services, ADRA team of translators was engaged in helping SCRM resolve problems with lice infestation and provided assistance in conflict-resolution among refugees. ADRA team conducted an assessment in order to help determine how many refugees/migrants are willing to be moved to Bujanovac RC.
- In Belgrade, ADRA's Children and Youth Centre (CYC) had approximately 100 visitors (of which 50% were children and UASCs) on a daily basis (i.e. approx. 3,000 in total in October), who used the Centre's services (assistance in registration procedure, translation in interviews conducted by social workers from the CSW, information-sharing, safe space and workshops, psychosocial support, escort to medical services, etc.). CYC registered an increased number of pregnant women and ADRA therefore prepared additional packs of diapers and baby clothes and will also be preparing kits for maternity hospitals. ADRA psychologist and social worker focused on anger management, since many minors expressed aggressive behavior towards their family members. For the first time, CYC had a female (17 y.o.) UASC visitor.
- BCHR conducted regular monitoring visits to Bogovađa AC and Banja Koviljača AC once a week in addition to regular presence in AC Krnjača three times per week. During field visits, BCHR teams provided free legal assistance to PoCs, assessed fulfilment of rights of asylum seekers and disseminated several hundreds of brochures with information on asylum system in Serbia. Legal counseling in Krnjača AC was limited owing to SCRM's decision to restrict access to BCHR lawyers. This decision significantly diminished the number of persons receiving free legal aid according to Art. 10 of the Asylum Act. 14 visits were conducted to Krnjača AC, 3 visits to Bogovađa AC, 5 visits to Banja Koviljača, and one to Sjenica and Tutin ACs. BCHR also paid two visits to the Shelter for Foreigners in Padinska Skela.



Internet Corner in Principovac TC, Šid (Serbia), @UNHCR, October 2016

- BCHR legal team counselled 305 persons with the following breakdown of origin: Afghanistan 146; Iraq 75; Russia 8; Iran 15; Syria 24; Cuba 17; Mexico 1; Ukraine 2; Cameroon 7; Pakistan 7; Burundi 2 and Sudan 1. Five persons represented by the BCHR were granted asylum in Serbia in the month of October.
- In order to ease integration of persons granted asylum into Serbian society, BCHR's integration officers assisted in obtaining of work permits, registration with the National Employment Service, acquiring financial assistance from the UNHCR and SCRM and enrolling in Serbian language in its premises.
- UNFPA was supporting revision of the GBV SOP document

to fully incorporate comments received from key stakeholders. Validation visits to reception centers, including series of bilateral meetings, took place during October.

- With support from UNFPA, Atina NGO organized a total of 8 workshops at Krnjača AC and Atina's Reintegration Centre. Workshops were attended by 64 women and girls and covered topics such as education, decision making in the family, active listening, occupational workshops and problems in my country, etc. Seven new GBV cases were identified in October by UNFPA's implementing partner Atina.
- Within the project "Local support for the most vulnerable refugees", NGO Atina, in collaboration with UNFPA, organized a training on GBV for representatives of relevant institutions and non-governmental organizations from Subotica, which are involved in the refugee crisis and provide assistance and support to the most vulnerable.

- Caritas teams for psychosocial support were providing assistance to refugees in Preševo and Belgrade (Krnjača) on a daily basis, from Monday to Friday. Teams were composed of a psychologist, a social worker and an Arabic translator and were providing services of psycho-social counselling, animation activities for children and accompanying people to different services. The work of these teams is funded by the German Ministry of Foreign Affairs.
- Philanthropy, supported by Christian Aid, continued providing cash card assistance in Tutin AC, Sjenica AC, Preševo TC and Krnjaca AC. In October, 524 cash cards were distributed to 367 most vulnerable families.
- SOS CV opened up an ICT corner in Bujanovac RC on 31 October, employed additional 3 ICT technicians and provided services to youth, women and men, strengthening the services in child protection (additional CPO employed in Presevo RC). The total number of people currently working in ERP project is slightly over 50 - a significant presence at 5 centres in Serbia (Adaševci, Principovac, Bujanovac, Preševo and Krnjača) and Belgrade town area. On 1 October, Child protection (CP) team started to work on several locations covering Preševo RC, Adaševci TC, Principovac TC and Belgrade. CP team includes child protection coordinator and 8 child protection officers.
- Within Safe Place for Children (SPC) in Adaševci, SOS CV Serbia delivered 4,191 services to children within 355 different activities, which included recreational, creative and educational activities. Also, SOS CV provided 1,689 translations for adults and children and distributed NFI: 9,639 and FI 386.
- In SPC Principovac, SOS CV provided 4,655 services to children within 298 various activities, which included recreational, creative and educational activities. Also, SOS CV provided 1,533 translations for adults and children and distributed NFI: 2533 and FI 189.
- SOS CV mobile team in Belgrade provided 2,301 different kinds of services to children in Belgrade, including services of translation, provision of practical information, first psycho-social support and referrals to other institutions and organizations. Belgrade mobile team provided translation to adults and children (60), provided practical information to adults and children (1,017) and distributed 56 NFIs. SOS CV's Serbia Belgrade mobile team continued its work on child protection, which included 59 CP cases referred to Belgrade CSW and medical teams working in Belgrade (MSF and MDM).
- Within the Family Room in Preševo RC, SOS CV provided 1,257 services to children within 298 different activities, while in Youth Corner 962 services to youth was delivered.
- SOS CV Serbia continued to provide access to computers and Internet on several locations: ICT spot Adaševci (Wi-Fi 2,760 connections, charging station 2,200 users); ICT spot Šid (Wi-Fi 1,970 connections); ICT spot Preševo (Wi-Fi 3,260 connections, charging station 2,550 users); ICT Corner Preševo (1,028 visits by adults and 161 visits by children, which involved use of computer, Internet and basic IT workshops); ICT spot in Belgrade – Miksalište (Wi-Fi 2,820 connections); ICT spot Principovac (Wi-Fi 1,590, charging station 1,290 users); ICT Corner Principovac (2,288 visits by adults and 622 by children); ICT spot Krnjača (Wi-Fi 2,620 connections, charging station 43); ICT Corner in Krnjača (776 visits by adults and 598 by children).
- The Operation Mobilization's Tent in Adaševci became a community spot in the TC. Children, women and men felt safe and protected in there. They enjoyed the atmosphere in the tent and the presents of many volunteers from Serbia and abroad.

### Identified Needs and Remaining Gaps

- Removal of protection structures in Belgrade city centre (Info Park, UNHCR/DRC medical container, etc.)
- Lack of organized, free transport from Belgrade to ACs further from Belgrade.
- Ending of shuttle transport to Krnjača AC until further notice.
- Pushbacks and violence reported along the route.
- Number of PoCs in improvised shelters on the rise.
- The management of the waiting list for admission into Hungary often appeared non-transparent and caused frustration to PoCs.
- Inconsistencies in the registration procedures in Belgrade continued, asylum-seekers still 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 further not ensured.



- With more and more people staying indoors for longer periods, they expressed the need to have more structured leisure activities on offer. They would appreciate English, Serbian or German language classes, both for children and adults, assorted workshops, different books, movies and sports equipment to be made available.
- Praxis recorded two cases of families from Afghanistan and Syria who were denied the right to seek asylum by the Police in Raška.
- Adequate protection of unaccompanied and separated children should be ensured and capacities of relevant state bodies increased so that they could be involved in providing BIA in order to prevent further abuses of children by smugglers and traffickers on the route. Also, there is a need for a dedicated shelter for this vulnerable group.

## Education

### Achievements and Impact

- Within the USAID-funded project, Divac Foundation implemented 32 art and craft workshops in Šid and Belgrade (Miksalište).
- In the social café in Krnjača AC, Divac Foundation implemented 16 art and craft workshops and organized 12 movie projections.
- Through project fully funded by IRC, Divac Foundation implemented 32 sewing classes in Krnjača AC. The course was very well received by the Centre's female population.
- UNICEF, in cooperation with the Ministry of Education, Science and Technological Development (MoESTD) and the SCRM, continued to work on designing education interventions and implementation plans in order to meet the needs of school-aged children who have become stranded in Serbia.
- UNICEF developed a training for frontline workers which was implemented on 28 October. The training was designed and based on the assessment of capacities and training needs of NGO workers to implement structured non-formal education programmes. UNICEF and the MoESTD will support the SCRM in the preparation of the Guidelines for the Learning Provision for refugees and migrants in transit/reception centres. UNICEF will prepare a Guide for NGOs/frontline workers working on non-formal education for children under the age of 6.
- A detailed plan of action was developed for the implementation of non-formal education activities. UNICEF will start providing Civic Education classes to children aged 7 to 12 using the curricula of 1001 Nights from Big Bad Boo. A training package is being developed by UNICEF for education institutions and regional school administrations for the inclusion of refugee/migrant children.
- SOS CV Super Bus mobile team organized outdoor educational, recreational and creative activities for refugee children and young people. Super Bus organized 21 activities and delivered 667 services for children.



Assisting with notebooks and pencils, Adaševci (Serbia), @UNHCR, October 2016

### Identified Needs and Remaining Gaps

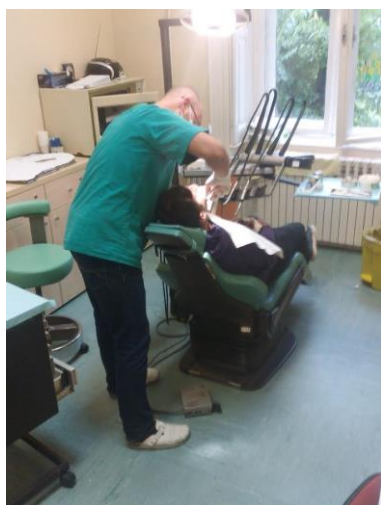
- Sustainable access to the national educational system is yet to be ensured for asylum-seeking children.



## Health

### Achievements and Impact

- HCIT/PHC (Primary Health Care) Outreach team (supported by UNICEF) provided healthcare counselling for all of the female asylum seekers in the transit zones at the border with Hungary, as well as referral to medical teams and other actors.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Bujanovac and Preševo in 5,512 instances.
- Humedica treated 1,560 patients in total in Preševo and Bujanovac.
- HCIT supplied 27 bottles of SUPITOX – cure for body lice - for the Transit centre in Šid.
- AIC/CRPC provided identification, needs assessment, referral to medical institutions, follow-ups of the EVIs and cooperated with the medical container UNHCR/DRC/Zemun Health Centre and on site-medical teams (interpretation/CM, transportation to secondary medical and other facilities) in 451 instances.
- A total of 3,468 refugees/migrants in Preševo RC were treated by medical teams, including two UNHCR/DRC medical



At the dentist, Subotica (Serbia), @HCIT,  
October 2016

- teams, engaged through Primary Health Centre Preševo.
- UNHCR/DRC medical teams treated 1,208 refugees/migrants/asylum-seekers in the Medical Container in Bristol Park in Belgrade, while the UNHCR/DRC medical teams in Krnjača AC assisted 2,234 persons.
- UNHCR/DRC medical team engaged through Primary Health Centre Lajkovac treated 445 asylum seekers and refugees in Bogovađa AC.
- IRC was supporting HCIT to provide orthopaedic devices (wheelchairs/crutches) to asylum-seekers waiting to be admitted to the Hungarian transit zones.
- Initiative for Development and Cooperation (IDC) engaged 5 medical teams: in Šid (including a dentist), Principovac, Subotica and Dimitrovgrad/Pirot (in cooperation with WAHA International). In October, IDC medical teams had 3,129 medical interventions.
- IDC organized an educational healthcare workshop in cooperation with the Institute for Public Health of Sremska Mitrovica and ASB, entitled "Health preservation in the conditions of migrant crisis" for medical and non-medical staff of agencies and organizations involved in providing support to

refugees/migrants. The workshop was initially dedicated to epidemiological risks and prevention.

- UNFPA training on emergency contraception and family planning in emergency and crisis situations, the basics of syndromic diagnosis and treatment of sexually transmitted infections, clinical care of victims of rape and post-exposure prophylaxis (Post-Exposure Prophylaxis on HIV - PEP) took place in Subotica. Thirty-five persons attended the training.
- UNFPA and other relevant actors attended a Health Coordination meeting organized by MoH, as well as weekly Health Coordination meetings in Šid, to discuss further steps with regards to the migration situation.
- Through project with DRC, UNFPA supported a part-time gynecologist, nurse and a driver in Šid and Preševo to provide assistance in UNFPA-donated mobile clinics. 68 women received services in UNFPA mobile clinics in Šid and Preševo, out of which 32 were gynecological interventions and 36 pregnancy-related interventions.

### Identified Needs and Remaining Gaps

- Lack of sufficient primary medical care access.
- Lack of hygienic infrastructure (toilets, water sources).
- Due to concentrated epidemic of body lice, significant efforts by the authorities are needed to break the circle of re-infestations.

## Food Security and Nutrition

### Achievements and Impact

- HCIT/PHC Outreach team (supported by UNICEF) provided mothers, children and pregnant women in the transit zones at the border with Hungary with Infant and Young Child Feeding (IYCF) counselling and nutritional support. A total of approximately 50 mothers and pregnant women were provided with this type of support, while approximately 205 refugee and migrant children were provided with nutritional support. The medical nurses were regularly screening children for MAM/SAM and, luckily, no children were registered as malnourished in either transit zone in October. HCIT/PHC assisted 9 vulnerable cases, involving refugee and migrant children and mothers, and provided them with lifesaving emergency aid from the UNICEF fund.
- Through project funded by IRC, Divac Foundation's social café in Krnjača AC provided tea and coffee, and also board games and occupational activities.
- UNHCR and partners AIC and HCIT distributed 1,011 kg of high-energy biscuits and 1,769 litres of water.
- UNICEF continued to support the MBCs in Šid and Preševo in partnership with DRC, as well as the newly opened MBC in Bujanovac (nutrition support/IYCF counselling).
- UNICEF signed an agreement with the Novi Sad Humanitarian Centre (NSHC), who have been providing support to mothers and children in the MBC in Miksalište in Belgrade. The agreement with UNICEF is aimed to extend the support already provided by NSHC to include infant and young child feeding in emergencies (IYCF-E) support.



Dining room in the newly opened Transit Centre, Bujanovac (Serbia), @UNHCR, October 2016

- 681 infants (under 2) accessed UNICEF-supported MBC centre nutrition services in the reporting period.
- Nurses from the local Primary Health Centres in Subotica and Kanjiža were providing support to mothers with IYCF-E counselling in the form of outreach work.
- In centres where UNICEF is present, the screening of all children aged 6-59 months with Mid-Upper Arm Circumference (MUAC) for undernutrition is now part of routine work.
- UNICEF continued to have consultations with partners on reviewing currently distributed food in order to have more age-appropriate food for children.
- Refugee Aid Serbia (RAS) stopped the food/NFI distribution on 25 October, following the dismantling of the Info Park hut in Belgrade's Bristol park. RAS distributed 15,000 meals were distributed (600 per day) and 20 emergency food packages.
- 300 freshly prepared, culturally-appropriate hot meals were delivered daily through Save the Children's partnership with Foundation B92/Info Park in Belgrade's Bristol park, for the population unable to access existing food distribution zones, until the distribution license was rescinded by the authorities on October 25.
- With support from CARE, NSHC was providing four kinds of cooked meals (lunch) twice a week to approx. 1,000 refugees accommodated in Adaševci TC. 8,850 meals were delivered in October. NSHC provided snacks to 2,120 refugees in Belgrade and Subotica (1,720 croissants, 576 milk packages, 1,152 fruit juice packages in Belgrade and 390 croissants, 72 milk packages, 72 water bottles, 144 fruit juice packages, and 80kg of fresh fruit in Subotica area), again with support from CARE.
- IRC supported Divac Foundation's mobile team to deliver snacks and water once a week at Kelebija transit zone.
- With support from the German Ministry of Foreign Affairs, Caritas provided 8,500 portions of cooked lunch, 23,700 fresh breakfast pastries, 5,250 bottles of chocolate milk and 25,250 bottles of yogurt in Preševo. Caritas was also providing hot tea from its container at Preševo RC and distributed 31,000 cups of tea in October.

- In Belgrade (Krnjača, Info Park and Miksalište), Caritas provided 50,000 portions of fresh breakfast pastry (14,400 in Krnjača, 16,800 in Info Park and 18,800 in Miksalište), 23,800 portions of warm soup (10,600 in Krnjača, 7,600 in Info Park and 5,600 in Miksalište) and 3,810 bottles of water.
- In Šid and Adaševci, Caritas distributed 56,021 portions of fresh breakfast pastry, 6,480 bottles of water and 7,488 bottles of milk for children, 12,420 bottles of chocolate milk and 16,728 bottles of yogurt.
- In Adaševci, Operation Mobilization was providing hot drinks for the asylum-seekers every day from 9:30am to 9pm.
- In Subotica TC, Caritas provided 1,050 food packs and 9,072 bottles of water.
- Philanthropy distributed approx. 700 hot meals and fresh fruit in Preševo RC and 450 in Principovac TC on a daily basis.
- Philanthropy introduced 200 hot meals per day and fresh fruit in Bujanovac RC since 19 October.
- Philanthropy continued with providing fresh fruit in Miksalište, Belgrade.
- SOS CV team in Preševo distributed 20,729 FIs, including 18,700 warm meals, water, juice and biscuits.

### Identified Needs and Remaining Gaps

- Insufficient food distribution in Belgrade, owing to the rise in the number of beneficiaries.
- No organization providing food/NFIs/medical assistance in Bosilegrad, to new arrivals from Bulgaria.



## Water and Sanitation

### Achievements and Impact

- DRC improved the sanitary conditions in Adaševci TC by installing 4 toilets and 4 showers for female and male beneficiaries. Ironing equipment will be procured shortly for the rehabilitated laundry premises.
- In Preševo RC, UNHCR supported through DRC the hygiene/maintenance facilities by funding additional staff for cleaning of premises. The activities improved the conditions in both interior and outer spaces in the RC, and will be continued till the end of the year.
- Starting from 15 October, Caritas provided shower services in Miksalište for 708 persons, of which 442 were children and young people, 261 were men and 5 were women.

### Identified Needs and Remaining Gaps

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



## Shelter and NFIs

### Achievements and Impact

- In cooperation with CRS, Divac Foundation completed the reconstruction works on all six barrack in Krnjača AC. Two out of six were furnished and handed over to SCRM on 30 October. Reconstruction was performed in line with international standards and all reconstructed barracks are accessible to persons with disabilities.
- Through project funded by USAID, Divac Foundation equipped Adaševci TC with two washing machines and two sewing machines.
- IRC/Divac outreach team was visiting the border with Hungary and Šid areas, and, due to body lice infestation there, received instructions from SCRM to distribute over 1,000 pieces of clothes and underwear in Šid.
- DRC's rehabilitation works in Preševo RC on the dining/social facility have been finalised, enabling for proper reception of beneficiaries while dining and socializing. The capacity of the premises whose rehabilitation has been funded by ECHO is 1,200 persons on a daily basis to be serving food at regular meal intervals.



- Tender was launched by DRC for installation of heating and provision of equipment and basic furniture for the dining/social premises in Preševo RC. The works will commence in mid-November, upon which the deliveries of equipment will be ensured. These activities will be realised with the support of UNHCR.



UNICEF continues to provide support to refugee and migrant children in Serbia. Thanks to the generous donations of the European Commission's Humanitarian Aid and Civil Protection Department and the Government of Japan, in October UNICEF provided winter clothes for children in Šid, Principovac and Adaševci. ©UNICEF Serbia/2016/Emil Vas

- DRC launched a tender for additional water supply to Preševo RC. The works will commence in the second week of November (UNHCR-funded).
- Dining social facilities were refurbished by DRC and put to use in Subotica TC, enabling for more convenient conditions for beneficiaries remaining in the TC for quite some. Delivery of basic furniture is expected soon, thanks to funding from ECHO. Four containers (three accommodation containers with toilets and one sanitary container – 3+3 units) will be installed in the first week of November (funded by the EU).
- In Principovac TC, major needs were noted to increase accommodation capacities and improve sanitary conditions. DRC has prepared a tender for the installation of heating system in Šid TC to improve the accommodation conditions for approximately 700 additional places. Tendering has been prepared as well for construction of the sanitary block and laundry in Šid TC.
- Within the EU-funded Special Measure Project, DRC started the rehabilitation of the family Pavilion 5 in Krnjača AC, which will enhance the accommodation capacity for approximately 60 places.
- DRC has finalised the rehabilitation of the Medical unit premises for provision of medical services in the Krnjača AC. Tender for provision of specialised medical equipment has been prepared and the delivery is expected in the second half of November, funded by UNHCR.
- UNHCR and partners AIC and HCIT distributed 1,852 blankets, 242 backpacks, 1,769 plastic bags, 1,093 hygiene kits, 19 sleeping bags, 260 rubber mats, 3,995 pairs of socks, 1,888 adult T-shirts, 1,472 children's T-shirts, 1,647 pairs of footwear, 1,981 pairs of boots, 48 pairs of rubber slippers, 675 pieces of winter clothing for adults, 734 children's jackets and another 697 items of children's clothing, 1,373 raincoats, 2,389 winter jackets, 235 tracksuits, 1,321 pairs of underwear, 163 items of women's clothing, 798 items of men's clothing and 40 rechargeable torches.
- HCIT/PHC Outreach team was also providing NFIs, including hygiene items, at the transit zones at border with Hungary. Over 460 refugee/migrant children received the NFIs.
- UNICEF, through its partners DRC (in Preševo, Bujanovac and Šid), HCIT (in Kelebija and Horgoš), and the Refugee Aid Miksalište in Belgrade, distributed basic supplies (including winter clothing and boots).
- UNICEF, in cooperation with SCRM and UNHCR, also directly distributed baby and children winter clothes' packages at the Asylum and Transit/Reception Centres in Banja Koviljača, Sjenica, Tutin, Krnjača, Adaševci and Principovac. All children in these centres, aged between 0 and 12 years, received NFI packages. The contents of the packages take into account the fact that refugee and migrant children are now remaining for several months in Serbia. Through partners and through direct distributions, a total of 1,177 children were reached with supplies to protect them from weather conditions.
- Refugee Aid Serbia (RAS) distributed NFIs in Belgrade's Bristol park, mainly for men but also for women and children: 475 T-shirts, 255 pants, 620 pairs of socks, 130 pairs of underwear, 190 jackets, 350 scarves, 190 pairs of gloves, 285 beanies, 170 jumpers and 15 children pyjamas, 320 pairs of shoes, 35 blankets, 10 strollers, baby strings and baby carriers. Through UNICEF, 2 travel cribs, 1 mini crib, 1 high chair and lots of toys and clothes were donated



Asylum-seekers sheltering from the elements in an abandoned duty-free shop, Kelebija (Serbia), @HCIT, October 2016

by RAS to Krnjača AC. In terms of hygiene products, RAS dispensed 45 packs of tissues, 280 razors, 100 soaps, 100 toothbrushes, 100 toothpastes, 80 combs, 5 hand-sanitizers, 50 shampoos, 10 packs of sanitary pads, 50 deodorants, 15 baby soaps, 10 baby creams, 120 nappies, 25 baby bottles and 10 pacifiers.

- DRC continued providing NFIs, within the ECHO funded project in Presevo, Šid and Dimitrovgrad.
- Save the Children/Group 484 delivered NFIs in Belgrade and Subotica. Through mobile teams in the transit zones Kelebija and Horgoš (on the border with Hungary, they distributed hygiene items, winter clothes and shoes, solar lamps, sleeping bags, and inflatable mats.
- Save the Children delivered winter clothes (jackets, shoes, joggers, gloves, scarves, hats) to SCRM in Bogovađa. They also donated winter jackets for adults and children to Adaševci TC.
- By late October, Mercy Corps completed all construction works on the SCRM management building at Sombor TC. Technical acceptance and handover processes will be done in the first half of November, when first refugees are expected to be moved in the centre. As agreed with the SCRM and Sombor city authorities, the building will host teams working on health, registration and internet/IT corner activities as well as SCRM camp management staff.
- Group 484 continued distributions of NFIs at Horgoš I and Kelebija “transit zones”, with the support of Save the Children International. Total of 1,363 items were distributed (solar lamps with chargers for mobile phones, children track suit sets, sweatshirts, hijab scarves, boots for children, jackets for children and adults, blankets for children and blankets with toy sets for children).
- With the support from Save the Children, Group 484 donated 70 tracksuits for children, 50 sweatshirts for adults, 100 blanket-sets for children and 40 hijab scarves, to Bogovađa AC.
- JRS has approved a new project for the next three years which will open up a shelter for up to 20 most vulnerable refugees/migrants in Belgrade, to be ready for use by the end of November.



Nearly finished new Transit Centre in Sombor (Serbia), @UNHCR, October 2016

- Divac Foundation, supported by the IRC, distributed NFIs once a week at the Kelebija border crossing. The items distributed were meant to alleviate the hardship of enduring the ever-changing weather conditions in the open, so they included suitable shoes, clothing and other gear, as well as hygiene kits.
- As a part of a joint project with UNFPA, DRC distributed 500 hygiene items for 50 women in Šid and 495 hygiene items for 55 women in Preševo.
- In Subotica TC, Caritas provided 12 hygiene packs for adults and 6 hygiene packs for babies.
- Philanthropy delivered 10 tons of pellets to Šid TC and 9.45 tons to Bujanovac RC.
- Philanthropy provided tools and equipment for

maintenance of TCs in Šid area.

- In Preševo RC, SOS CV mobile team distributed in total 7,687 NFIs, including hygiene for children and women.
- In Adaševci, Operation Mobilization provided a heated tent for 120 people at a time to relax, play, talk, etc. The tent was open every day from 8am to 10pm.

### 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.
- Due to outbreak of lice infestation, all aid points were lacking sufficient quantities of fresh clothes and underwear, notwithstanding offers of clean winter clothing and footwear by humanitarian actors.



## Support to local communities

### Achievements and Impact



Handover of technical documentation for improvement of water supply and road reconstruction, Šid (Serbia)  
@UNDP, 21 October 2016

- UNDP prepared the technical documentation for the improvement of water supply system and reconstruction of an important traffic intersection in Šid. Ms. Irena Vojáčková-Sollorano, UN Resident Coordinator and UNDP Resident Representative in Serbia, handed over the documentation to the Mayor of Šid on 21 October 2016, together with Mr. Masyoshi Yamato, First Secretary of the Embassy of Japan in Serbia, Mr. Vladimir Cucić, the Republic of Serbia's Commissioner for Refugees and Migration and the representative of the Ministry of Public Administration and Local Self-Government (MDULS). Prior to presenting the

documentation at the Šid City Hall, programme partners visited "Vuk Karadžić" Elementary School in the village of Adaševci. Back in June 2016, UNDP and the Embassy of Japan helped

reconstruct the school's football and basketball courts, central gathering points both for local youths and for refugees and migrants accommodated in transit centres in the Šid area. On the occasion, the school organized an exhibition of students' drawings on the topics of peace, tolerance and acceptance, as well as a football and basketball match between the local students and the refugees/migrants.

- Municipalities from across the Balkans and from Turkey met in Belgrade to discuss migration challenges and opportunities for stimulating local development: On October 4-5, UNDP's Istanbul Regional Hub organized a regional conference, gathering representatives of eight towns and municipalities located on the migration route. Officials from Kutina (Croatia) Kanjiža, Šid and Preševo (Serbia), Gevgelija and Kumanovo (Former Yugoslav Republic of Macedonia), and Gaziantep and Sanliurfa (Turkey) discussed ways of improving coordination, exchanging information, knowledge and experience to better respond to and manage the ongoing migration crisis. The participants - local and national authorities, UN agencies and other international organizations, civil society and the private sector - focused on the topics such as balancing public finances, management of municipal assets, increasing knowledge and data on available resources, preparedness and contingency planning, maintaining social cohesion, social and economic inclusion of migrants and refugees and reducing the impact of migration on environment.
- The third meeting of the Working Group on Support to Local Communities was held at UNDP's Belgrade premises on 7 October. Participants emphasized that the migration crisis has evolved since 2015 from one of transit to one of longer-term stay, which necessitates a different approach and additional support for local communities hosting refugees/migrants/asylum-seekers. Upon initial exchange of information and updates regarding each of the partner organizations' assistance, it was agreed to hold an extended meeting in early November.
- Following a comprehensive analysis of the needs and priorities of local Public Utility Companies (PUCs) dealing with municipal waste collection in Kanjiža, Subotica, Šid and Preševo, experts contracted by UNDP prepared an Asset Replacement Plan, having in mind added pressure on public services in these municipalities. The Asset Replacement Plan identifies the most urgent issues to be resolved with adequate replacement/purchase and envisages enabling PUC capacity expansion, in order to prepare the municipalities for similar future emergency situations, thus lowering health, economic and environmental risks.

- In view of assisting municipalities in managing the migration-induced crises, with the financial support from the Embassy of Japan in Serbia, UNDP contracted two persons for the PUC “Komunalac” in Kanjiža to work on cleaning the border crossings with Hungary. One ambulance driver was contracted for the Primary Health Care Centre (PHCC) in Šid, one doctor for the PHCC Bosilegrad, and seven persons to facilitate cooperation between the Transit Centre and host communities in Kikinda. Five individuals were contracted to assist the CSWs in Belgrade, Preševo and Subotica. The newly hired staff commence working on 1 November 2016. Renovation and expansion of Red Cross Kanjiža premises was also underway.
- Within our USAID-funded Project, the tender for the purchase of a septic cleaning truck for Šid has been completed. The reconstruction of the fairgrounds in Kanjiža has also started, while the tender for the reconstruction of the Center for Social Work in Subotica has been published.
- On 1 October, Refugee Aid Serbia organized a festival at Dorćol Platz called the Routes Festival, with participation from both the refugee community and the local community, who shared their experiences, engaged in a dialogue and had an enjoyable day. There were conversation corners, cooking and dancing workshops, arts and crafts and Serbian bands played live music. Children from both communities had a great time. More than 160 refugees, asylum seekers and migrants and 200 members of the local community attended the festival.
- Citizens meet the refugees: AIC as a mediator between the domicile population and refugees in Belgrade.



Children from the local school and the local Transit Centre playing soccer, Adaševci (Serbia), @UNDP, 21 October 2016

#### Identified Needs and Remaining Gaps

- NSTR



## Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee Theme Group (RTG)**, which meets 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 7<sup>th</sup>, 14<sup>th</sup> and 28<sup>th</sup> October.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 27<sup>th</sup> September 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 Ministry of Labour/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 28<sup>th</sup> October in Belgrade.

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