

KEY FIGURES

(JANUARY 2016)

584

Registered intentions to seek asylum in Serbia

40%

of registered refugees and migrants were minors

18

Applications for asylum

0

Persons granted refugee status

0

Persons granted subsidiary protection

PRIORITIES

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

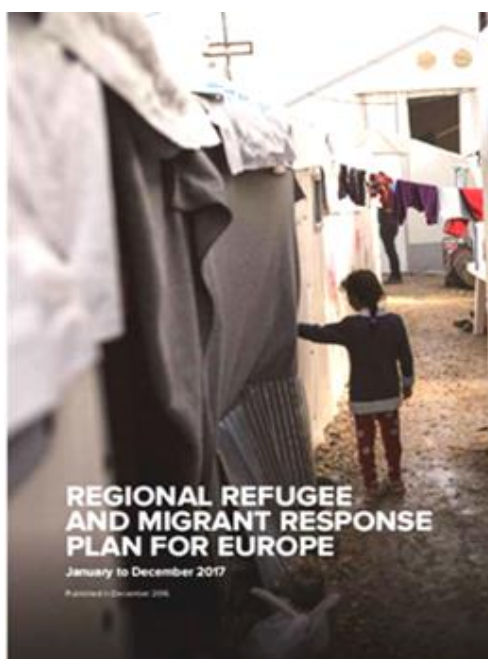
SERBIA

INTER-AGENCY OPERATIONAL UPDATE

JANUARY 2017

Highlights

- The number of refugees, asylum-seekers and migrants accommodated in asylum, reception or transit centres grew from 5,800 to over 6,400.
- With the opening of another two new reception facilities – Divljana (Bela Palanka) Reception Centre in the southeast of the country on 4 January and Obrenovac Transit Centre near Belgrade on 17 January – the number of available government centres rose to 17.
- As of 11 January, The number of asylum-seekers squatting close to the “transit zones” of Horgoš and Kelebija fell below 50, as most followed the invitation by authorities, UN and partners to be sheltered in government centres instead.
- The Centre for Social Work, supported by UNHCR and partners, continued to identify unaccompanied and separated children (UASCs) among those staying rough in Belgrade city. Close to 800 UASCs were accommodated in the 17 governmental facilities at the end of the month. UNHCR and partners continued supporting Centres for Social Work in undertaking systematic best interest assessment with UASC in Preševo and Bujanovac, awaiting a positive reply from authorities to extend these important child protection activities also to the other 15 government shelters and other locations in Serbia where UASC need urgent protection.



UPDATE ON ACHIEVEMENTS

Operational Context

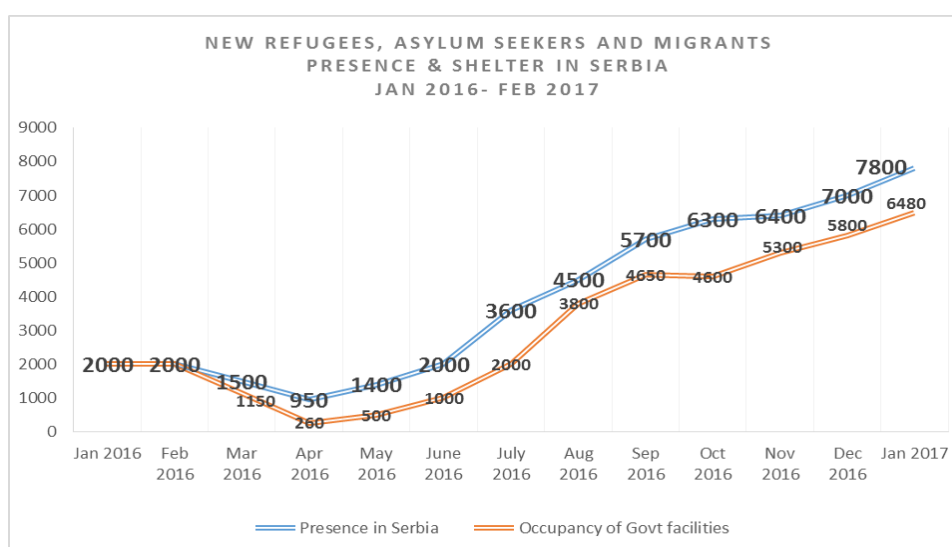
The number of refugees, asylum seekers and migrants counted in the country continued rising from 7,000 to close to 7,800. According to all available data, most were not adult men (37%), but children (47%) or women (16%). Around 85% of them had fled the so-called “refugee-producing countries”, including Afghanistan (53%), Iraq (20%) and Syria (9%).

Severe weather conditions across the country affected especially refugees/migrants not sheltered in government centres. In response, authorities invited all asylum-seekers to move to government centres, while humanitarian and protection agencies intensified support in counselling and registration and transported over 350 asylum-seekers from Belgrade city centre to designated governmental centres. World media started reporting on the situation of over 1,000 refugee/migrant men and boys sleeping rough in Belgrade city centre in cold, unhygienic and unsafe conditions. By the middle of January authorities decided to resolve their situation by opening a new shelter in Obrenovac of Belgrade. With outdoor temperatures falling below -10 overnight, consolidated counselling and transportation to Obrenovac, the number of refugees/migrant men and boys in the city centre fell below 800.

As of 23 January, Hungarian authorities again halved the number of daily admissions into asylum-procedures from 100 to 50 per week. Immediately, the number of unregistered men, mostly from North Africa, Afghanistan and Pakistan observed in the vicinity of the border, rose. Authorities, UN agencies and partners collected daily testimonies of unlawful collective expulsions from Hungary, some including allegations of severe maltreatment such as beatings, dog bites, stripping of clothes and robbery of valuables, committed against asylum seekers by Hungarian officials.

16 Civil Society and 8 UN Organizations contributed to the Serbia Chapter of the Regional Refugee and Migrant Response Plan (RMRP), which was launched on 23 January by UNHCR and IOM at a press event in Belgrade, together with the Chair of the Inter-Ministerial Working Group of the Government of Serbia and DRC, on behalf of the NGO community ([Press Release](#)). The Serbia Chapter of the 2017 RMRP proposes humanitarian and developmental aid to the Response Plans of the Government of Serbia at a total value of over 39m USD.

In January, 584 intentions to seek asylum in Serbia were registered: 48% by men, 12% by women and 40% for children. Applications were filed by citizens of Afghanistan (50%), Iraq (17%), Syria (13%), Pakistan (10%), or other countries (10%). No first-instance decisions were issued.



Achievements



Achievements and Impact

- Belgrade Center for Human Rights (BCHR) conducted four monitoring visits to Bogovađa AC, three monitoring visits to Banja Koviljača AC and ten to Krnjača AC. Furthermore, BCHR teams visited Sjenica AC once at the end of January in order to provide free legal counseling and offer free legal representation in the asylum procedure. BCHR visited several times places of informal gathering of refugees and migrants in Belgrade for the purpose of legal counselling.
- During January, BCHR legal teams counselled 319 persons (237 male, 82 female). Majority of persons of concern (PoCs) were from Afghanistan (194) followed by Iraq (46), Syria (22), Iran (18) and Pakistan (16). In the same period, 54 a/s assigned power of attorney to BCHR's lawyers in order to have a legal representative in the asylum procedure. However, it is not obvious at the moment which of them will stay in Serbia till the end of asylum procedure and which of them will abscond. The Asylum Office dismissed one asylum application by an Iraqi citizen represented by the BCHR, as he had transited through safe third countries on his way to Serbia.
- BCHR monitored the readmission procedure in the Shelter for Foreigners and advised persons in need of international protection accommodated in this institution of their rights and obligations in Serbia. Shelter was visited twice in January and 12 persons received legal counselling (six from Afghanistan, four from Iran, two from Iraq and one from Pakistan). Four persons expressed intention to seek asylum before BCHR lawyers who informed the Shelter staff about that. Three persons were released and placed in Bujanovac Reception Centre (RC), and one person was returned to Bulgaria, regardless of his expressed intention to seek asylum in Serbia.
- Furthermore, BCHR supported extremely vulnerable individuals (EVIs) and SGBV cases. In January, BCHR provided legal assistance to three women from Iraq who were placed in Atina's shelter for women.
- BCHR assisted all persons who had been granted international protection in Serbia and who have integration needs. One refugee from Cuba and one Libyan family were assisted in getting support from the Serbian Welfare system. BCHR was also assisting Libyan children who had been granted refugee status in integrating into the Serbian educational system. One refugee from Iran and one from Syria were assisted in obtaining accommodation from SCRM. One refugee woman from Cameroon and one from Sudan were assisted in obtaining work permits.
- Humanitarian Center for Integration and Tolerance (HCIT) provided some 1,450 persons likely in need for international protection with practical and service information in January. 537 foreign nationals received legal advice and were counselled on the right to seek asylum in Serbia, procedure, rights and obligation, etc. HCIT documented 19 expulsion incidents, 214 refugees/asylum seekers/migrants were reportedly unlawfully expelled from neighboring counties - 10 related to the forced returns that were reported on the North (from Hungary) and 9 on the West (from Croatia). HCIT team assisted in Birth registration of the newly born babies for two Afghan families - one in Town Hall in Subotica and the other one in Sid municipality. HCIT continued counseling on asylum and referring to registration those that were sleeping rough on the North and the West of the country. Identified minors were referred to locally competent Centres for Social Work (CSW). HCIT team participated in the monthly meetings of CSW in Subotica and Kanjiža.
- Praxis was providing information to refugees/migrants/asylum seekers in Belgrade about the current situation, available legal pathways and available services (accommodation, transportation to asylum/reception centres, legal



(from left) Nesa, 7, and Daria, 8, both from Iraq, play with Asra, 5, from Afghanistan at the UNICEF-supported child-friendly space in Sid Transit Centre (Serbia), © UNICEF/UN049544/Vas, 20 January 2017

assistance, medical care, food, NFIs, etc.) within a Save the Children-funded project. In January, Praxis provided support to a total of 382 newly arrived refugees/migrants/asylum seekers (259 adults and 123 children) in Belgrade, of which 45 were potential unaccompanied/separated children (UASCs). Praxis also identified vulnerable cases (families with children, pregnant and lactating women, UASCs, the ill, the elderly, persons who have exhausted all resources and were at risk of turning to smugglers, etc.) and referred them to other organizations for targeted assistance. A total of 534 persons (119 new arrivals and 415 beneficiaries identified earlier) were referred to different organizations/institutions for targeted assistance. Praxis also provided protection by presence and escorted refugees to the Police Station for registration – of all the referrals, a total of 180 refugees/migrants/asylum seekers were referred to the Police Station in Savska Street for registration. Praxis was also informing refugees and migrants sleeping rough in Belgrade about the possibility of accommodation in the newly opened Transit Centre (TC) in Obrenovac, and in particular focused on identifying the most vulnerable among them, such as the ill and the UASCs. When there was no organized transportation provided, Praxis provided transportation assistance to a total of 34 refugees/migrants/asylum seekers by covering the costs of train/bus tickets to asylum or reception centres, mainly bus tickets to Subotica, Sombor and Novi Pazar, and by covering the costs of taxi transport for vulnerable persons. Praxis was engaged in protection monitoring and recording of cases of violation of refugees' rights along the route.

- Psychosocial Innovation Network's (PIN) team was focused on providing psychosocial support to refugees on the territory of Belgrade throughout January, predominately at Miksalište and Info Park premises as well as in Slankamen Rehabilitation Centre and Detention Centre for foreigners. PIN's team was likewise providing regular counselling to vulnerable refugees at PIN's premises through individual sessions. At "Vasa Stajic" Centre for Minors and Refugee Foundation premises, in addition to providing psychosocial support, PIN team was conducting different workshops focused on developing life skills, including communication, emotional control and goal-setting. Furthermore, PIN team was conducting brief surveys with UASCs located in Belgrade parks area regarding their preferences when it comes to being admitted to ACs/RCs in order to facilitate the relocation process of these UASCs. Permission from SCRM for PIN to access refugee accommodation centres was still pending. 157 refugees/migrants/asylum-seekers received PFA, support and information in January, and the total number of PIN's protection cases was 9.
- IOM mobile teams were present in all reception/transit centres - Subotica area, Šid area, Dimitrovgrad and Pirot, and Preševo and Bujanovac, providing transportation assistance, information provision and counselling on assisted voluntary return (AVR), as well as raising awareness on risks of human trafficking and migrant smuggling. 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. In 2016, 101 migrants not in need of international protection returned to their countries of origin with AVR. During January 2017, fifteen migrants returned to their country of origin (to Iraq, Pakistan, Algeria, Iran, Turkey, and Ghana) with AVR, while seven migrants are scheduled to travel in the first week of February.
- IOM was providing assistance with transportation of vulnerable individuals and families to local institutions/local service providers like local health centre, centre for social work etc. During January, over 900 migrants/refugees were provided with transportation assistance, with altogether 200 lifts given to the beneficiaries. Over 210 migrants/refugees were assisted in Šid and some 160 migrants/refugees were assisted with transportation from border locations (Horgoš and Kelebija) to Subotica TC, 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.
- 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 300 migrants/refugees were assisted in Preševo and some 120 migrants/refugees in Bujanovac in January.
- IOM team was present daily in Divljana RC and in Obrenovac TC, providing information, counselling on AVR and transport. In Divljana RC, IOM was also assisting the local HC in Bela Palanka by providing transport for the local doctors.
- Supported by Catholic Relief Services (CRS), Philanthropy distributed 2,171 cash cards worth 5,000 RSD for families and 2,046 cash cards worth 3,000 RSD for vulnerable individuals in 9 Reception and 4 Asylum Centres (ACs) to 4,581 vulnerable refugees and migrants in total.

- UNICEF-supported child-friendly spaces (CFS) were operational in Preševo, Bujanovac, Šid, Dimitrovgrad and Krnjača, with the Danish Refugee Council (DRC). 787 children received support in the UNICEF-supported family support hubs, child-friendly spaces and mother and baby corners in January.
- UNICEF continued to support the social welfare system in Preševo, Bujanovac, Belgrade, Šid and Subotica. Centres for Social Work (CSW) continued to provide support to refugee/migrant children and to ensure the identification and protection of UASCs. An additional outreach social worker joined the Belgrade CSW to support UASCs in the newly-opened Obrenovac centre. In January, UNICEF-supported CSWs identified and supported 457 UASCs (Belgrade: 272, Bujanovac: 26, Preševo: 21, Šid: 61, Subotica: 77). 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 to accommodation in relevant facilities, including children's homes.
- UNICEF, in partnership with the Crisis Response and Policy Centre (CRPC), continued to provide support to CSW in the identification, initial assessment and referral of UASC in Belgrade. CRPC identified, supported and referred 47 unaccompanied and separated children in January.
- Specialized IDC volunteer teams continued with daily engagement as a support to medical teams, as well as a support to local community. One team was engaged daily at the bus station in Subotica cleaning the trash left behind by the passengers. In Miksalište, two volunteer teams were engaged on a daily basis in the realization of integration workshops (Serbian language lessons, intercultural activities, etc.) and at the information points in referring the newly arriving refugees and migrants to registration points, reception centers and immediate medical support points. Cooperation with Divac Foundation in the field of providing support to refugees and migrants was continued throughout January. IDC volunteer team were engaged on a daily basis on the



Atina's activities aimed at women and girls, Preševo Reception Centre (Serbia), @UNHCR, January 2017

activities of preparing large quantities of NFIs for distribution as well as organizing work integration workshops in the form of courses in sewing/tailoring for refugees and migrants in the transit centres in the municipality of Šid.

- IDC continued providing volunteer support to the newly opened accommodation for UASCs within the Home for children "Kolevka" in Subotica. More volunteers are expected to take active engagement in providing support to beneficiaries of Kolevka as soon as the capacities of this institution are used more fully.
- Jesuit Refugee Service (JRS) was providing psychological support to refugees/migrants in Belgrade city center, with over 220 interventions in the month of January. Following the reallocation of refugees and migrants from unhygienic barracks in the city centre, in tandem with SCRIM and other partners the JRS continued to work with the UASCs in order to convince them to accept moving to Obrenovac TC. Consequently, 59 UASCs accepted the opportunity to reallocate to better, safer accommodation.
- The final draft of Standard Operation Procedures (SOPs) of the Republic of Serbia for Prevention and Protection of Refugees and Migrants from Gender Based Violence was completed with support from UNFPA; the SOP document is currently pending final comments from the Ministry of Labour, Employment, Veteran and Social Affairs.
- Group for Children and Youth "Indigo" supported and assisted the children in the reception centres Presevo, Bujanovac and Dimitrovgrad, as well as in Nis. In Presevo and Bujanovac, Indigo worked mostly with UASCs and other vulnerable children, providing them with the first psychological aid, identifying and referring them to the actors who can help them, organising educational and recreational activities and monitoring their involvement in everyday life in the accommodation centres. Indigo provided 708 services to the children in Bujanovac and 849 services to the children in Presevo. Together with UNHCR and CSWs, Indigo conducted 22 best interest assessment (BIA) interviews in Presevo and 2 BIA interviews in Bujanovac. Family Separation Reports were filled for 2 cases and Protection Incident Report was filled on one occasion. Indigo referred 25 cases to the doctors, 16 cases to CSW and 89 children were referred for the distribution of NFIs. As of 1 January 2017, Indigo has been providing interpretation services (for Arabic, Farsi and Urdu) in Presevo and Bujanovac RCs (5,286 interpretation services were provided to the adults and 1,700 interpretation services to the children in Presevo). In Nis, Indigo assisted the people who

survived a car accident on the motorway between Nis and Aleksinac on 29 December 2016. Indigo provided information, psychological first aid and NFIs (in coordination with other organisations) and monitored the situation of 7 children and 5 adults admitted to Nis Clinical Centre. For Indigo, the main challenge was to help the children cope with uncertainty, provide them with relevant, timely information and deal with the increase in anxiety among them. Moreover, the presence of more than 200 unaccompanied children in Presevo posed a big challenge to all the actors providing child protection.

- SOS Children's Villages (SOS CV) established collaboration with "People in Need" organisation from the Czech Republic, covering activities ranging from food distribution to workshops with children in the TCs in the West of the country.
- Within the CFS in Adaševci TC, SOS CV Serbia delivered 2,127 services to children within 289 different activities, which included recreational, creative and educational initiatives. SOS CV provided translation services in 912 instances to adults and children. In the CFS in Principovac TC, SOS CV provided 3,298 services to children within 337 various activities, which included recreational, creative and educational activities. SOS CV provided translation services in 345 instances to adults and children. SOS CV mobile team in Belgrade provided 2,695 different kinds of services to children, including translation, practical information, first psycho-social support and referrals to other organizations. Translation services were provided in 688 instances and practical information in 1,033 instances. 425 NFIs were distributed. SOS CV Belgrade mobile team referred 50 children to Belgrade CSW and medical teams working in Belgrade (MSF and MDM).
- Within the Family Room in Preševo RC, SOS CV provided 1,147 services to children, within 262 different activities, while 641 services to youth were delivered in the Youth Corner.
- SOS CV Super Bus mobile team organized outdoor educational, recreational and creative activities for refugee children and young people. Super Bus organized 34 activities and delivered 347 services for children.
- SOS CV Serbia was providing access to computers and Internet on several locations: ICT spot Adaševci: Wi-Fi: 2,560 connections and Charging station: 2,622 users and 1,763 visits; ICT spot Šid train station Wi-Fi: 2,080 connections; ICT spot Preševo: Wi-Fi: 3,070 connections and Charging station: 1,013 users. ICT Corner in Preševo had 1,507 visits (of which 689 by children), which included basic IT workshops; ICT spot Bujanovac: 1,060 connections and Charging station: 108 users and 1,669 visits; ICT spot in Belgrade-Miksaliste: Wi-Fi: 2,610 connections; ICT spot Principovac: Wi-Fi 1,480, Charging station: 1,857 users. ICT Corner Principovac had in total 1,325 visits by adults and 408 by children which included use of computer and Internet; ICT spot Krnjača had 2,580 Wi-Fi connections and Charging station 113 while ICT Corner in Krnjača had 1,375 visits by adults and 474 by children, which included use of computer and Internet
- IRC's partner Info Park opened its information hub in Gavrića Principa Street in Belgrade. Currently, refugees can attend German and English lessons there, charge their phones and use Internet. Info Park's mobile teams, including Farsi and Arabic interpreters, supported the refugees in the city centre with information and referrals.
- IRC supported NSHC to deploy mobile teams trained in protection monitoring in Belgrade city center and Subotica, reaching out to refugees dwelling in urban spaces and providing them with information, referrals and basic aid such as snacks.
- Supported by the IRC, BCHR's mobile team was present in Dimitrovgrad at Serbia-Bulgaria border to survey if access to the territory and asylum procedure was respected, monitor treatment of refugees once they have crossed into Serbia, and provide humanitarian aid. In cooperation with SCRM, BCHR was regularly providing aid to refugees sheltered in Dimitrovgrad RC.
- Divac Foundation and IRC ran a Social café in Krnjača AC in Belgrade. While provided with tea and coffee, refugees were able to join occupational activities such as art workshops, board games, sewing lessons, sport activities etc.
- Supported by the IRC, PIN provided psychological support to service providers in the response. Consisting of support groups and individual counselling, PIN's activities were aimed at preventing burnout and secondary traumatization among aid workers.



*Children playing soccer at Preševo Reception Centre (Serbia),
@UNHCR, January 2017*

- IRC and Mercy Corps continued providing refugees with accurate information online via the Refugee. Info project
- The IRC, together with Atina, PIN, BCHR and Ideas, continued with the programme of support to UASCs. Here are the main activities from December:
- BCHR mobile team continued providing legal assistance in identification and registration of UASCs, legal information, legal referrals and representation to newly arrived UASCs, children in centres, and asylum-seeking UASCs in Belgrade, Presevo, Bujanovac, Banja Koviljaca, Sid, Dimitrovgrad, Bogovadja and Subotica.
- Atina's mobile team continued with outreach and support activities in asylum centres and reception centres in Belgrade, Presevo, Bujanovac, Subotica and Sid. Atina was finalizing the work on mapping of services and service providers for UASCs and the referral roadmap, as well as on development of guidelines for case management and cultural mediation.
- PIN (Psychosocial Innovation Network) continued with individual and group psycho- social counselling for UASCs in Belgrade, Banja Koviljača, Bogovađa, Sjenica, Tutin and Sombor. They continued with the English language café for UASCs in Belgrade.
- IDEAS continued with the work on development of multisystem guidelines for identification of vulnerable children and UASCs and on development of guidelines for organization of protection/support at the level of local communities. IDEAS was also working on the development of guidelines for best interest determination, residential care and guardians.
- DRC/ECHO teams continued their protection activities in the areas of Preševo, Eastern Serbia (Pirot, Dimitrovgrad, Divljana and Bosilegrad), Subotica, Belgrade and Šid. During the reporting period, DRC/ECHO protection teams continued providing protection response and conducting referrals and follow-up in all areas of intervention. DRC/ECHO protection teams participated in information dissemination in the city of Belgrade, aimed at providing relevant information for persons potentially interested in seeking shelter in the newly opened TC in Obrenovac. More than 2,000 persons were provided with relevant information and over 1,500 with adequate protection.
- DRC/UNICEF teams in Preševo RC continued providing assistance in the CFS (121 children and 23 mothers/caregivers on average per day) and MBC (48 children, 46 mothers/caregivers and 15 pregnant women on average per day). DRC/UNICEF team referred 1 child and 1 mother /caregiver per day to medical services and referred 1 UASC to Social Welfare Centre.
- DRC/UNICEF teams in Bujanovac continued providing assistance in the CFS (75 children and 15 mothers/caregivers on average per day) and MBC (36 children, 25 mothers/caregivers and 4 pregnant women on average per day). DRC/UNICEF team referred 1 child and 1 mother/caregiver per day to medical services and referred 1 UASC to Social Welfare Centre. Starting from January 2017, services were not provided on 24/7 basis - CFS and MBC operated in a single shift (during January, the CFS was operational from 8h to 18h and starting from February it will be operational from 10h to 18h).
- DRC/UNICEF Child Protection Officer in Krnjača continued providing assistance in the CFS (51 children and 19 mothers/caregivers per day). 1 child and 1 mother on average per day were referred to medical services. CFS in became operational again in December in the newly rehabilitated Pavilion V. As the DRC/UNHCR Workshop Facilitator who was working together with the DRC/UNICEF Child Protection Officer within the CFS in Krnjača resigned in December, during January the Child Protection Officer was working alone thus the working hours have been reduced to Monday - Friday from 10h to 16h, whereas as soon as the DRC/UNHCR Workshop Facilitator starts the CFS will be operational from 8h to 16h. DRC/UNHCR position is planned to be filled during February 2017 and the Workshop Facilitator will be organizing Language Workshops (for English and Serbian) on a daily basis and will participate in the organization of other educational and creative workshops, together with the DRC/UNICEF Child Protection Officer. On 21 January, The European Commissioner for Humanitarian Aid and Crisis Management Christos Stylianides, together with the Minister of Labour, Employment, Veteran and Social Affairs Aleksandar Vulin, and the EU Ambassador Davenport visited the child-friendly space activities in Krnjača AC. During the visit, Mr Christos Stylianides had the opportunity to talk to the children present in the CFS and as well with the DRC/UNICEF Child Protection Officer.
- DRC/UNICEF teams in Šid continued providing assistance in the CFS (107 children and 12 mothers/caregivers on average per day) and MBC (26 children, 21 mothers/caregivers and 6 pregnant women on average per day). DRC/UNICEF team referred 2 children and 1 mother/caregiver per day to medical services and referred 8 UASCs to the CSW.

- DRC/UNICEF team in Dimitrovgrad continued providing assistance in the CFS (33 children and 10 mothers/caregivers per day) and MBC (7 children, 7 mothers/caregivers and 3 pregnant women per day). MBC established activities in January three times per week in the inception period, starting from 20 January, even though the Contract on Cooperation with the HC in Dimitrovgrad was not signed. DRC/UNICEF team referred 1 child per day to medical services. The HC was not in position to engage a full-time nurse to operate in the MBC and thus an arrangement was made that nurses already working in the HC would visit Dimitrovgrad RC three times per week for 3-4 hours. In the meantime, HC Dimitrovgrad reviewed the possibility of engaging a new nurse and advised to revise the draft Contract on Cooperation that was submitted to include a full time nurse that would be visiting the RC in Dimitrovgrad on a daily basis. The Contract on Cooperation is expected to be signed in the beginning of February 2017.
- Through the USAID-funded project, Divac organized 24 art and craft workshops in Šid and Belgrade (Miksalište). CFS in Tutin was operational, while the CFS in Sjenica was temporarily closed due to a large number of people in the centre and insufficient accommodation space. Workshops for women were initiated in Dimitrovgrad RC and, during January, 7 art and craft workshops were held.
- Through the IRC-funded project, Divac Foundation ran a social café in Krnjača AC, which provided tea and coffee for the refugees and asylum seekers, but also board games and occupational activities. 12 arts and crafts workshops were held in the café in January, and 10 movie projections were organized.
- NGO Atina was providing direct support to the most vulnerable refugees/migrants/asylum-seekers in the territory of Belgrade, Preševo, Bujanovac and Šid. Atina's mobile teams provided support through outreach activities to 314 persons and long-term support to 54 persons.
- NGO Atina was assisting 24/7 in Belgrade and other sites the survivors of gender-based violence (GBV) and human trafficking. Mobile teams had 14 emergency interventions in the field – 6 cases of GBV were identified - 6 women, 6 girls and 3 boys who survived physical, psychological, sexual violence and forced marriage. The victims had been referred to Atina by NGOs (4), UN agencies (1), authorities (2) and 3 were identified by Atina's team. In four cases, the victims contacted Atina's hotline.
- Caritas teams for psycho-social support were providing assistance to refugees in Preševo, Bogovađa and Belgrade (Krnjača) on a daily basis, Monday to Friday. The teams were composed of a psychologist, a social worker and an Arabic translator, except in Bogovađa, where there was only a psychologist. The teams were providing services of psycho-social counselling, animation activities for children from the centres and accompaniment to different services. These activities were funded by the German Ministry of Foreign Affairs.
- Caritas also improved the conditions for psychosocial support in Preševo, by equipping the facilities for children, creating a womens'corner for socializing, listening and advising, providing sewing machines and computers for occupational workshops and basic musical instruments for children's workshops.
- In Krnjača AC, Caritas had two animators, who were in charge of organizing sports activities, mostly for men and boys in the camp, in order to decrease social tensions. This activity was funded by the German Ministry of Foreign Affairs.
- Group 484 provided six times per week psychosocial support to children, teenage refugees and asylum seekers at the CFS of Bogovađa AC. The support included recreational, creative and educational activities, while placing strong emphasis on languages (Serbian and English) and civic education. Activities were conducted in partnership with Save the Children.
- In cooperation with Caritas, Group 484 continued providing six times per week psychosocial support to children and teenage refugees and asylum-seekers accommodated in Preševo RC. The recreational, creative and educational activities were conducted with the support of the Royal Netherlands Embassy in Serbia.
- Crisis Response and Policy Centre (CRPC) provided the following services: information dissemination (in Pashto, Arabic, Farsi, Urdu, English, French and Spanish), interpretation, cultural mediation and orientation, psychosocial aid, identification and referrals of EVIs, advocacy and referral to legal, medical and other aid, free Wi-Fi and phone charging access, escort and transport to different facilities, NFI distribution, etc. Services were provided independently and in cooperation with other actors. CRPC team provided different services in at least 7,532 instances (to nationals of Afghanistan (72%), Pakistan (8%), Syria (8%), Iraq (6%), etc.; 64% were men, 8% women, 28% children). Of the total number of children beneficiaries, 2% (47) were possible UASC cases.
- With the help of UNHCR, CRPC provided assistance in logistics, transport and escort for 319 beneficiaries to Preševo, Pirot, Adaševci, Banja Koviljača, Bogovađa, Divljana and Principovac. Joint action of information dissemination on

Obrenovac RC was conducted together with SCRM and other agencies. CRPC assisted SCRM and CSW in relocation of 440 persons of concern to Obrenovac RC.

- CRPC conducted a profiling exercise in the barracks behind the main train station in Belgrade, in order to assess the structure and the needs of the beneficiaries.
- With support from TDH, NSHC provided services 7/7 to 801 children and 67 mothers at the MBC in Miksalište in Belgrade; 284 beneficiaries benefited from psychological first aid and support activities.
- With support from CARE, NSHC provided recreational activities to 383 beneficiaries and protection services to 525 beneficiaries in Belgrade.
- NSHC, with support from IRC, provided 1,307 protection services 7/7 to refugees in Belgrade and Subotica. The services included identification and referrals, information and counselling, protection measures, etc. IRC team also provided protection and other services to 168 children and 129 mothers, including three group recreational activities.
- Save the Children, along with partner organizations in Serbia, reached a total of 1,403 new beneficiaries, out of which 444 children. Since the beginning of the response, SC in Serbia reached 76,538 beneficiaries, of which 31,499 children
- Save the Children and CIM operated Child Protection teams in Preševo, providing psychosocial support and educational activities and a 24/7 drop-in centre in Miksalište in Belgrade, running a CFS and Youth Corner. In Bogovađa AC, they worked with Group 484 on running a child protection and education programme for children and youth, workshops for parents and legal counselling.
- Save the Children and Praxis ran outreach teams providing protection, monitoring, and legal assistance in the parks and public places in Belgrade. In January, the teams assisted the Government in organizing voluntary relocation of persons sleeping rough in Belgrade, while focusing on protection of UASCs.
- In cooperation with the Ministry of Labor, Employment, Veteran and Social Policy, Save the Children supported increased capacities for accommodation of UASCs in 4 locations and supported budgets for 65 additional social workers and psychologists.
- Save the Children cooperated with Centre for Foster Care and Adoption aiming at strengthening specialized fostering for UASCs. A training package for specialized fostering is under development.
- 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 (Clinical Centre Belgrade, Clinical Centre Niš, Health Centre (HC) Šid, General Hospital Sremska Mitrovica, HC Bujanovac, HC Preševo, and General Hospital in Vranje, Šid Court, Šid police inspectors, Municipality Sremska Mitrovica, Police in Preševo and Bujanovac, as well as CSW Bujanovac) in 5,234 instances, in Šid, Belgrade, Bujanovac and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 99 instances.

Identified Needs and Remaining Gaps

- Improvised shelters (barracks); protection risks elevated - substance abuse, SGBV, health risks, fire and smoke hazard. Cold weather.
- Decreased number of persons being legally admitted into Hungary increased anxiety and dissatisfaction among refugees and migrants, resulting, among other things, in more frequent attempts at illegal entry into neighbouring countries.
- Police station in Raška reportedly continued with inconsistent registration policy.
- Many persons who were collectively expelled from Croatia and Hungary reported maltreatment by the police.

Education

Achievements and Impact

- ADRA established a Community Center (CC) in Borča (Palilula Municipality), intended for children, youth and families from Krnjača AC and those from the local community. CC addresses unmet needs and complements other programmes run by other organizations. CC has available safe space of 800m² indoors and 1,300m² outdoors, used for recreational activities (children/youth), assistance in learning (schoolchildren) and occupational activities (mothers/women). All programmes are related to protection and education with the purpose of social integration. Between 30 and 40 UASCs from Krnjača AC visit the Centre daily, and the number is increasing. All Centre's programmes are coordinated at different levels with SCRMM, the Centre for Educational Policies (CEP), Centre for Social Work and other key stakeholders. The external component of the CC is assistance to national schools in integration of students from Krnjača AC. ADRA's interpreters/cultural mediators assisted teachers in regular classes in primary schools "Branko Pešić" in Zemun, "Jovan Ristić" and "Rade Drainac" in Borča near the CC and PKB Secondary School in Krnjača. This activity was conducted in close collaboration with CEP.
- UNICEF-supported Toy Libraries for children from 3 to 6 years of age were operational in Bujanovac RC (in cooperation with DRC) and, as of 26 January, in Principovac TC (in cooperation with SOS CV). Programmes for development of digital competencies among youth were being implemented in Šid TC (in cooperation with DRC) and in Principovac and Adaševci TCs (in cooperation with SOS CV). Civic Education programmes for children aged between 7 and 12 started at the end of January in Bujanovac, Preševo and Šid.
- Through cooperation of the MoESTD, Centre for Education Policies (CEP), Palilula CSW and UNICEF, 42 UASC aged 8-17 years started attending school.
- Through a project fully funded by IRC, Divac organized 24 sewing classes in Krnjača AC. The course was very well accepted among female population. Additionally, language classes for women were launched and, during January, 7 classes were held.
- Thanks to a donation of books from UNHCR, Divac established a library within the Social Café in Krnjača, which was very well accepted among the refugees in the centre.
- NGO Atina conducted educational activities in four locations – AC Krnjača, Reintegration Centre Atina, Preševo and Bujanovac. Each week in Belgrade, at the Reintegration Centre, Atina's beneficiaries attended English language and literacy classes and educational empowerment workshops on important topics such as: gender roles, recognition of gender-based violence, human rights, etc. Education was adjusted to gender, age, culture and different experiences of the beneficiaries. During January, Atina started life skills education activities in RCs Preševo and Bujanovac for the youth. Twice a week, classes in natural and social sciences, where beneficiaries had the chance to learn about major historical events and personages, and about natural phenomena, were held.
- Each week Atina organized empowerment workshops for women and girls, asylum-seekers in AC Krnjača. During January, 6 workshops were carried out in AC Krnjača for 29 women (17 from Afghanistan, 9 from Syria and 3 from Iraq) and 15 girls (11 from Afghanistan and 4 from Iran). Each topic was suggested by the beneficiaries who attended the workshops. One part of these activities were creative workshops carried out at the Reintegration Center and at Krnjača AC, during which beneficiaries had the opportunity to create clay jewellery and paint. Three workshops were carried out in RC Preševo for 18 women (10 from Afghanistan, 3 from Syria and 5 from Iraq) and 7 girls (4 from Afghanistan and 3 from Iraq).

Identified Needs and Remaining Gaps

- NSTR

Achievements and Impact

- WHO continued to support the Institute of Public Health (IPH) of Serbia, Ministry of Health (MoH), relevant health institutions and partner NGOs, in the surveillance and response to the outbreak of body lice among refugee and migrant population and response to severe winter conditions. WHO visited Šid and Obrenovac centres and paid several visits to refugees/migrants sleeping rough in Belgrade city center, with NGOs providing medical care. As a response to increase of STI cases among migrant population, and insufficiently recognized vulnerability of young single men to these infections, a special meeting was organized with UN agencies and NGOs active in the field to plan additional activities to tackle the issue. WHO assisted in the organization and co-chaired, with the MoH, Refugee/Migrant Health Coordination Meeting held on 26 January 2017.
- Since the beginning of January, one more IDC medical team was engaged to cover one shift at Adaševci TC. In total, six IDC medical teams were engaged in four municipalities, covering eight-hour shifts on a daily basis. Medical teams were engaged in municipalities of Šid (3 teams in Principovac, Šid railway station and in Adaševci), Subotica, Sombor and Dimitrovgrad. These 6 medical teams had 5,126 medical interventions in total, which makes for 22,054 medical interventions in total in the first project cycle (June 2016 - January 2017).
- One dentist was engaged by IDC and put at disposal to refugees/migrants/asylum-seekers from all 3 centres on the territory of Šid municipality.
- Médecins du Monde (MDM) continued to provide primary health care and psychosocial support, 7 days a week, in 4 mobile clinics operating on the frontline, in the border areas in Subotica (Horgoš and Kelebija transit area), in Belgrade Centre in Miksalište and in Šid TC, and, since January 2017, in Adaševci TC.
- In January, MDM observed cold weather-related illnesses such as frostbites, respiratory infections, flu, etc. Some medical surveillance was performed in coordination with other medical actors such as RMF and MSF, as well as some awareness sessions on “How to prevent, identify and react to hypothermia and frostbite cases” for field actors in Belgrade, Subotica and Šid.



MDM meeting with the residents of Preševo Reception Centre (Serbia), @UNHCR, January 2017

- Two UNHCR/DRC medical teams continued with regular activities in Preševo RC, engaged through Primary Health Centre Preševo during January. Necessary medications, including advanced medications for specific cases and medications for depedication of persons infested with body lice were regularly provided through the contracted state pharmacy.
- Health care services were provided to asylum-seekers and refugees in renovated and properly equipped medical unit in AC Krnjača by UNHCR/DRC medical teams, engaged through Primary Health Centre Palilula, and doctors engaged through SCRМ in daily shifts (7am-8pm). The UNHCR/DRC medical doctor was regularly providing referral, medical escort and follow up of specific cases in need of specialized medical treatment, in close cooperation with Primary Centre Palilula and the health

care facilities in Belgrade. All necessary medication, including advanced medication for specific cases was provided through the contracted state pharmacy.

- UNHCR/DRC medical team was engaged through PHC Obrenovac on 23 January. Necessary medication, including medication for depedication of persons infested with body lice, was provided through the contracted state pharmacy. The medical unit was provided with basic medical equipment; it will be renovated and provided with additional equipment.
- In Pirot RC and Divljana RC, UNHCR/DRC medical teams were engaged through PHCs Pirot and Bela Palanka since 23 January. The teams were present at the RC from Monday to Saturday (9am-3pm). Provision of medication was ensured through the locally contracted state pharmacy.

- UNHCR/DRC medical team engaged through PHC Lajkovac in Bogovađa AC treated asylum seekers and refugees throughout January.
- UNFPA CO with other relevant actors attended a Health Coordination meeting organized by MoH and weekly Health Coordination meetings in Šid, to be up to date with the information related to migration situation.
- UNFPA, WHO and the Institute of Public Health engaged in a joint visit of the newly opened centre in Obrenovac.
- Due to reported increase in STI and HIV cases, UNFPA and WHO organized a meeting on this topic to discuss the issue in detail with partners in the country. MoH was also informed about the increase in reported cases.
- IRC was supporting HCIT to provide orthopaedic devices (wheelchairs/crutches) to refugees that needed them.
- CRPC provided identification, needs assessment, referral to medical institutions and follow-ups of the EVIs. CRPC cooperated with UNHCR/DRC, on-site medical teams, Krnjača AC staff and other actors and provided interpretation/CM, escort, advocacy and transportation to secondary medical and other facilities – in 309 cases.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Bujanovac and Preševo in 6,023 instances and psychological assistance in 225 instances.

Identified Needs and Remaining Gaps

- Body lice infestation remained a challenge, especially in Belgrade and Šid.
- No water and toilet access (winter conditions).



Food Security and Nutrition

Achievements and Impact

- UNICEF provided support in seven locations (Belgrade, Horgoš, Kelebija, Dimitrovgrad, Preševo, Bujanovac and Šid). 218 infants (under 2) accessed UNICEF-supported mother and baby care centre services, including health and nutrition services in the reporting period.
- 129 mothers benefited from UNICEF-supported infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners.
- In centres where UNICEF is present the screening all children aged 6-59 months with Mid-Upper Arm Circumference (MUAC) for undernutrition is part of the routine work.
- UNICEF continues to have consultations with partners on reviewing currently distributed food in order to have more age appropriate food for children.
- SOS CV activities in January were focused on food distribution: daily meals in Bosilegrad RC (60 persons), warm meals in Principovac TC (400 persons) and hot soups in Preševo (700 persons). SOS CV child protection officers identified many cases in need of additional medical support, prescription glasses, special food (e.g. lactose-free milk) and support for young mothers. In Presevo, 20,389 food items were distributed, including 21,700 warm meals, water, juice and biscuits.
- Philanthropy provided 7,500 hot meals in Bujanovac RC and 34,800 hot meals in Preševo RC. Philanthropy continued with everyday distribution of fresh fruit in these centres.
- UNHCR and partners CRPC and HCIT distributed 970 kg of high-energy biscuits and 2,106 litres of water, mainly in the north and in Belgrade.
- In Adaševci, Operation Mobilization (OM) was providing hot drinks for the refugees every day from 9:30am to 9pm.
- Nutrition



New food distribution line donated by UNHCR to Preševo RC (Serbia), @UNHCR, January 2017

- In Preševo, as part of DRC/UNICEF MBC program, 42 children per day received complementary food, 42 per day received supplementary food, while 12 mothers per day received IYCF counselling.
- In Bujanovac, as part of DRC/UNICEF MBC program, 16 children per day received complementary food, 19 per day received supplementary food, while 7 mothers per day received IYCF counselling.
- In Šid, as part of DRC/UNICEF MBC program, 22 children per day received complementary food, 8 per day received supplementary food, while 10 mothers per day received IYCF counselling.
- Reception Centre
- In Dimitrovgrad, as part of DRC/UNICEF MBC program, 6 children per day received complementary food, while 3 mothers per day received IYCF counselling.
- In Preševo, Caritas provided 22,300 portions of cooked lunch, 39,200 fresh breakfast pastries, 5,425 bottles of chocolate milk and 39,200 bottles of yogurt. Caritas also provided 6,300 cups of hot tea from its container at Preševo RC. These activities were supported by the German Ministry of Foreign Affairs.
- In Krnjača AC, Caritas provided 11,920 fresh breakfast pastries and 11,580 portions of warm soup, with the support from the German Ministry of Foreign Affairs.
- In Šid, Adaševci and Principovac TCs, Caritas distributed 25,360 portions of fresh breakfast pastry, 6,360 bottles of milk for children, 3,744 bottles of chocolate milk and 7,440 bottles of yogurt.
- In Subotica TC, Caritas provided 600 food packs.
- With support from CARE, NSHC was providing cooked meals (lunch) twice a week to approx. 1,000 refugees/migrants/asylum-seekers accommodated in Adaševci TC. Between 16-20 January, lunch was provided every day in Adaševci TC. From 21-28 January, lunch distribution was extended to cover all three TCs in Šid (Adaševci, Principovac and the Grey House). From 29 January onwards, occupants of these three centres were being provided with three meals per day every day. In total, NSHC delivered 46,500 meals.

Identified Needs and Remaining Gaps

- Insufficient food distributions in Belgrade.



Water and Sanitation

Achievements and Impact

- Cleaning of all facilities and outer spaces was maintained in the Preševo RC by DRC. The staff involved also contributed to the procedures related to practical treatment and application of protective measures in the RC.

Identified Needs and Remaining Gaps

- Lack of hygienic infrastructure (toilets, showers, laundry facilities, taps, etc.) in Belgrade city centre.



Shelter and NFIs

Achievements and Impact

- Thanks to ECHO funding, DRC was finalizing rehabilitation works on the complex of the former children summer resort Divljana in Bela palanka (Divljana RC), enabling potential accommodation for up to 440 persons. Heating and sanitary systems were properly installed, as well as 110 bunk beds (for 220 persons), together with supporting bed

supplies and furniture. By the end of January, DRC started with the placement of procured beds and basic furniture in the second pavilion, as well as the exterior works.



Pirot Transit-Reception Centre (Serbia), @UNHCR, January 2017

- Funded by ECHO, the interior and exterior works by DRC/HC in the two newly constructed pavilions in Sombor TC progressed well despite the low temperatures.
- In Obrenovac, the former army barracks facility was promptly arranged for reception and accommodation of refugees/migrants from Belgrade downtown. Construction and adaptation works of wall decorators, bricklayers, electricians, heating installation system specialists, plumbers, etc. were ongoing, funded by UNHCR and implemented through DRC. The priorities were sanitary

conditions, the dormitory, and the dining and medical premises. The refurbished capacities in Obrenovac were

further supported with assistance from ECHO through the delivery of 345 bunk beds with supporting bed supplies (for 690 persons) and basic furniture. DRC contributed with hygiene supplies for both common facility purposes and personal usage, from DRC's own funds.

- In Adaševci, OM was providing a heated tent for 120 people at a time to relax, play, talk etc. The tent was open every day from 8am to 9pm and it became a community spot, making the children, women and men feel safe and protected. They enjoyed, as much as it was possible in their circumstances, the atmosphere in the tent and the presents of volunteers from Serbia and other countries.
- UNICEF, through its partners DRC (in Preševo, Bujanovac and Šid) and HCIT (in Kelebija and Horgoš), as well as through direct distribution in cooperation with SCRM and SOS CV, distributed basic supplies (including winter clothing and boots). A total of 1,351 children were reached with supplies to protect them from weather conditions and assisted with health and hygiene items during the period of 1-31 January 2017.
- Jesuit Refugee Service (JRS) Integration House for Vulnerable Groups of Refugees was finalized in the last few days of January, with the capacity of up to 20 persons. This project will be implemented in the next three years and, besides accommodation, it will be able to provide for educational support, especially to asylum-seekers. The first beneficiaries are expected in the House by mid-February.
- As part of Miksalište's action on distribution of emergency NFIs organized by OXFAM, JRS mobile team organized for a total of 71 people to get emergency NFI support. JRS also organized distribution of NFIs for 25 minors during the coldest days in January.
- Divac Foundation, supported by the IRC, distributed winter clothes at Kelebija border crossing.
- IRC was providing direct support to SCRM through the procurement and donation of supplies and equipment for the accommodation centres:
 - a) 10 tons of fuel to the Preševo RC for heating purposes;
 - b) Equipment and furniture for Pirot RC;
 - c) Equipment and furniture for Sombor TC;
 - d) Equipment to Dimitrovgrad RC;
 - e) Heating equipment, furniture, food and diapers to Sjenica AC;
 - f) Equipment, food and diapers to Tutin AC.



Children receive winter clothing provided by UNICEF in Principovac Transit Centre, Šid (Serbia), © UNICEF/UN049546/Vas, 20 January 2017

- DRC assisted 188 persons in Preševo RC through provision of winterised NFIs, through ECHO funds. Through DRC/UNICEF program, 16 children per day were supported with hygiene items, 13 children per day received weather-appropriate clothes.
- In Bujanovac, 34 children per day were supported with hygiene items, 6 children per day received weather-appropriate clothes, through DRC/UNICEF program.
- DRC assisted 468 persons in Sid TC through provision of winterised NFIs, and through ECHO funds.
- In January, 26 children per day were supported with hygiene items, 5 children per day received weather appropriate clothes, through DRC/UNICEF program.
- In DRC assisted 342 persons in Pirot, Divljana, Dimitrovgrad and Bosilegrad RCs through provision of winterised NFIs, with funding from ECHO. At CFS in Dimitrovgrad, 7 children per day were supported with hygiene items, 1 child per day received weather appropriate clothes.
- Jointly with CRS, Divac Foundation was working on the reconstruction of the accommodation center in Kikinda. It is expected that reconstruction will be finished in February 2017.
- NGO Atina currently runs 3 shelters for persons from the refugee population who have been identified as survivors of gender-based violence, human trafficking, or are particularly vulnerable. During the month of January Atina provided shelter for 8 persons from the refugee population. Shelter programme does not only include accommodation, but represents a part of a comprehensive programme of social inclusion - all long-term beneficiaries are provided with counseling, solutions to primary problems, PSS, PT, individual planning of services, assessments and monitoring. Given that Atina is operational on the territory of Belgrade 24/7, in case of need, urgent accommodation is provided throughout day and night.
- Atina's mobile team is able, in case of GBV, SGBV and HT, to visit all needed sites in Serbia within 24 hours and respond to the referrals.
- In Krnjača AC, Caritas provided 105 sweat suits for adults, 480 pairs of socks for children, 480 pairs of socks for women, 650 pairs of socks for men, 227 sweatshirts, 180 shirts for men, 150 shirts for women, 140 shirts for children, 500 pairs of underwear for children, 300 pairs of underwear for women, 300 pairs of underwear for men and 180 towels. Provision of these items was funded by the German Ministry of Foreign Affairs.
- In Sid, Adasevci and Principovac, Caritas provided 700 winter caps for adults, 300 winter caps for children, 150 sweat suits for children, 300 sweat suits for adults, 600 pairs of socks for children, 1,300 pairs of socks for women, 900 pairs of socks for men, 500 sweatshirts, 1,300 pairs of underwear for children, 1,300 pairs of underwear for women, 1300 pair of underwear for men, 360 shirts for men, 500 shirts for women and 250 shirts for children. Provision of these items was funded by the German Ministry of Foreign Affairs.
- In Subotica RC, Caritas provided 150 winter caps for adults, 234 sweat suits for adults, 250 pairs of socks for children, 366 pairs of socks for men, 150 sweatshirts, 200 pairs of underwear for children, 304 pairs of underwear for men and 50 towels. Provision of these items was funded by the German Ministry of Foreign Affairs.
- CRPC started distributing NFIs donated by UNHCR in Belgrade (Miksaliste), and also distributed blankets donated by MSF, children's items donated by SOS CV and items donated by private donors (shoes, clothes).
- With support from CARE, NSHC delivered winter items and hygienic products to 93 asylum seekers in Belgrade: 30 winter jackets, 50 pairs of winter shoes, 30 tracksuits, 30 sweatshirts, 180 pairs of socks, 120 pairs of underwear, 40 T-shirts, 45 winter caps, 45 scarves and 40 pairs of gloves.
- Responding to harsh winter conditions, Save the Children distributed winter NFIs, including winter boots, jackets scarves, hats and gloves for children, baby blankets, hats for women, solar lamps with mobile phone chargers and sleeping mats. In addition, SC donated baby blankets to SOS CV and DRC and donated 24 winterized family tents to Presevo RC in order to increase its shelter capacities.
- UNHCR and partners SCRM, CRPC and HCIT distributed 1,861 blankets, 884 plastic bags, 962 hygiene kits, 64 rubber mats, 3,876 pairs of socks, 2,149 adult T-shirts, 1 pair of footwear, 557 pairs of boots, 220 pairs of rubber slippers, 125 pieces of winter clothing for adults (donated by Zara), 12 children's jackets and another 93 items of children's clothing (Zara), 4 baby kits, 66 raincoats, 735 winter jackets, 1,856 tracksuits, 207 knitted hats, 804 pairs of gloves, 45 scarves, 2,959 pairs of underwear, 143 items of women's clothing and 635 items of men's clothing (Zara), 44 rechargeable torches, 2 stove heaters and 5 heat blowers.
- SOS CV were distributing warm clothes to refugee children, UASCs and women, due to extremely cold weather in Serbia and increased needs in these items among the refugees, especially in the newly opened centre in Obrenovac

(warm clothes, shoes and underwear for 200 refugees were distributed in Obrenovac). SOS CV mobile team in Presevo/Bujanovac distributed 10,965 NFIs in total, including hygiene for children and women.

- HCIT donated one orthopedic item - one pair of crutches to vulnerable asylum seekers on the North (IRC orthopedic program) Also, HCIT donated to SCRМ (for 5 Transit centers in Subotica, Sombor, Sid, Adasevci and Obrenovac) 12,000 toothpastes, 13,000 toothbrushes, 4,200 winter hats for adults, 5,350 winter scarfs for adults and 3,300 pairs of gloves. HCIT team also donated: 4 pairs of glasses to asylum seekers from Afghanistan staying in Transit centers Sid and Principovac after being examined by the local ophthalmologists in Sid. Among other donations, HCIT also provided: 350 packages of “Ekoped” (shampoo for body lice) to the Transit center in Sid, several medicines for diabetes patients, 3 insulin pumps , vitamins D3 for newly born babies, and several medicines for different diagnosis (Gluformin, Mestinons, Vigantol drops, etc.). In the “transit area” at the border with Hungary, HCIT distributed 884 blankets, 1,692 HEBs, 4,212 bottles of water, 170 pairs of shoes, 174 jackets, 287 pairs of pants, 808 pairs of socks, etc.

Identified Needs and Remaining Gaps

- Faced with bad weather and living conditions, UASCs from Belgrade city centre became increasingly interested in being admitted to governmental accommodation centres. However, majority of them were only willing to be accommodated in centres near Belgrade (e.g. Krnjača AC, Obrenovac TC) and/or near the border with Hungary (e.g. Subotica TC) and disliked the idea of being accommodated in more distant centres.
- Adequate standards for longer-term shelter and services for at least 8,000 persons are needed, as well as more temporary accommodation/voucher schemes needed for contingency.
- Overcrowded reception facilities in some locations caused protection gaps/concerns, resulting in increased risk of SGBV and unsanitary conditions.



Support to local communities



UNDP delivered 10 containers for solid waste and a liquid waste cleaning truck to PUCs in Sid @UNDP, 30 January 2017



PUC “Vodovod” employee Steva Stojanović at the wheel of the new liquid waste cleaning truck @UNDP, 30 January 2017

- On January 30, 2017, the Public Utility companies (PUCs) in charge of keeping Šid clean, received new waste management equipment. Through the “Enhancing Local Resilience to the Migration Crisis” project, funded by USAID, and implemented by UNDP, the PUC “Standard” Šid received ten large containers for solid waste, while the municipal PUC Waterworks “Vodovod” improved its car pool with a new liquid waste cleaning truck. State Secretary of the Ministry of Public Administration and Local Self-Government (MPALSG), Mayor of Šid, as well as USAID, Commissariat for Refugees and Migration (SCRМ) and UNDP officials attended the handover ceremony. The PUCs are now able to do their job more efficiently, ensuring a better service

for 35,000 Šid citizens, public institutions, local businesses, as well as for 2,000 migrants and refugees residing in three Transit Centres in the municipality. Since the beginning of the migration crisis in 2015, local PUCs have been exposed to significant pressure, due to the unplanned surge in the amount of waste produced. While approx. 45 tons of solid waste was disposed of daily before the influx of the displaced persons, today that number has increased to a steady 55 tons per day, requiring more cleaning tours and additional labour force, while outdated equipment quickly depreciated. The purchase of the new waste management equipment (approx. value \$83,700) was recognized as a top priority for the Šid PUCs, in line with the municipal Asset Replacement Plan, previously prepared by UNDP-engaged experts.

- Within the USAID-funded project, following the completion of the reconstruction of the Centre for Social Welfare (CSW) premises in Subotica, UNDP furnished the specialised premises for women victims of domestic violence (frequently accompanied by children). In this way, conditions have been created for a safe and dignified treatment of victims, in a separate unit within the CSW, while the proceedings of social workers, police and prosecutors are underway. The premises are furnished in such a way to ensure a warm and secure place for the ones in need of protection from domestic abuse. Additionally, the new unit will be used for regular meetings with women during their reintegration into the primary community and re-establishment of, often broken, social contacts. A large number of migrants located in Subotica are regular users of the CSW services, and the new unit is open to and welcomes both the vulnerable local and the displaced women. An opening ceremony for the reconstructed CSW is scheduled for March 2017.
- UNDP is performing a needs assessment in additional municipalities impacted by the migration crisis. Instead of the initial six communities on the transit route (Subotica, Kanjiža, Šid, Bosilegrad, Dimitrovgrad and Preševo), and the capital Belgrade, 17 communities, which now host asylum centres or temporary shelters, shall be affected in 2017. The analysis of local community needs is carried out in Sombor, Kikinda, Sjenica, Tutin, Obrenovac, Lajkovac, Bela Palanka, and Bujanovac. Based on the needs assessment, UNDP will make a plan of priority actions to be taken, in coordination with the Working Group for Local Community Support and the Working Group on Mixed Migration Flows, to mitigate the negative impact on municipal assets and services caused by the protracted stay of refugees and migrants. These local communities now face different, new challenges, such as the strain on social cohesion and local security.
- To improve municipal water supply UNDP is preparing the technical documentation for construction of a new, 1,000 cubic meter water reservoir in Preševo.
- On January 25th 2017, in Šid, the UNDP grantee Centre for Youth Work (CZOR) organised a public event titled “True stories from the Middle East”, held at the municipal Cultural Centre. With the goal to overcome prejudices and bring host communities and migrants closer, six migrants and refugees residing in one of the Transit Centres in Šid presented to local youth and media the testimonials of their life before the displacement, the reasons behind their departure from home, current struggles, hopes and dreams for the future. Approximately 150 people in the audience, from local and regional Civil Society Organizations, young activists, Youth Centre volunteers, officials from the local government, SCRM and the Red Cross, were also able to see the photos accompanying the life stories told at the stage, ask questions and engage in a discussion with the participants. The event was organized within the Government of Japan-funded project, and will be replicated



The audience at the “True stories from the Middle East” event, @CZOR, 25 Jan 2017



One of the tenants of the Šid Transit Center shares his testimony with the host community, @CZOR, 25 Jan 2017

- in Subotica.
- Also within the Government of Japan-funded project, the UNDP grantee Initiative for Development and Cooperation (IDC) produced a film titled “You will never walk alone”, to be premiered at Mikser House in Belgrade, end of February 2017. The film covers comments and reactions of passers-by during the previously organised interactive mobile exhibition, when a total of 40 representatives of high schools, IDC and Youth Office volunteers walked through the

Subotica City Centre carrying migrants' photos with their life stories, thus taking on their roles. The exhibition and the video aim to strengthen social cohesion by stimulating empathy and compassion, and decreasing prejudices based on the lack of information among the local population in host communities.

Identified Needs and Remaining Gaps

- NSTR



Municipalities on the migration route targeted by support to local communities (blue) and municipalities in need of assistance (orange), @UNDP, January 2017

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 13, 20 and 27 January.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 9th December 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 90 members and meets on a monthly basis. Under UNHCR lead, RPWG has given rise to three sub-working groups (SWGs) on: a) Child Protection, b) Non-Food Items (NFIs) and c) Smuggling/Trafficking.
- 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 17 January in Belgrade. The briefing focused on the current winter situation in Serbia and appealed to potential donors to urgently contribute funding to the Serbia chapter of 2017 Refugee and Migrant Response Plan (RMRP) for Europe, launched by IOM and UNHCR in Geneva.

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