

## KEY FIGURES

(MAY 2017)

**577**

Registered intentions to seek asylum in Serbia

**56%**

of registered refugees and migrants were minors

**9**

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

MAY 2017

#### Highlights

- On 30 May, a new Reception Centre (RC) in Vranje (South) accommodated a first 135 refugees/migrants, all families and/or unaccompanied and separated children (UASCs), who were all voluntarily transferred from Presevo Reception Centre (RC).
- On 31 May, the last 200 residents of Transit Centre (TC) Šid were moved to other centres and the Centre remained deactivated.
- 7-11 May, the Serbian Commissariat for Refugees and Migration (SCRM), with the support of UNHCR, partners and others, voluntarily relocated over 830 refugees and migrant men and boys (including over 160 UASCs) from Belgrade city centre to governmental shelters.
- The number of new refugees, asylum-seekers and migrants present in Serbia decreased by 10% compared to end-April. **6,605** were counted on 31 May. 6,165 (i.e. 93%) were accommodated in 18 remaining active governmental centres across the country, while only few were observed in border areas and in Belgrade.
- According to information available at end-May, some 80% of residents in governmental centres were from so-called refugee-producing countries: Afghanistan (62%), Iraq (12%) and Syria (5%). 13% from Pakistan and 8% from other countries. 41% were children, 12% adult women and 47% adult men.



## UPDATE ON ACHIEVEMENTS

### Operational Context

A total of 228 asylum-seekers were admitted regularly into Hungary in May.

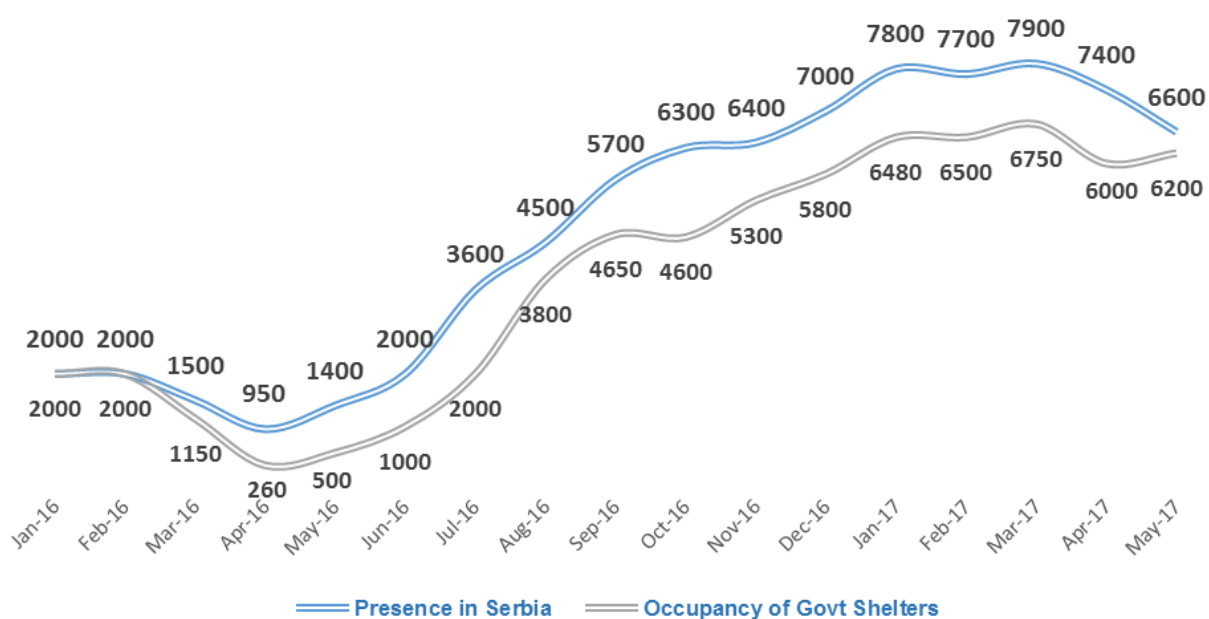
During the same period, 137 asylum-seekers informed UN and partners to have been denied access to asylum procedures in Hungary (compared to 20 in April), 372 stated to have been denied access to asylum procedures in Croatia (262 in April) and 58 to have been denied access to procedures in Romania (41 in April), but instead been collectively expelled back into Serbia, with many alleging maltreatment.

With the successful relocation of refugee/migrant men and boys from Belgrade to designated centres, almost 1,000 UASCs were sheltered in government centres on 31 May (up from 821 at end-April).

UNHCR and partners met and assisted 222 new arrivals (compared to 456 arrivals in April), including 24 UASCs, of which 68% reported to have arrived from Bulgaria and 32% to have arrived from FYR Macedonia.

In May 2017, 577 individuals registered intent to seek asylum in Serbia: 41% were adult men, 2% adult women and 56% children. Most applications were made by citizens of Afghanistan (74%), Pakistan (12%), Iraq (4%), or Syria (4%). The Asylum Office did not recognize any refugee or subsidiary status since the beginning of the current calendar year.

**New Refugees, Asylum-Seekers and Migrants, Presence & Shelter in Serbia, Jan 2016 - May 2017**  
(as of end-month)



## Achievements



### Achievements and Impact

- Over 20 UNHCR staffers and over 100 staff members of its protection partners conducted protection monitoring at 23 sites throughout Serbia. They informed refugees/migrants of their rights and of services available, including of the risks associated with trafficking and smuggling. Through protection monitoring, data is gathered on individual cases, irregular population movements, push-backs and collective expulsions, as well as protection incidents.
- UNHCR staff identified protection needs and gaps in all accommodation facilities and informal sites.
- UNHCR and its partner the Belgrade Centre for Human Rights (BCHR) monitored asylum applications and decisions, and BCHR provided free legal aid to all those interested in applying for asylum in Serbia.
- UNHCR conducted screening to assess international protection needs with the aim to identify potential solutions. In May, UNHCR identified 28 cases with protection and other needs, for potential screening of protection risks/vulnerabilities.
- UNHCR continues to roll out of the proGres v4 database for individual case management. 42 accounts for UNHCR staff and 35 accounts for partner staff have been created to date.
- UNICEF and UNHCR supported authorities in child protection. Though protection monitoring, UNHCR and partners continued to identify UASC (173 identified in May) and addressed immediate risks, including through transfer to another location as well as provision of assistance. In order to assess immediate risks and to identify potential cases for resettlement or family reunification, UNHCR has been carrying out systematic best interest assessments (BIA) in Preševo, and is looking to implement this process in other locations.
- SGBV cases are routinely identified and reported by UNHCR and partner staff through protection monitoring. In May, UNHCR followed up on 25 SGBV cases in countrywide.
- UNHCR chaired another meeting of the Refugee Protection Working Group on 17 May, gathering representatives of the relevant institutions (Ministry of Interior (MoI), SCRM, Ministry of Labour, Employment, Social and Veteran Affairs (MoLESVA) and Office of the Ombudsperson), international organizations and the civil society working on refugee and migrant issues. Its sub-Working Group on collective expulsions and ill-treatment of refugees and migrants held its first meeting, under the lead of the Ombudsperson's office, with participation from UNHCR, BCHR and other civil society organisations.
- On 22-24 May, UNHCR Serbia and Romania organized a Cross Border Mission, when UNHCR Serbia together with SCRM visited Timisoara Reception Centre in Romania, and in return hosted UNHCR Romania and representatives of the Directorate for Asylum and Integration in Serbia, during the visits to Kikinda, Krnjača and Obrenovac centres.
- During the same month, UNHCR Serbia also conducted joint cross-border missions with UNHCR offices in Bulgaria, Croatia and Hungary.
- In May, the UNHCR Protection Unit organized 5 trainings / refresher courses for its staff and that of partners, including on proGres v4 and screening of protection risks/vulnerabilities.
- UNHCR's implementing partner Group for Children and Youth "Indigo" conducted its child protection activities in Niš, Bujanovac, Preševo, Pirot and Divljana. At the end of the month, Indigo started working in the newly opened reception centre in Vranje.
- In Preševo and Bujanovac, Indigo worked mostly with unaccompanied and other vulnerable children, providing them with psychological first aid (PFA), identifying and referring them to the other actors, organising educational and recreational activities and monitoring their involvement in everyday life in the accommodation centres. Indigo provided 399 services to the children in Bujanovac and 1,266 services to the children in Preševo. Together with UNHCR and CSW, Indigo conducted 10 best interest assessment (BIA) interviews and filed 3 protection incident reports (PIRs) in Preševo. In Preševo and Bujanovac. Indigo referred 5 cases to the doctors, 9 cases to CSW and 44 children were referred for distribution of NFIs.
- Indigo continued providing interpretation services (for Arabic, Farsi and Urdu) in the centres in Preševo and Bujanovac (4,627 interpretation services to adults and 2,883 interpretation services to children).

- In Doljevac (near Niš), Indigo continued assisting a woman with her two sons, who survived a major traffic accident on 29 Dec 2016. Indigo provided information, PFA, and NFIs. Indigo also monitored the situation of 7 UASCs accommodated in the Youth Upbringing Institution in Nis.
- Indigo continued with informal educational activities in Divljana and Pirot RCs. The activities performed with the younger group focused on the knowledge of the world around us, Serbian and English languages. With the older group, Indigo worked on Serbian and English language skills, as well as on studying geography, biology and improving communication skills.
- With the beginning of Ramadan, most UASCs started to fast. This influenced their daily routine, and they slept for most of the day and kept awake during the night. Hence, they were less willing to participate in recreational/educational activities.
- Indigo started with both individual and group psychological support to its child protection officers and interpreters.
- During May, UNICEF continued to support the social welfare system in Preševo, Bujanovac, Belgrade, Šid and Subotica. Centres for Social Work (CSWs) continued to provide support to refugee/migrant children and to ensure the identification and protection of unaccompanied and separated children (UASCs).
- With support from UNFPA, Atina's mobile team provided assistance and support to 180 women and girls in the field, while 81 women, girls and boys were assisted through long-term support programme which included gender-based violence (GBV) case management, safety and planning through counselling and full participation of the beneficiaries, referral, follow-up, PSS, and protection monitoring. NGO ATINA mobile teams had 12 urgent interventions in the field and 14 cases of GBV were identified - 10 women, 2 girls, 1 boy and 1 man who survived physical, psychological, and sexual violence, as well as forced marriage.
- During May, within project activities supported by UNFPA, NGO ATINA held 10 empowerment workshops for 87 beneficiaries in five locations - Krnjača AC, Reintegration Center of Atina NGO, Bogovađa AC, Preševo RC and Bujanovac RC.
- During the month of May, within project activities supported by UNFPA, NGO ATINA finished the second phase of research on gender-based violence– included compilation and evaluation of the data and preparation of the survey which will be published next month during the appropriate event.
- 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, Save the Children, Atina, UNHCR, DRC, UNICEF, IOM, MDM and IDC) and authorities (Belgrade Tiršova Children's Hospital, Clinical Centres of Belgrade and Niš, Health Centre (HC) Šid, General Hospital (GH) Sremska Mitrovica, HC Bujanovac, HC Preševo, GH Vranje and IPH Vranje, Belgrade Police, Šid Court, Šid Police inspectors, Police inspectors and BIA Preševo and Centre for Social Welfare Bujanovac) in 2,772 instances, in Šid, Belgrade, Bujanovac, Preševo and Vranje. The CRS/BCM teams provided legal assistance in the aforementioned locations in 26 instances.
- Initiative for Development & Cooperation (IDC)/Arbeiter-Samariter-Bund (ASB) volunteer teams realized 52 volunteer days in the field as support to IDC/ASB medical teams and in different volunteer activities. One IDC/ASB volunteer team is engaged in Miksalište in the realization of integration workshops in the Serbian language for refugees/migrants/asylum-seekers.
- IRC/Divac Foundation team was running social cafés in two centres – Krnjača and Obrenovac. In Krnjača, IRC/Divac Foundation team organized: 8 art and craft workshops, 23 sewing courses, 9 IT courses, 15 sports games, 12 English courses for women and boys, 9 movie projections and over 120 board game matches and served over 5,000 cups of coffee and tea. Over 250 persons accommodated in this center benefited.
- In Obrenovac, IRC/Divac Foundation team organized 2 movie projections, 15 musical workshops/DJ days (refugees/migrants/asylum-seekers were selecting their favorite music and organizing small festivals) and over 120 board game matches. Furthermore, residents were learning basic tunes on the guitar with the workshop facilitator. Over 400 residents of the centre benefited from these services.



*Refugee children from Krnjača Asylum Centre participated in Baby Exit Festival, Novi Sad (Serbia), ©UNHCR, 27 May 2017*



- Group 484/Divac Foundation, in partnership with the local NGO Impuls from Tutin, held 16 creative workshops for women accommodated in Sjenica and Tutin ACs. Over 120 women participated in these workshops.
- CRS/Divac Foundation teams were running CFSs in Tutin and Sjenica ACs, both operational 5 days per week. In both centers, language workshops, creative workshops, musical workshops, movies projections for children and sports activities were organized. All children accommodated in both centers benefited from the above-mentioned activities. Having in mind the new circumstances and the increasing number of occupants in Sjenica AC, Divac Foundation will increase its presence and the number of activities at the CFS in Sjenica.
- Caritas teams for psycho-social support were providing assistance to refugees in Preševo, Bujanovac, Bogovađa, Krnjača and Belgrade city centre, on a daily basis, Monday to Friday. These teams were providing animation activities for children, occupational activities for adults and services of psycho-social counselling. The activities in the centre of Belgrade, near the railway station, were performed in cooperation with Belgrade CSW and directed mostly at UASCs and families with children. The psycho-social support team from Belgrade helped in the action of removal of people from the informal barracks in the city centre to governmental centres. These activities were funded by the German Ministry of Foreign Affairs.
- Caritas was also providing psycho-social support in Preševo. In its facilities, there is a women's corner for socializing and advising, with sewing machines, computers for occupational workshops and basic musical instruments for children's workshops. Psycho-social support team members were also active in the non-formal education activities in Preševo, being responsible for organizing classes for year 3.
- In Krnjača AC, Caritas was organizing sports activities, guided by an animator, mostly for men and boys in the centre, in order to decrease social tensions among them. In Principovac, Caritas organized animation and sports activities for children and adults. These activities are funded by the German Ministry of Foreign Affairs.



SOS CV organised activities for children in the Transit Centre in Kikinda (Serbia), ©UNHCR, 08 May 2017

- Psychosocial Innovation Network (PIN) provided 289 PFA and psychosocial support counselling to 168 different persons (122 male, 46 female; 122 minors and 46 adults). Majority of people were from Afghanistan (134), followed by Iran (11), Pakistan (5), Cuba (3), Syria (2), Iraq (2), Nigeria, Sudan and Tunisia (1 each).
  - PIN was providing PSS and/or conducting psycho-educational and occupational workshops in different locations in Belgrade – Centre for Minors “Vasa Stajić”, Primary school “Branko Pešić” in Zemun, Belgrade city centre (Park area and Refugee Aid Miksalište), PIN premises and rented premises in Sjenica and Tutin (near the ACs). PIN continued with providing PSS to the beneficiary accommodated in Slankamen on a weekly basis.
- Musical workshops were regularly organized in Belgrade for both male and female groups over the course of May.
- PIN also continued with regular research activities focused on mental health screening, integration capacities, the difficulties with and the evaluation of the support system in Serbia.
  - Info Park provided information to 1,714 beneficiaries (of which 218 first-time users), which resulted in 126 referrals. 298 persons, mostly males and minors, used the Info Park IT Zone. Women, children and families used the Safe Zone in 313 cases.
  - Info Park supported the relocation process from Belgrade city centre by providing information to refugees/migrants interested in moving and by arranging transportation. Between 8-16 May, Info Park team assisted in transfer to Adaševci TC of 46 single men aged 17-52 from Afghanistan and Pakistan, transfer to Sombor TC of 188 men, transfer to Kikinda TC of 49 men, while 30 UASCs were transferred to Krnjača AC.
  - Ramadan started on 27 May and, during the holy month, Info Park has some of its activities rescheduled: English classes will be held every day Monday to Friday at 12pm for women and at 1pm for men. Every afternoon Info Park's beneficiaries can come to the Hub and collect their Iftar.
  - Info Park started to organize transport from Serbia's reception centres towards transit centres Subotica, Sombor and Kikinda for those asylum-seekers who are on the so-called Hungarian “waiting list”.
  - Save the Children/CIM provided psychosocial support through Child Protection teams in Preševo RC, and 24/7 support in the drop-in centre in Refugee Aid Miksalište in Belgrade through the CFS and Youth Corner. In Bogovađa

AC, SC/Group 484 ran a CFS and a Youth Corner, conducting activities to provide psychosocial support to children, and also to parents; the partner also provides legal counselling.

- Save the Children/Praxis ran outreach teams providing protection, monitoring, and legal assistance in parks and public places in Belgrade, focusing on UASCs.
- In May, Save the Children and partners in Belgrade assisted in voluntary relocation of people sleeping rough in Belgrade, focusing on protection of UASCs, identifying, informing and motivating unaccompanied children and referring them to transportation to accommodation centres.
- Save the Children cooperated with the Centre for Foster Care and Adoption (CFCA) to strengthen the specialized fostering for UASC. Three 2-day trainings for specialized fostering of UASC took place in May in Novi Sad, Belgrade and Niš. Trainings were attended by over 90 professionals and foster families who acquired knowledge and skills to adequately support unaccompanied children. Save the Children also commissioned a study on implementation of UN Guidelines for Alternative Care for Children in Serbia, the results of which will be presented in June.
- ADRA's Community Center (CC) in Borča, Belgrade, has been established in order to provide an area where children and youth can: socialize with the host community, acquire relevant skills, access a safe place with all the necessary services (educational, vocational, recreational, occupational, psychosocial and legal), make a link to formal education and get information related to their present situation in Serbia. Working hours of the Community Center remained the same: 10 am to 6 pm, Monday to Friday. Average number of users of CC services was 44, of which 25 girls and boys aged 8-17 visit the CC regularly Monday to Friday and attend educational/occupational activities such as Serbian, English and French language lessons, IT lessons, arts and crafts workshops, music lessons and sports activities (badminton, table tennis, football, cricket and volleyball). A total number of 132 children and young adults (66 males and 66 females), including UASC, received at least one form of direct support (education 78%, recreation 80%, occupation 75%, legal advice 18%, assistance in communication with doctors in three instances, and awareness raising on trafficking 5%). Additional 78 children were supported by transport to eight public schools (41 children) and assistance in communication was provided in five public schools (to 57 children). 210 persons in total received direct support.
- ADRA's free phone line 0800060605 is now operational. Anyone in need of assistance in communicating can call this number in order to use interpretation services/receive any information relating to services and/or activities of the Community Center. It is free of charge for all mobile and landline operators.
- DRC/ECHO teams continued their protection activities in the areas of Preševo, Subotica, Krnjača, Obrenovac, Šid, Sombor, Kikinda and Eastern Serbia (Dimitrovgrad, Divljana, Bosilegrad and Pirot). DRC Protection Team assisted the authorities in conducting disinfection and treatment of infected PoCs who came from Belgrade downtown to Sombor and Obrenovac, and distributed needed NFIs. During the closure of Šid TC, DRC Team assisted the authorities in transportation of PoCs from Šid TC to Adaševci and Principovac TC. DRC Protection Teams took part in age, gender and diversity mainstreaming (AGDM) assessment organized by UNHCR in Divljana RC and Krnjača AC, submitting the report focusing on education. Throughout the month, protection-related information was provided to 1,198 beneficiaries, while the protection response reached 510 beneficiaries comprising immediate DRC response to 71 persons of concern (PoCs), internal referral of 188 PoCs and external referrals of 219 PoCs.
- DRC/UNICEF teams in Preševo RC continued to provide assistance in the Child-Friendly Space (CFS) (to 106 children and 23 mothers/caregivers on average per day) and in the Mother and Baby Corner (MBC) (to 47 children and 45 mothers on average per day). DRC/UNICEF team referred 3 UASCs to the Centre for Social Welfare (CSW). As a part of CFS activities, 130 workshops were organized in Preševo. Structured non-formal educational activities also continued in Preševo - DRC team facilitated 46 lessons/workshops with, on average, 37 children per day.
- DRC/UNICEF teams in Bujanovac RC continued to provide assistance in the CFS (to 54 children and 13 mothers/caregivers on average per day) and in MBC (to 25 children and 17 mothers on average per day). As a part of CFS activities, 117 workshops were organized in Bujanovac. Structured non-formal educational activities also



*Ramadan prayers in Preševo Reception Centre (Serbia),  
@UNHCR, 28 May 2017*

continued in Bujanovac RC, where 46 classes/workshops were facilitated and attended by an average of 15 children daily.

- DRC/UNICEF teams in Šid TC continued providing assistance in the CFS (to 64 children and 12 mothers/caregivers on average per day) and in the MBC (to 15 children and 10 mothers on average per day). DRC/UNICEF team referred 7 UASCs to CSW. As part of CFS activities, 103 workshops were organized in Šid.
- DRC/UNICEF CFS in Krnjača AC continued to provide assistance in the CFS (70 children and 15 mothers/caregivers on average). As part of CFS activities 80 workshops were organized in Krnjača.
- Child Protection Officers, in cooperation with the City Centre for Social Work, are providing ongoing support to children who are attending formal education in different schools in the City of Belgrade. DRC/UNICEF team is conducting meetings with parents, updating lists of children who are attending formal education and ensuring that children attend classes. Visits to children in dormitories are organised on a daily basis before school.
- DRC/UNICEF team in Dimitrovgrad RC continued providing assistance in the CFS (to 28 children and 6 mothers/caregivers per day). As part of CFS activities, 49 workshops were organized in Dimitrovgrad.
- DRC/UNICEF teams started to provide services in Vranje RC eight hours per day - MBC team is conducting outreach work, visiting mothers and delivering milk, baby food and hygiene packages on a daily basis, and the CFS team organizes activities with the children. There are also 5 pregnant women in the Centre. All the families who had been transferred from Preševo RC to Vranje RC (135 persons in total, including 6 UAM) are from Afghanistan.
- Praxis continued 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 assistance, medical care, food, NFIs, etc.). In May, Praxis provided support to a total of 269 newly arrived refugees/migrants/asylum seekers (162 adults and 107 children) in Belgrade. Out of the total number of children, 73 were potential UASCs (68%). Praxis also identified vulnerable cases (families with children, pregnant and lactating women, UASCs, the ill, the elderly, persons who have exhausted all resources and are at risk of turning to smugglers, etc.) and referred them to other organizations for targeted assistance. A total of 260 persons (94 new arrivals and 166 beneficiaries earlier identified) 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 77 refugees/migrants/asylum seekers were referred to the Police Station in Savska Street for registration. When there was no organized transportation provided, Praxis also provided transportation assistance to a total of 62 refugees/migrants/asylum seekers by covering the costs of train/bus tickets to asylum or reception centres, mainly bus tickets for Kikinda, Subotica, Sjenica, Bujanovac, Pirot, Obrenovac and Lajkovci, train tickets for Šid, and taxi to Krnjača AC. Praxis was also doing protection monitoring and recording the cases of violation of refugees' rights along the route.



IDC organised integration workshops in Serbian language in Miksalište, Belgrade (Serbia), ©IDC, May 2017

- During May, UNICEF-supported CFSs were operational in Preševo, Bujanovac, Šid, Dimitrovgrad and Krnjača with the Danish Refugee Council (DRC). As of 15 May, a new CFS is operational in Kikinda TC, in partnership with SOS Children's Villages (SOS CV).
- Since the beginning of 2017, 1,624 children received support in the UNICEF-supported family support hubs, child-friendly spaces and mother and baby corners.
- During May, UNICEF-supported CSWs identified and supported 456 UASCs (Belgrade: 224, Bujanovac: 9, Preševo: 29, Šid: 173, Subotica: 21). 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.
- Group 484 continued to provide educational and psychosocial support to children and youth residing in Bogovađa AC. Six times a week, Group 484 psychosocial support team organized psychological, creative and educational workshops in the Child Friendly Corner in Bogovađa Centre. Joint activities (creative workshops) for local and migrant school-age children were held several times each week in the premises of Elementary School in Bogovađa.



These activities were prepared in cooperation with the teachers from the local school, and implemented in partnership with Save the Children.

- Humanitarian Center for Integration and Tolerance (HCIT), was present 7 days a week in the North and in the West, and continued counselling/informing and referring persons likely in need of international protection to proper institutions. HCIT protection teams provided legal advice and practical/service information in 1,285 instances to asylum-seekers/migrants-refugees, either staying or transiting, in the West, East and in the North of the country (both to those sleeping rough and to those in the “Transit zones” at the border with Hungary). HCIT paid special attention to those persons returned from “transitional containers” on the Hungarian side of the border, after their asylum claims had been rejected by Hungarian authorities.
- During May, HCIT documented significantly higher number of collective expulsions from Hungary compared to previous months, with some alleging police brutality and some (including unaccompanied minors) with visible wounds and injuries. HCIT also documented two cases of expulsions from Romania. According to cases documented by HCIT protection teams, 26 refugees/migrants were expelled from Romania, 149 from Hungary including two families with small children and one pregnant woman, and 317 from Croatia - in total 492.
- HCIT newly identified 74 UASCs in May. Majority of them were referred to locally competent CSW. Some UASCs were identified after being expelled from the neighboring countries, others were encountered in the “Transit zones” after they arrived for admission. Also, a few were identified sleeping rough in the open. In several cases, referral was not possible due to the fact that the boys ran away after the initial contact.
- SOS CV organized a joint event between the refugee children from Kikinda TC and children from the primary school in Banatska Topola. The event was jointly organized by the school, SCRIM and SOS CV. The children joined in the activities such as introductions, joint games, drawing and singing, and exchanged the knowledge on countries of origin.
- SOS CV Child Protection team in Adaševci continuously supported 42 families and children under risk with 453 services. SOS CV Child Protection team in Principovac continuously supported 70 families and children under risk with 778 services. SOS CV Child Protection team in Belgrade provided 912 different kinds of services to children in Belgrade, including services of translation, practical information, psycho-social support and referrals to other institutions and organizations. SOS CV Child Protection team in Preševo and Bujanovac supported 25 families and children with 1,505 services.
- SOS CV continued with implementation of Case Management procedures. Provided services: information dissemination (in Pashto, Arabic, Farsi, Urdu, English, French and Spanish), interpretation, cultural mediation and orientation, psycho-social aid, identification and referrals on EVIs, advocacy and referral to legal, medical and other aid, free Wi-Fi and phone charging, escort and transport to different facilities, NFI distribution etc. Services were provided both independently and in cooperation with other actors.
- Crisis Response and Policy Centre (CRPC) team provided different services for almost 4,000 beneficiaries/visits. National structure: Afghanistan (43%), Pakistan (10%), Iraq (6%) and Syria (4%). Age/gender structure: 61% men, 7% women, 32% children. Out of the total number of children, CRPC identified 5% (64) possible UASC cases, who were referred to CSW.
- With the help of UNHCR, CRPC provided assistance in logistics, transport and escort for 72 ISAC beneficiaries to Preševo, Bosilegrad, Divljana, Bogovađa, Adaševci, Sjenica and Banja Koviljača centres.
- CRPC assisted UNHCR visits to Obrenovac TC (Monday-Friday). In coordination with CSW, IOM, DRC/UNHCR in Obrenovac TC, CRPC assisted in escort, transport, cultural mediation and support for persons accommodated in this RC.
- With the help of UNHCR, CRPC conducted a total of 59 assisted and independent visits to one of the centres in Serbia (Krnjača AC, Obrenovac TC, Bogovađa AC, Banja Koviljača AC, Prinipovac TC, Adaševci and Šid TC).
- A total of 4 AVR claims were referred to IOM by CRPC during May.
- 106 UASCs from Krnjača AC participated in sports activities (football) and 6 UASCs from “Vasa Stajić” facility for children participated in Arts & Crafts workshops organized in May.
- With the help of UNICEF, a leisure occupational and CM activity was conducted with “Vasa Stajić” UASCs on a weekly basis. A total of 8 children participated in May.
- Again with the help of UNICEF and the International School of Belgrade (ISB), and in order to promote intercultural communication and cultural mediation, UASC boys from Krnjača AC visited their peers and joined them in sports activities organized at ISB.



- Through outreach activities supported by CRS, Atina's mobile team provided assistance and support to 180 women and girls in the field, while 81 women, girls and boys were assisted through long-term support program which includes GBV case management, safety and individual planning through counselling and full participation of the beneficiaries, referral, follow-up, PSS, and protection monitoring.
- During the month of April, through the SAFER project, Atina carried out trainings for 69 professionals in Sjenica and Belgrade who underwent a four-day training on the topic of human trafficking and GBV in the refugee-migration situation. The participants had an opportunity to familiarise themselves with the cultural and traditional background of the refugees, forms of GBV, normative and legal framework of these criminal offenses, indicators for identification, as well as referral mechanisms for cases of human trafficking and GBV and the available resources and services in cases of GBV and human trafficking. They had a unique opportunity to hear prof dr Slobodan Savic from Forensic medicine as well as judge Radmila Dacic and their presentations concerning the recognition of and reactions to GBV.
- Supported by CRS, Philanthropy distributed 1,542 cash cards worth 5,000 RSD for families and 1,620 cash cards worth 3,000 RSD for vulnerable individuals – 4,007 beneficiaries in total in the following centres: Preševo, Bujanovac, Dimitrovgrad, Bosilegrad, Piroć, Divljana, Tutin, Sjenica, Krnjača, Šid, Adaševci, Principovac and Bogovađa. Philanthropy also organised distributions for Atina's beneficiaries (women and children, victims of trafficking and/or GBV) and unaccompanied minors in "Vasa Stajić" institute and the Jesuit Refugee Service's Safe House in Belgrade. The total amount of distributed assistance was approx. USD 110,000.
- Supported by Christian Aid, Philanthropy started with implementation of sewing courses and animated movie courses in Preševo and Bujanovac RCs.
- On 3 May, Jesuit Refugee Service (JRS) opened up an Integration House for vulnerable groups of refugees "Pedro Arrupe", and accommodated its first two beneficiaries. Jointly with the City Centre for Social Welfare and Centre for Protection of Victims of Human Trafficking, "Pedro Arrupe" JRS House will provide a safe space for up to 17 UASCs up to the age of 15. Besides accommodation, food, clothes and medical care, all beneficiaries will be supported in educational activities and provided with necessary psychological assistance. The House is located in Belgrade area. Referral procedure for the House is available on [LINK](#).

### Identified Needs and Remaining Gaps

- Enhanced identification of specific needs and vulnerabilities is required in accommodation centres and informal settlements. UNHCR is exploring ways to provide support to the authorities in this regard.
- More support is needed to accelerate national refugee status determination (RSD) procedures for those who are interested in seeking asylum in Serbia.
- Cases of SGBV continue to be reported by UNHCR and partners. Further support is required to ensure provision of timely and adequate response to SGBV incidents.
- More recreational and occupational activities, as well as psychosocial support (PSS), are required in accommodation facilities.
- Regarding child protection, there is a need to strengthen alternative care arrangements and enhance services.
- Child protection actors noted increased need to help unaccompanied children cope with pressure from their parents to continue their journey. As the weather improved, more and more children were leaving accommodation centres on their own, or through using the services of smugglers, in order to continue their journey. During May, 148 UASCs left Preševo RC and 18 UASCs left Bujanovac RC. Child protection partners continuously worked on raising awareness of risks of such practice, in the interest of keeping the children safe.

## Education

### Achievements and Impact

- Refugee Aid Serbia (RAS) opened an informal education centre in Savamala in Belgrade, which currently teaches between 30 and 60 persons daily (in Maths, Science, English, Afghan History, Arts, etc.). Different workshops are organized each week in this informal centre (cake-making, photography, arts & crafts, etc.) and movies are screened in the centre 1-2 times per week.
- PIN continued conducting Serbian language classes at PIN's premises for Arabic speaking beneficiaries (twice per week), Farsi speaking beneficiaries (once per week) and Spanish speaking beneficiaries (once per week). In addition, English language classes for Spanish speaking beneficiaries were conducted on weekly basis. PIN also conducted various educational (IT literacy, English café) and psychoeducational workshops at PIN's premises in Belgrade, Sjenica and Tutin, with the aim of expanding the beneficiaries' knowledge and developing different practical, intrapersonal and interpersonal skills of children and minors.
- SC launched a global partnership initiative with Coursera, giving refugees and migrants 13+ years of age opportunity to learn on the move by using an E-platform and accessing courses designed especially for them. Courses are free of charge and verified certificates are provided upon completion; 35 minors and young people accommodated have already enrolled for the courses.
- SC/CIM run a non-formal education program in Preševo RC and in Miksalište, while the non-formal education programme in Bogovadja AC is conducted in partnership with Group 484. Lessons in mathematics, geography, biology, as well as Serbian, English and German language classes are being conducted in Preševo RC. In Miksalište, the teams conduct non-formal education activities with children visiting the Child Friendly Corner and the Youth Corner, while in Bogovadja AC the teams are teaching mathematics, geography, Serbian and English language, working also with the local schools to support the enrolment of refugee children and the development of joint activities.
- In the reporting period, SC/ADRA continued supporting the transportation of children accommodated in Krnjača AC to primary schools in Belgrade. Transportation support improved attendance and prevented early dropouts.
- ADRA/IRC/SC organized transport for 41 schoolchildren to eight public schools. ADRA interpreters were present in five public schools, serving a total of 57 children.
- UNICEF-supported toy Libraries for children, 3-6 years of age, were operational in Bujanovac RC (in cooperation with DRC) and in Principovac TC (in cooperation with SOS CV), providing additional early learning opportunities for around 60 children on a daily basis.
- Around 30 youth were attending programmes for the development of digital competencies in Principovac and Adaševci TCs, while 34 children, 7-14 years of age, were attending programmes supporting the development of communication in a foreign language (English) and in mother tongue (Arabic), basic science, social and civic and cultural awareness and expression competencies were being implemented in Kikinda TC (in cooperation with SOS CV).
- 71 children were attending programmes supporting the development of communication in foreign languages (English), basic mathematics, social and civil and cultural expression competencies, implemented in cooperation with DRC in Preševo RC (for children 8-9 years old) and Bujanovac RC (for children 8-11 years old).
- With UNICEF's support, 89 children, 7-18 years of age, were attending nine primary schools and one secondary school in Belgrade.
- Two UNICEF education field experts provided on-the-job support to non-formal education programmes quality development in Principovac, Adaševci, Preševo and Bujanovac, reaching around 500 children.
- SOS CV completed the "trauma healing" training, with participation from SOS CV, SCRMM, CSW, SC and UNICEF.
- SOS CV continued the sewing workshops in Preševo RC.
- SOS CV conducted English classes in Adaševci, Principovac and Preševo.
- SOS CV started carpentry workshops in Principovac.
- Within the CFS in Adaševci TC, SOS CV Serbia delivered 2,170 services to children, youth and adults within 267 different activities, which included recreational, creative and educational activities. Within the MBC, SOS CV Serbia delivered 2,644 services to mothers and babies. Within the Youth corner in Adaševci TC, SOS CV delivered 178



*UNICEF, thanks to ECHO funds and in cooperation with SCRMM, provided backpacks and school materials to school-age refugee/migrant children in Krnjača AC, ©UNICEF Serbia/2017/Emil Vas*

services to 1,893 youth and adolescents and SOS CV ICT spot provided 1,833 Wi-Fi connections and 433 charging station uses, and had 2,188 visits by adults and children, which included the use of basic IT workshops, including ICT workshops implemented in cooperation with UNICEF.

- Within the Safe Place for Children in Principovac TC, SOS CV provided 1,164 services to children within 355 various activities, which included recreational, creative and educational activities. Within the MBC, SOS CV Serbia delivered 790 services to mothers and babies.
- Within the Family Room in Principovac, SOS CV Serbia delivered 151 services to 1,708 participating children, youth and adult mothers. SOS CV ICT spot Principovac provided 1,601 Wi-Fi connections and 501 charging station uses; ICT Corner Principovac had 1,203 visits by adults and children, which included the use of basic IT workshops.
- SOS CV introduced a Wi-Fi system in Kikinda and Obrenovac TCs.
- SOS CV ICT spot Krnjača provided 2,825 Wi-Fi connections and 350 charging station uses, and had 1,697 visits by adults and children, which included the use of basic IT workshops.
- SOS CV ICT spot in Belgrade - Miksalište provided 2,092 Wi-Fi connections.
- Within the Family Room in Preševo RC, SOS CV Serbia delivered 273 services to 1,569 children, youth and mothers.
- In cooperation with UNICEF, SOS CV continued the Toy Library in Principovac TC and ICT workshops in Adaševci, Principovac, Bujanovac and Preševo.
- Within the Youth Corner in Preševo RC, SOS CV delivered 135 services to 655 youth and adolescents. ICT spot Preševo provided 2672 Wi-Fi connections and 224 charging station uses, and the ICT Corner Preševo had 1,401 visits by adults and children, which included the use of basic IT workshops. In Bujanovac RC, 895 Wi-Fi connections and 106 charging station uses were provided; ICT Corner Bujanovac had 1,288 visits by adults and children, which included the use of basic IT workshops.
- Through the Super Bus project, SOS CV mobile team organized 72 outdoor educational, recreational and creative activities for 545 children and young people and 168 adults in Divljana, Bosilegrad, Dimitrovgrad and Pirot.
- In cooperation with UNICEF, within the CFS in Kikinda TC, SOS CV Serbia delivered 524 services to children, youth and adults within 38 different activities, which included recreational, creative and educational activities.
- CRPC continued assisting the CSW in providing escort for Krnjača's UASCs to schools and back.
- Life-skill educational workshops, supported by CRS and conducted by NGO Atina, represent comprehensive non-formal education classes, created in line with the interests of the youth, as a mixture of natural and social science classes. The classes are providing the beneficiaries with a basic knowledge of math, chemistry, biology, geography, giving them a chance to learn about major historical events and personages, but also about natural phenomena. Education is adjusted to gender, age, culture, and different experiences of beneficiaries, and therefore the same activities are carried out in several sessions.
- During the reporting period, 16 life-skill educational group workshops for 106 girls and 16 boys were conducted in two locations – Preševo and Bujanovac RCs. In Atina's Reintegration Center, 16 individual classes were conducted for 2 girls and 2 boys.

### Identified Needs and Remaining Gaps

- Despite the commitment of the Ministry of Education, Science and Technological Development (on 5 May 2017, MoESTD issued an instruction to schools on the inclusion of refugee and asylum seeking children in schools based on current legislation), its implementation remains challenging for the school year 2017/2018.
- The education component of the RRM RP remains unfunded, while preparation for schools should be initiated during the summer of 2017 for schools to be ready for the school year 2017/2018.
- Provision of transportation remains a challenge in order to provide non-segregated access to education in the next school year in all municipalities where the governmental centres in which refugee and migrants children are residing
- Provision of minimum non-formal education activities for children in all governmental centres aiming at development of key competences need to be harmonized between all partners to ensure consistent and quality service delivery to children.

## Achievements and Impact

- Within the UNFPA/DRC project “Strengthening access to and quality of family planning and reproductive health services for all”, there were 125 interventions in total in May, of which 74 were pregnancy-related interventions. The project is finished for the time being, and its continuation is expected in the coming month.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Bujanovac, Preševo and Vranje in 5,906 instances and psychological assistance in 289 instances.
- IDC/ASB medical teams were covering daily shifts in Subotica TC, Principovac TC and Dimitrovgrad RC. During May, IDC/ASB medical teams provided medical treatment for 1,496 patients in total.
- IDC handed over an ambulance vehicle, donation from ASB Bayern, to the Health Centre in Subotica, for the use of the new regional outpatient clinic for refugees and migrants, built with the funding from the German Federal Foreign Ministry, whose work will be funded by ASB Bayern.



ASB/IDC donation of ambulance vehicle to Subotica Health Centre (Serbia), ©IDC, May 2017

- The UNHCR/DRC medical teams engaged through Primary Health Centres provided 10,544 health-care services in the following accommodation centres: Krnjača AC (three medical teams), Bogovadja AC (one medical team), Banja Koviljaca AC (one medical team), Preševo RC (two medical teams), Bujanovac RC (two medical teams), Obrenovac RC (two medical teams), Divljana RC (one medical team), Pirot RC (one medical team) and Bosilegrad RC (one medical team). As of 31 May, one of the two UNHCR/DRC medical teams

engaged through PHC Bujanovac started providing health-care services in the newly opened RC Vranje. The UNHCR/DRC medical teams also conducted referrals and

follow-up of 545 specific individual cases in need of specialized medical care, in close cooperation with the DRC Medical Officer based in Preševo and the DRC Medical team in Belgrade. In addition, medical teams conducted screening of all refugees for body lice and infectious diseases, as well as for chronic diseases. Both basic and advanced medications were regularly provided in the previously mentioned centres, as well as in Tutin and Sjenica ACs.

- WHO continued to support the Institute of Public Health (IPH) of Serbia, the Ministry of Health, relevant health institutions and partner NGOs, in the coordination of healthcare provision. Regular refugee and migrant health coordination meeting was organized on 26 May. Following the voluntary relocations from the Belgrade city centre to governmental shelters in the first half of May, the epidemiological situation among refugees and migrants improved significantly, with a sharp decline in the number of reported cases of body lice and scabies. On 23 May, WHO WR Dr Zsofia Pusztai, together with Mr Heiko Hering, UNHCR Senior Public Health Officer and Dr Perisa Simonovic, Deputy Director of the Institute of Public



MDM staff providing medical assistance in transit centre Šid (Serbia), ©UNHCR, 5 May 2017

Health of Serbia, visited the transit centre in Obrenovac in order to assess the health situation and the availability of services. Although Obrenovac TC is overcrowded, with almost 1,400 persons accommodated, the sanitary conditions in the centre was assessed to be acceptable and access to health care services was on a high level, with three medical teams present in the centre daily.



- On 24 May, inter-country lessons learned workshop “Migrant health services along European migration routes” took place in Belgrade. The participants were the representatives of ministries of health from 13 countries (Albania, Bulgaria, Croatia, Czech Republic, The former Yugoslav Republic of Macedonia, Greece, Hungary, Italy, Montenegro, Romania, Serbia, Slovenia and Turkey), as well as representatives of international organizations and NGOs involved in the provision of healthcare to refugees/migrants. The workshop was a unique opportunity for information exchange among all major actors involved in the provision of health services along the migration route to Europe and an initiative to establish an inter-country Task Force on migration and health came about as a result.
- HCIT donated a wheelchair from the IRC orthopedic program to the young man from Algeria who was previously electrocuted at the train station in Sid, while trying to enter a cargo train headed to Croatia. He had spent more a month in Vojvodina Clinical Center fighting for his life. Fortunately, his condition is now stable.
- SOS CV Serbia contracted a psychiatrist for the Health Centre Sid, in support to refugees referred by SOS CV from Principovac and Adaševci TCs.
- CRPC cooperated with UNHCR/DRC, on-site medical teams, Krnjača AC staff and other actors – providing interpretation/CM, escort, advocacy and transportation to secondary medical and other facilities – in 306 cases.

### Identified Needs and Remaining Gaps

- CRPC noted the need for increased access to dental care in Belgrade.



## Food Security and Nutrition

### Achievements and Impact

- With the start of Ramadan on 27 May, food distribution times in all sites were amended to cater to the needs of those refugees/migrants who will be fasting.
- ASB was providing for cooked meals for those accommodated in Dimitrovgrad Reception Centre.
- UNHCR and partners DRC and HCIT distributed 407 kg of high-energy biscuits and 1,294 litres of water, mainly in the north and in the south.
- In Preševo and Bujanovac, Caritas provided 26,790 portions of cooked lunch, 26,790 breakfasts and 15,500 cups of tea. Food distribution was performed in partnership with Philanthropy, which is covering the distribution of dinner. This project is financed by ECHO.
- In Krnjača AC, Caritas provided 25,200 fresh breakfast pastries, 1,440 litres of milk for children, 12,600 portions of warm soup and 4,600 cups of tea, with the support of the German Ministry of Foreign Affairs and Caritas network.
- UNICEF-supported mother-and-baby corners (MBCs) were operational in Belgrade city centre, Preševo and Bujanovac. The establishment of MBCs was ongoing in Kikinda, Vranje and Krnjača, while MBCs in Dimitrovgrad and Šid closed down in May. Support to infant and young child feeding in emergencies (IYCF-E) has been extended to Adaševci and Principovac in the form of supervision.
- In Reception Centres where only a few children are present, support to the development of different modalities of IYCF-E support, through medical teams providing health service for the whole population, is on-going, as with the Initiative for Development and Cooperation (IDC) in Dimitrovgrad.
- Since the beginning of 2017, 609 infants (under 2) accessed UNICEF-supported mother and baby care corner (MBC) services, including health and nutrition services.
- Since the beginning of 2017, 352 mothers benefited from UNICEF-supported infant and young child feeding in emergency counselling at mother-and-baby corners.
- In centres where support to IYCF-E is ensured by UNICEF, the screening of all children aged 6-59 months with Mid-Upper Arm Circumference (MUAC) for undernutrition is part of routine work.
- UNICEF continued to have consultations with partners on reviewing currently distributed food in order to have age-appropriate food for children, according to national recommendations.
- Within the UNICEF-supported MBC in Preševo, 40 children per day received complementary food, 34 received supplementary food, 35 UHT milk, while 6 mothers per day received IYCF counselling. Within the MBC in Bujanovac

RC, 13 children per day received complementary food, 13 received supplementary food, 15 received UHT milk, while 3 mothers per day received IYCF counselling. In Sid TC, 9 children per day received complementary food, 7 received supplementary food, 2 UHT milk, while 2 mothers per day received IYCF counselling.

- Due to reduced numbers of families with babies in Dimitrovgrad RC, DRC, in coordination with UNICEF and SCRM, made a decision to close down the MBC; in order to avoid gaps in provisions, CFS staff will resume with assistance concerning nutritional support (in May, on average 6 per day received complementary food, and 4 received UHT milk).
- In the “transit zones” at the border with Hungary, HCIT disbursed 2,592 bottles of water, 433 HEBs, 88 anti-bacterial hand gels, 151 blankets, 75 hygiene parcels, 22 raincoats, 12 flashlights, 114 T-shirts, 70 pairs of sneakers, 308 pairs of underwear, 208 pairs of socks, etc.
- Within the MBC in Adaševci TC, SOS CV Serbia distributed 1,486 food items (jarred food); within the MBC in Principovac TC, SOS CV Serbia distributed 2,151 food items (jarred food and milk), in cooperation with UNICEF on both locations. Within the Family Room in Preševo RC, SOS CV Serbia distributed 2,112 food items, juice, biscuit and sweets.
- SOS CV provided 120 meals a day (breakfast and lunch) in Bosilegrad RC on a daily basis.
- Philanthropy provided 26,790 hot meals for dinner in Preševo and Bujanovac, supported by ECHO.
- Supported by Christian Aid, Philanthropy organised joint cooking for migrants in Bujanovac RC once per week.

### Identified Needs and Remaining Gaps

- NSTR



## Water and Sanitation

### Achievements and Impact

- In Obrenovac TC, Caritas opened up a laundry service, for the needs of the centre and accommodated refugees/migrants. Caritas already has similar laundry facilities in Krnjača, Adaševci and Preševo.
- SOS CV continued providing laundry services in Adaševci TC.

### Identified Needs and Remaining Gaps

- Issues with maintenance and improper use of sanitary facilities continued in Obrenovac TC and other centres, especially in the West.



## Shelter and NFIs

### Achievements and Impact

- In May, UNHCR continued with the Profiling of Accommodation Centres exercise following the strengthening of reception conditions in Serbia. An update of results as of 30 May is available on: <https://data2.unhcr.org/en/documents/details/55034>.
- UNHCR and partners SCRM, CRPC, HCIT and Amity/Sigma plus distributed 156 blankets, 336 plastic bags, 2 backpacks, 227 hygiene kits, 256 pairs of socks, 394 adult T-shirts, 133 pairs of footwear, 4 baby kits, 22 raincoats, 8 winter jackets, 34 tracksuits, 10 knitted hats, 359 pairs of underwear, 168 items of women’s clothing and 516 items of men’s clothing (Zara), 2 baseball caps and 12 rechargeable torches.

- UNHCR distributed cricket sets donated by Tzu Chi Foundation in Adasevci, Principovac, Bujanovac and Divljana, which were in great demand especially by young men and boys accommodated in these accommodation centres.
- As at end-May, and at the request of SCRM, UNHCR provided security guards in Obrenovac TC, through its implementing partner Amity.
- CRS/Divac Foundation on 19 May completed the works on reconstruction of one barrack in Krnjača AC and provided space for accommodation of 60 refugees/migrants/asylum-seekers. Since August 2015, CRS/Divac reconstructed 11 barracks in this asylum center and provided accommodation for at least 360 migrants in line with international standards. By the end of June, reconstruction works on two more barracks will be completed and all accommodation units in this largest asylum centre in the country will be completely renovated. One of the major concerns in this centre is the dining area which is in very poor condition.
- CRS/Divac Foundation started with reconstruction works in the asylum centre in Tutin. Works will be completed within 3 months.
- In Krnjača AC, Caritas provided 640 tracksuits for adults, 570 pairs of socks for men, 500 pairs of underwear for women, 650 pairs of underwear for men, 40 shirts for men and 200 shirts for children. Provision of these items is funded by the German Ministry of Foreign



*Newly opened Reception Centre in Vranje (Serbia),  
@UNHCR, 28 May 2017*

Affairs and Caritas network.

- In Šid area, Caritas provided 100 tracksuits for adults, 90 pairs of socks for men, 90 pairs of socks for women, 100 shirts for women, 200 pairs of underwear for women and 200 pairs of underwear for men.
- Urgent needs for clothes and shoes among new arrivals in Belgrade were covered by SC through low-scale distribution in Miksalište. A total of 190 refugees/migrants were reached with this service.
- SC continued distributing baby blankets to the most vulnerable families with babies in the communities affected by the refugee/migrant crisis.
- Thanks to UNHCR funds, DRC completed the replacement of doors on the rub halls in Preševo RC, improving the security of subject facilities.
- Housing Centre, DRC Implementing partner in the ECHO-funded project, completed parterre rehabilitation works in Sombor TC, including the revitalisation of a sports terrain and children's playground, as well as infrastructure connections and outdoor lighting.
- The Reception Centre in Vranje was officially opened on 30 May 2017, upon completion of rehabilitation works funded by ECHO and implemented by DRC. The facility will provide accommodation for approx. 250 persons.
- DRC finalised the tender procedure for rehabilitation works in several accommodation and sanitary facilities within Obrenovac TC, and the works contractor has been chosen. Commencement of works is pending administrative /legal provisions.
- Intensive distributions of ECHO-funded NFIs were realised to support the needs of refugees/migrants for summer clothes and footwear, with the focus on refugees/migrants being relocated from Belgrade downtown to the reception centres in Obrenovac and Sombor.
- During May, upon request from SCRM, DRC provided adequate NFIs for 265 persons, within the ECHO funded project, in Obrenovac TC; in Sid TC, DRC provided adequate NFIs for 272 persons, in Preševo RC, DRC provided NFIs for 125 persons, in Kikinda TC for 81 persons and in Sombor TC for 122 persons.
- In Eastern Serbia, DRC provided adequate NFIs for 195 persons in Pirot, Dimitrovgrad and Divljana Reception Centres, within the ECHO-funded project.
- Since the beginning of 2017, 2,753 children were reached by UNICEF, through its partners DRC (in Preševo, Bujanovac, Belgrade and Šid), HCIT (in Kelebija and Horgoš), and NSHC (in Belgrade) and through direct distribution, with basic supplies and health and hygiene items. In May, in cooperation with SCRM, and thanks to ECHO funds, UNICEF distributed backpacks and school materials to 106 school-aged children in Krnjača AC.
- In cooperation with JRS, SOS CV reconstructed the toilets in Miksalište and the corridor space in Preševo RC.
- Within the CFS in Adaševci TC, SOS CV Serbia distributed 32 NFIs, 13,856 within MBC and 5 by Protection team. Within the CFS in Principovac TC, SOS CV Serbia distributed 106 NFIs, 2,963 within the MBC and 630 by the protection team. Within the Family Room in Preševo RC, SOS CV Serbia distributed 21,831 NFIs and 127 by the

protection team in Preševo and Bujanovac. Within the CFS in Kikinda TC, SOS CV Serbia distributed 1,240 NFIs. NFI distribution included hygiene packages for women and babies, clothes and footwear.

- CRPC distributed items from UNHCR and blankets from MSF in Miksalište in Belgrade.
- With the support of CRS, NGO Atina ran three Shelters for persons from the refugee/migrants population who have been identified as survivors of gender-based violence, human trafficking, and/or are particularly vulnerable. During the month of May, NGO Atina provided Shelter for 11 persons from the refugee/migrant population.

### Identified Needs and Remaining Gaps

- Overcrowding: following relocations from Belgrade and Sid TC during May, Sombor and Kikinda TCs started using temporary emergency shelters such as rub halls and tents, and additional tents were also erected in Principovac TC. For a detailed overview of reception conditions and gaps per shelter site, see <https://data2.unhcr.org/en/documents/details/55034>.



## Support to local communities

### Achievements and Impact



Local youth, refugees/migrants, UNDP volunteers and Government of Serbia representatives celebrate the success of a joint volunteering action, Miratovac (Serbia), @UNDP, 4 May

Affairs and refugees/migrants/asylum-seekers from Preševo RC, jointly organized a voluntary activity of waste cleaning in the village of Miratovac in the municipality of Preševo. Over 50 volunteers and occupants of Preševo RC participated in this activity, collecting waste throughout the village of Miratovac. This event was jointly organized by Divac Foundation and UNDP, through projects funded by USAID.

- On 15 May, Divac Foundation and USAID opened up a photo exhibition entitled “Belgrade through the eyes of migrants” at Kalemegdan fortress. Exhibition displayed 30 photos taken by three teenagers from Afghanistan currently accommodated at Krnjača AC. The exhibition was officially open by Mr. Jeffrey Skarin, Deputy Director of USAID’s Office for Democratic and Economic Growth, Ms. Ana Koeshall, Director of Ana and Vlade Divac Foundation and authors Aamamodeeen Nbezada, Farshid Rahmati and Rostam Bakhtary. The exhibition is open to the public until 30 May.
- From May 25-28, Ana and Vlade Divac Foundation participated at Mikser Festival that took place in Belgrade. During the Festival, Divac stands hosted the exhibition of TANJUG

- Through EIDHR-funded project “Help on the Route - Fostering protection of human rights of migrants passing through Macedonia and Serbia”, Divac Foundation and partners (ASB, NSHC and Macedonian Helsinki Committee) selected 15 CSOs in Serbia and 5 CSOs in Macedonia who will receive a capacity-building grant. These organizations will build their capacities to provide, in a competent and timely manner, immediate assistance to refugees/migrants whose human rights have been violated and will address potential issues of human right violations identified in the field, while reporting these cases to both domestic and international institutions.
- On 4 May, Divac Foundation, UNDP Serbia and local partners (Youth Forum Miratovac, local government in Preševo, Public Utility Company “Moravica” from Preševo), with participation from the Ministry of Labor, Employment, Social and Veteran



MPALGS, SCRM, Preševo municipality, UNDP and the Divac Foundation officials participate in the hand-over of waste management equipment, @UNDP, 4 May 2017



photos made in the field, covering the refugee crisis in Serbia from 2015 till present. Besides the photo exhibition, Divac Foundation also organized the following events: 1) 26 May: refugees/migrants preparing traditional Middle Eastern meals at Divac Foundation and USAID stands (visitors were invited to take part in meals preparation), 2) 27 May: Fashion show at Mikser Talks corner - models made by women refugees/migrants who had participated in the Divac Foundation sewing course in Krnjača AC, and 3) 28 May, Drawing workshop for children, featuring participation from the boy named Farhad, a refugee from Afghanistan who became famous for his drawings, at the moment residing with his parents in Krnjača AC.

- Mikser Festival organized two debates where representatives of Divac Foundation participated: 1) 27 May: “Migrants in Serbia: What next?” and 2) 28 May: “Education on the move”.

- On May 4, 2017, volunteers from the United Nations Development Programme (UNDP), Ana and Vlade Divac Foundation, UNHCR, etc. joined the local



BEFORE and AFTER: Reconstructed Red Cross Kanjiža building and entrance, following the UNDP intervention, Kanjiža (Serbia), @UNDP, 23 May 2017

youth, refugees/migrants from Preševo RC

and employees of the local Public Utility Company (PUC) “Moravica” for a spring cleaning of border village of Miratovac. UNDP organized this volunteering action within a USAID-funded project to improve social cohesion and bring closer the domestic and the displaced population. Local and central government officials participated in the event, including the Preševo Mayor Ardita Sinani, State Secretary of the Ministry of Public Administration and Local Self-Government (MPALGS) Ivan Bošnjak and representative of SCRM. On the occasion, UNDP delivered 1,000 garbage bins to the residents of Miratovac village. As the recipient of the donation, PUC “Moravica” will, from now on, include the village in the PUC’s system of organized waste collection, thus improving the quality of life and the environment in this area in the longer term. Miratovac, a part of Preševo Municipality, located at the border with Macedonia, was an entry point to Serbia for over 800,000 people who have passed through Preševo since the beginning of the migration crisis in 2015.

- On 23 May, within a Government of Japan-funded project, UNDP and the Municipality of Kanjiža organized the official opening of the reconstructed local Red Cross (RC) premises. The renovated facilities enable for better working conditions and more efficient work of RC employees and over 100 volunteers who provide assistance to the most vulnerable citizens of Kanjiža, as well as refugees/migrants residing in the Horgoš border belt. Even before the migration crisis, the local RC organized the delivery of food for 110 beneficiaries of the soup kitchen, which was very difficult without adequate storage facilities. The architectural design, adaptation and construction of three warehouses - for food, hygiene items and for emergencies, in the total value of \$73,400, will ensure that all the people in need in Kanjiža receive assistance. Besides the host, the Kanjiža Mayor Robert Fejstamer, the State Secretary of MPALSG Bojan Stević, as well as representatives of the Embassy of Japan in Serbia, SCRM and UNDP - participated in the RC opening ceremony.
- On May 24, 2017, UNDP organized another joint volunteering action, this time in Belgrade. Within the Government of Japan-funded project, UNDP and the City of Belgrade, supported by the employees of the local PUC “Zelenilo-Beograd”, celebrated the European Day of Parks by placement of 17 new and repairs and painting of old benches in Kalemegdan park. Refugees/migrants/asylum-seekers from Krnjača AC joined the City of Belgrade, Embassy of Japan, Serbian government institutions and UNDP volunteers, to jointly beautify the capital’s landmark - Kalemegdan Park. The action contributed to breaking down of social barriers between the local population and the migrants, the building of trust and cohesion. The event host, Deputy Mayor of Belgrade Mr. Andreja Mladenović, welcomed the State Secretary of the MPALSG Bojan Stević, State Secretary of the Ministry of Labour, Employment, Veterans and Social Affairs (MLEVSA) Nenad Ivanišević, Assistant Commissioner for Refugees and Migration (SCRM)

Ivan Gerginov, and UNDP's Deputy Resident Representative Steliana Nedera, who stated: "While working together, side by side, we all have a common goal – to make Belgrade, our present or long-term home – a better place to live in."

- Within the USAID-funded project, UNDP completed the design for the construction of a new 1,000 m<sup>3</sup> water reservoir in Preševo municipality. The Preševo water supply system was over-stretched even under regular circumstances (prior to the migration crisis), and the additional pressure caused the already fragile system to show signs of potential failure. The new reservoir is the most urgent upgrade needed to ensure continued supply of fresh water for both the local residents and 800 refugees/migrants staying for prolonged periods of time in Preševo RC. Additionally, within the Government of Japan-funded project, UNDP is preparing the regeneration of five water wells in Preševo Municipality, to increase the yield of Žujince Water Spring by 20 percent.



Volunteers from Belgrade and refugees/migrants work side by side to make Kalemegdan park more beautiful, Belgrade (Serbia), @UNDP, 24 May 2017

- Also within the USAID-funded project, UNDP developed technical documentation for the construction of an Annex to the existing hospital building in Bosilegrad, to host the new and upgraded Emergency Room. It is expected that construction works will be completed by October 2017.

### Identified Needs and Remaining Gaps

- Protracted stay of refugees and migrants is an ongoing challenge to the quality and coverage of local services.
- There is an increased need for implementation of intercultural exchange activities to bridge the distance among local and refugee/migrant communities.



## Livelihoods

### Achievements and Impact

- ADRA initiated vocational trainings: the first group of 24 UASCs were enrolled in auto-mechanic, painting, and sewing and beautician trainings. The goal of the trainings is to equip them for the labor market, either in Serbia or somewhere else. The trainings take place in Borča Community Centre, vocational training organizations and businesses/companies (praxis).

### Identified Needs and Remaining Gaps

- NSTR

## Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee and Migrant Theme Group (RMTG)**, which meets weekly under UNHCR chairmanship. The RMTG 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 RMTG met on 12 and 26 May.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 17 May in Belgrade. It is the key coordination mechanism for protection agencies/NGOs operational in the country. RPWG has over 80 members and meets on a monthly basis. Under UNHCR lead, RPWG has given rise to six sub-working groups (SWGs) on: a) Child Protection, b) Communication with Communities, c) Non-Food Items (NFIs), d) Smuggling/Trafficking, e) Sexual and Gender-Based Violence (SGBV), and f) Collective Expulsions and Ill-Treatment of Refugees.
- 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 16 May at the UN House in Belgrade.

### Contacts:

Ms. Indira Beganović, Reporting Officer, E-mail: [beganovi@unhcr.org](mailto:beganovi@unhcr.org), Tel: +381 (0) 63 431 886  
 Ms. Vera Dragović-O'Donnell, Information Management, E-mail: [dragovic@unhcr.org](mailto:dragovic@unhcr.org), Tel: +381 (0) 63 343 521

### Links:

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