

Serbia

October-December 2018

KEY INDICATORS

2,237

Registered intentions to seek asylum in Serbia

36%

of registered refugees and migrants were minors

124

Applications for asylum

2

Persons granted refugee status

0

Persons granted subsidiary protection



- The number of new refugees, asylum-seekers and migrants counted as present in Serbia increased by 14% to **4,470** on 31 December, of which **4,200** (94%) were housed in **16** governmental centres (increase from 3,400 accommodated and 3,900 counted as present in the country overall at end-September 2018, compared to 4,050 accommodated and 4,300 present at end-December 2017). Towards the end of the year, colder weather and temperatures caused increasing numbers of refugees/migrants to seek shelter in official accommodation centres; still, over 250 (decrease by 50%) of them, mainly males, could be counted in border areas and in Belgrade city centre at the end of the year.
- New arrivals continued at high level though slightly decreased from the second quarter. Oct-Dec UNHCR and partners observed/assisted **5,084** newly arriving refugees/migrants/asylum-seekers (as compared to 6,963 during July-Sept).
- The proportion of unaccompanied or separated children amongst new arrivals remained very high, challenging first reception and registration as well as transport, accommodation, guardianship and other services.
- On 17 October, the decision of the Government of Serbia to reintroduce visas for Iranian nationals entered into effect.
- On 23 October, some 300 mainly male residents of Adaševci and Principovac Reception/Transit Centres peacefully gathered at Batrovci border crossing demanding to cross into Croatia. Apparently, their move was triggered by rumours that the Croatian border would be opened. Having realized that these rumours were untrue and having been counselled by the Serbian Commissariat for Refugees and Migration (SCRM) and partners, they accepted the offer of the SCRM to be transported back to their respective centres.
- Tragic accidents again illustrated the dangers of the current situation of mixed movements of people. On 14 November, a young man from Syria died in a hospital in Belgrade despite receiving all possible treatment, as reportedly he had not been able to properly treat an injury sustained on the way to Serbia, resulting in major complications. In the night between 18 and 19 December, a young man from Tunisia was electrocuted and subsequently died while he was trying to climb a train wagon at Šid train station. On 21 December, three foreign men locked in a cargo train, who could hardly breathe, were found by the authorities in Šid train station and provided medical assistance.
- Authorities, international and civil society organisations organized various festive events for the refugee/migrant children across the country and distributed New Year's gifts to the children.

Update on Achievements

Operational Context

On 30 November, Šid Reception/Transit Centre (RTC), previously closed down in June 2017, was reopened, after SCRM, aiming to make it a family centre, relocated some 30 families from RTCs Principovac and Adaševci. Following the relocation of all families from Principovac RTC, the latter became an exclusively single men accommodation facility.

Close to 50% of residents in governmental centres were from so-called refugee-producing countries: Afghanistan (41%), Iraq (7%) or Syria (1%). Twenty-seven percent were children, 11% adult women and 62% adult men. As many as 480 UASC were accommodated in governmental facilities, comprising 11% of the total number of refugees/migrants/asylum-seekers in governmental shelters.

The number of testimonies of collective expulsions into Serbia remained high – 2,270 persons were reportedly expelled from Croatia, 711 from Bosnia and Herzegovina, 252 from Romania and 186 from Hungary, with 67% of all cases alleging to have been denied due access to asylum procedures and 35% to have been maltreated or physically abused, or to have suffered theft/extortion.

On 4 October, UNHCR partners Belgrade Center for Human Rights and International Aid Network presented the [Report Documenting Collective Expulsions and Physical Abuse of Refugees and Migrants](#), documenting border practices at the borders with Croatia and Hungary.

In October-December, 2,237 foreign nationals registered intentions to seek asylum in Serbia. Fifty-nine percent were men, 5% women and 36% children. Most intentions were registered by citizens of Afghanistan (31%), Pakistan (22%), Iran (19%), Iraq (10%), or Syria (5%).

IOM assisted the repatriation of 77 migrants through assisted voluntary return (AVR). One unaccompanied minor refugee was assisted by UNHCR through resettlement to a third country. The Asylum Office granted two applicants refugee status. Hungary continued admitting 5-7 asylum-seekers per week on average. In October-December, 77 asylum-seekers were admitted into procedures in the so-called “transit-zones” of Hungary (compared to 87 in July-September).



Nine year old Lina from Afghanistan, now at the Krnjača Asylum Centre in Serbia, with a pink and grey dress her grandmother gave her as a gift - the only connection to her childhood, © UNICEF Serbia/2018/Vas

Achievements



PROTECTION

Achievements and Impact

- More than 20 UNHCR staff and 100 partner staff continued conducting protection monitoring activities covering 23 sites throughout Serbia. They informed refugees, asylum-seekers and migrants of their rights and of services available, including the risks associated with trafficking and smuggling. Through its official launch in March, UNHCR and partners began utilising the new Border Protection Monitoring Information Management System (BPM-IMS) tool for systemic profiling of new arrivals and basic information related to border and non-border related protection incidents. Over 15,000 arrivals and 10,000 push-backs have been recorded through the system since its roll-out.
- UNHCR continued to strengthen its individual case management system, the proGres v4 database. To date, a total of 4,356 interventions are recorded in proGres v4. Specifically, the top five intervention types are psychosocial support (30%), legal aid (25%), mediation (20%), skills training (9%) and advocacy/direct interventions (4%). As at end-December, 4,186 active cases are currently registered in proGres v4.
- In October, UNHCR held a Data Protection/Management Training for UNHCR colleagues and partner staff working with information management, on how to develop and maintain data collection



New Year's celebrations in Bujanovac RTC, @UNHCR, December 2018

forms, as well as how to set up data analysis and visualisation mechanisms.

- In October, joined by the Ministry of Labour, Employment, Veteran and Social Affairs (MoLEVSA), the Asylum Office, the SCRM, the EU Delegation in Serbia (EUD), Croatian Legal Center, UNHCR Croatia, and UNHCR Regional Representation for Central Europe (RRCE), UNHCR Serbia chaired the third Refuge Protection Working Group (RPWG) meeting in 2018. RPWG meeting gathered the representatives of authorities, international organisations, NGOs and donors to discuss pertinent

protection issues with the following agenda: update on asylum and migration situation by the Serbian authorities, brief on EU and mixed migration movements in Serbia by EUD, presentation on access to territory and border practices by both UNHCR and the Croatian Legal Center.

- In November, UNHCR organised the conference "Combating Statelessness in Serbia – Achievements and the Way Forward" to mark 4 years of #IBelong Campaign to End Statelessness and present the remaining issues to be resolved. The conference was attended by some 80 participants, including government representatives, NGOs, IOs and a number of donors. Signing the Open Letter for the Campaign was promoted as a side event.
- In December, UNHCR organised the sexual and gender-based violence (SGBV) refresher/training course for UNHCR and partner staff, with the aim to create a practical guidance for frontline staff.
- In December, UNHCR had a meeting with four Centres for Social Work (CSW) in border municipalities (Bačka Palanka, Apatin, Kanjiža and Mali Zvornik), requested by the local CSW of

Bačka Palanka through MoLEVSA to support the local initiative by MoLEVSA and provide technical support.

- UNHCR and Asylum Office jointly organised a Seminar focused on access to asylum procedures for UASC, presenting the new Law on Asylum and Temporary Protection to representatives of MoLEVSA in charge of refugee and migrant UASC, the City Centre for Social Work, Belgrade police (Department for Foreigners) and SCRIM and UNHCR partners dealing with child protection. One of the main takeaways from the seminar was that all UASC should have access to the asylum procedure regardless of prescribed deadlines.
- SGBV cases were routinely identified and reported by UNHCR and partner staff through protection monitoring. During the reporting period, UNHCR identified 8 new cases and followed up on 12 SGBV cases countrywide. The identified new cases were victims of domestic violence, sexual abuse, and single women in need of shelter. All new cases were provided with legal assistance, appropriate accommodation, registration for ISAC, and medical and psychological assistance. The follow-up of previously identified cases was conducted to monitor the situation of respective survivors and provide assistance as required.
- UNHCR continued to submit cases in the current pipeline for resettlement (RST) and, during the reporting period, one resettlement case departed to Sweden.
- UNHCR continued implementing its pilot project on guardianship in Belgrade by supporting the guardianship body to implement effective guardianship services in line with international standards. 265 UASC staying in government-run facilities have been appointed with an IDEAS guardian who is in daily contact with them. Guardians are trained, officially appointed and supervised by the guardianship body, have experts' support in their work and are fairly compensated (which used not to be the case previously). Guardians are enabling individualised approach to the care for and protection of UASC, developing a relationship of trust, ensuring UASC are visible to the social welfare system and protecting their best interest. In response to the increase in the number of UASC in Serbia, and upon request from MoLEVSA, UNHCR expanded its guardianship project with IDEAS to include additional guardians, support to case management and CSW in key border municipalities.
- UNHCR continued its cross-border missions with neighbouring UNHCR operations to establish and improve operational cooperation and information-sharing, as well as to facilitate working-level contacts with authorities. To this end, UNHCR conducted one mission and received three missions to discuss best practices and current developments as well as for familiarisation visits to government-run centres (one to Hungary with UNHCR Szeged, one from the Europe Bureau, one from the Regional Office in South Eastern Europe and one from the Regional Representation for Central Europe).
- Psychosocial Innovation Network (PIN) worked with 186 persons (116 males, 70 females, 115 minors and 71 adults). Majority of people were from Afghanistan (109), followed by Iran (60), Pakistan (6), Cuba (2), Iraq (3), Syria (2), and Bangladesh, Ghana, Nigeria and Zimbabwe (1 per country).
- PIN was providing community-based psychosocial support (PSS) and conducting psychoeducational (parenting and life-skills workshops), educational (IT workshops, English and Serbian language lessons), creative and occupational workshops (piano, embroidery, etc.) in different locations in Belgrade – at PIN premises, “Pedro Arrupe” integration house, Refugee Aid Serbia (RAS), ADRA Community Centre and „Branko Pešić“ Elementary school. Additionally, PSS services were provided to beneficiaries accommodated in Banja Koviljača and Bogovađa asylum centres (AC).
- Supported by Diakonie Katastrophenhilfe Austria, Philanthropy continued with sports activities – playing table tennis in Miksalište and sports time in gyms in Principovac and Krnjača centres.

- With support from UNICEF, Novi Sad Humanitarian Centre (NSHC) provided services to 271 children under 2 and 248 mothers at the Mother and Baby Corner (MBC) in Miksalište, Belgrade. The MBC worked 7/7 from 9 a.m. to 4 p.m. Refugees benefited from access to a safe space, health and nutrition counselling and support activities, information and referrals.
- With support from Terre des Hommes, NSHC provided services to 224 children and adolescents and 169 members of their families at the MBC in Miksalište, Belgrade. The project team worked every working day from 9 a.m. to 4 p.m. Refugee/migrant children and mothers received services in a safe space, recreational support activities, information and referrals. Psychological first aid was provided to 39 children and 50 adults.
- As of October 2018, UNICEF has shifted its role into a more robust technical role, while progressively moving away from direct service provision that was delivered in the first half of the year through Child Friendly Spaces (CFS). The activities related to CFS were handed over to IOM (supported by the EU Madad Trust Fund), while UNICEF has kept a quality and technical oversight role.
- UNICEF coordinates an Inter-agency Working Group comprised of IOM, SCRM, Danish Refugees Council (DRC), SOS – CV, and the Ministry of Health, the Ministry of Education, and MoLEVSA to provide support and document the progressive transition of child protection and early child development activities towards the relevant state authorities.
- UNICEF provided theoretical and on-the-job training to three SCRM focal points in two pilot centres in Vranje and Kikinda to ensure that their coordination activities in 2019 are in line with international standards. After the evaluation in the first quarter of 2019, if positive, this approach will be scaled up to all centres.
- UNICEF supported the Youth Club in Sjenica (formerly a CFS), from October to end-December 2018, by providing Serbian classes, emergency psychosocial support and structured non-formal education activities to the male adolescents, mostly UASCs.
- UNICEF and UNHCR conducted a joint fact-finding mission in November and elaborated recommendations for MoLEVSA and partners for making sure that UASCs receive appropriate assistance and care.
- UNICEF trained 20 outreach and social workers in November to increase their capacities for identification of vulnerable children and for providing comprehensive and timely quality care based on the agreed upon Child Protection Standard Operating Procedures (SOP).
- UNICEF extended activities for women and girls in Borča Women's Centre to ensure women and girls have access to gender empowerment workshops, vocational training and legal and psychological counselling.
- Lifesaving information on services available was provided to women and girls in the drop-in centre in Belgrade; emergency psychological counselling and information on safe accommodation was given to women and girls at risk and quality referral in line with the national legal framework and the GBV SOP was provided to the most severe cases, together with the social protection services.
- Within the 16 Days of Activism campaign, UNICEF organised a roundtable with partners and state institutions to secure commitments and identify actions needed to support girls' empowerment and



Delivery of NFIs in Bosilegrad RTC, @UNHCR, November 2018

equal access to education. A two-week Facebook campaign with self-defence videos and girls' rights was also carried out.

- Belgrade Centre for Human Rights (BCHR) legal teams counselled 490 persons in need of international protection. Similarly to the previous reporting period, the majority of refugee and migrant population advised by the BCHR were from Iran, Afghanistan, Pakistan and Iraq.
- BCHR had regular presence in all five asylum centres and conducted monitoring visits to RTCs of Bujanovac, Vranje, Adaševci, Pirot and Bosilegrad and facilities for accommodation of UASC in Niš and Belgrade. Furthermore, the BCHR provided free legal aid to persons detained in the Shelter for Foreigners in Belgrade and Nikola Tesla Airport.
- It is of particular significance that one of the BCHR clients from Iraq was granted humanitarian status. This is the first time the Ministry of Interior made this kind of decision based on provisions of the new Law on Foreigners.
- The BCHR provided legal representation in 51 procedural actions, of which 28 were submissions of asylum applications and 23 were hearings.
- Aiming to provide support in integration into the society, the BCHR assisted asylum-seekers and persons granted asylum in: obtaining personal documents, the personal identification number and/or work permits, assistance in preparation for access to the labour market, organisation of



Football tournament organised by RAS in Belgrade, @RAS, October 2018

prequalification courses, legalisation of diplomas, opening of bank accounts, obtaining financial support from SCRM and/or UNHCR and access to education and child care. Six clients were issued with work permits, one client with refugee status received approval for financial assistance for accommodation from SCRM and two clients were provided with UNHCR's cash-based intervention.

- BCHR assisted UNHCR in organisation of Serbian language classes for asylum-seekers and persons granted asylum.
- Refugee Aid Serbia (RAS) recorded 2,122 new arrivals in Belgrade. Of these new arrivals, 1,392 were referred to different specialised organisations, including 435 referrals to legal partners, 694 for food, 166 for medical assistance, and 97 for psycho-social support.
- RAS continued to host weekly football sessions on Tuesdays for residents of Krnjača AC at a nearby location, with an average number of 15 participants each week.
- RAS also organised a football tournament on 20 October in Balon "Brazil", Palilula, to celebrate Football Against Racism Europe's (FARE) "action weeks". Two teams from Krnjača and Obrenovac centres took part, along with four local teams, with food provided in the end to all refugee/migrant participants. One of the teams from Obrenovac ran out winners, comfortably defeating local team FC Yugo 55 in the final.
- ADRA Community Center in Borča, Belgrade, was frequently visited by 263 different UASC, 55 women, 54 girls and 30 boys accommodated in Krnjača AC. The number of visits varied from 50 to 150 different service users on a daily basis. They had access to safe space, educational and recreational programs, and occupational activities and were provided with NFIs. Forty-seven UASC participated in occupational activities, 55 UASC attended "Boys on the move" workshops and 263 UASC had access to leisure and sports activities.

- ADRA's Girls Room was refurbished and Women's Centre winterized. Services available to women were transformative workshops on gender equality, sexual and reproductive health (SRH) and GBV protection (separately for girls and for women), sports, occupational activities and legal advice.
- ADRA, UNICEF & partners created "My Safety and Resilience Girls Pocked Guide" ([link](#)).
- To mark and join the 16 Days of Activism against GBV, ADRA organized a round table discussion focused on the needs of migrant girls, which gathered experts from various sectors, both from governmental and NGO field.
- UNHCR/DRC protection teams continued their protection activities in the areas of Banja Koviljača, Bogovađa, Krnjača, Obrenovac, Sombor, Principovac, Adaševci, Kikinda and Subotica. Information was provided to 1,385 beneficiaries, legal assistance to 98 beneficiaries, medical referrals for 180 beneficiaries, other referrals for 135 beneficiaries, interpretation to 185 beneficiaries and registration referrals to 182 beneficiaries.
- Thirty UASCs participated in the cultural/educational activities organized by DRC. The UASCs visited the Museum of Contemporary Art in Belgrade, the National Museum of Serbia, the Ethnographic Museum in Belgrade and the Museum of Natural History within the Belgrade Fortress complex. Nineteen UASCs went to the cinema to see an Iranian movie "Three Faces" in Farsi language.
- Within the UNHCR funded project, one beneficiary from Banja Koviljača, who had been granted asylum, successfully finished vocational training for a janitor. The training was conducted by Narodni Univerzitet from Niš. The beneficiary received a bilingual (Serbian/English) certificate of completion.
- Within the Madad-funded project, DRC Cash Distribution Team conducted cash cards distribution covering 3,116 beneficiaries (2,509 adults - 495 female and 2,014 male, 607 children - 257 female children and 350 male children), in close coordination with SCRM. Cash card distribution started on 18 December and lasted until 28 December 2018. All asylum/reception/transit centres were covered except Sjenica AC.
- On 27 December, SCRM approved cash card distribution for UASC accommodated in Serbia, with legal guardians present during the distribution. Only Bogovađa (1 UASC) has been covered thus far, with other centres being planned for the beginning of January 2019.
- Caritas teams for psychosocial support continued assisting refugees in Bujanovac, Vranje, Bogovađa, Principovac and Krnjača centres, on a daily basis, Monday to Friday. These teams provided animation and sports activities for children and adults, occupational activities for adults and psychosocial counselling.
- In Obrenovac, Caritas was running a gym for the refugees, where they could exercise, guided by sports animators.
- In Bujanovac and Vranje, Caritas organized a sewing corner, where refugees could fix clothes, sew and spend time with other refugees and Caritas staff members. Caritas also provided the sewing material.
- In Principovac and Krnjača, Caritas organized occupational activities for women (sewing classes, knitting, jewellery making and decoupage).
- In Bogovađa AC, Caritas was running a Social Cafe, where refugees could spend time, drink coffee/tea and engage in occupational activities.
- IOM mobile teams were present in all RTCs – Subotica, Sombor, Kikinda, Principovac, Adaševci, Belgrade area (Miksalište), Obrenovac, Divljana, Dimitrovgrad, Bosilegrad, Piroć, Preševo, Vranje and Bujanovac, and touring all five asylum centers, providing information and counselling on AVR, and making referrals to competent state institutions. From October to December 2018, 77 migrants

returned to their countries of origin with AVR, to Iran, Iraq, Pakistan, Afghanistan, Algeria, Lebanon, India, etc.

- IOM also initiated occupational activities as a new type of support to migrants and refugees residing in Serbia. In coordination with SCRM and based on interests identified in each centre, IOM initiated various vocational trainings, occupational activities including workshops and support for organization of sewing/tailoring classes and hairdresser trainings. In addition to those and upon identified needs, the project fully supports recreational activities, psychosocial workshops organized and provided by IOM psychologists and social events.
- IOM was implementing the project “Enhancing Social Protection Framework for Migrants in Vulnerable Situation in Serbia” supported by the Swiss State Secretariat for Migration (SEM). In cooperation with the relevant national institutions, the activities implemented encompassed developing of a training program for psychosocial support services (PSS), which will contribute to improved knowledge and competencies of social workers in this field. In addition, social protection teams and counsellors have been engaged in seven municipalities in order to enhance the support to migrants in need.
- IOM continued to provide support in enhancing the capacities of SCRM for monitoring, planning and information management in addressing the migration management challenges in Serbia. The development of the database containing data on services and supplies - KIRSIS software, has been finalized. The trainings for SCRM field staff on how to use KIRSIS software took place in December 2018 in all reception/transit and asylum centers throughout Serbia. As in the previous reporting period, information provision on the activities under the EU Support to Migration Management in Serbia was continuous via different channels - webpage, FB, Twitter and YT.
- In the scope of the project *Support to Strengthening Migration and Asylum Management in Serbia- Phase 2*, IOM conducted two workshops with different institutions active in asylum process (Asylum Office, Asylum Commission and Administrative Court). The consultative process was finalized with a national conference *Challenges in practice and the direction of the future improvement of the Asylum procedure in the Republic of Serbia* held in Belgrade on 13 December. The Conference gathered 56 participants from national institutions, UN and other international organizations, academic community and national NGOs. In the scope of the capacity building program for the Asylum Office, trainings for employees took part, as well as trainings for service providers in reception/transit centres (Vranje, Pirot, Krnjača, Obrenovac and Adaševci), serving to support a more effective coordination among various actors as well as their better understanding of the needs and the procedures in working with vulnerable groups.
- Group for Children and Youth “Indigo” implemented its *Contribution to the Protection, Well-being and Education of Refugee Children* project activities in Niš, Bujanovac, Vranje and Pirot. The number of UASC almost doubled in the reporting period. Indigo identified 97 new UASCs and worked with 114 UASCs in total in these four centres. Indigo monitored their condition, assessed their needs in cooperation with different actors, assisted them with interpreting, organisation of daily educational and recreational activities, as well as with non-food items (NFIs). Moreover, Indigo provided psychological support to UASCs. In total, Indigo provided 604 services to UASCs, who reported to



Registering birth at Subotica Registrar's Office,
@HCIT, December 2018

have left their CoO due to security reasons, as well as because due to poverty and lack of opportunities for education and employment. Most of them reported they had been pushed back many times and that the police were violent towards them. 22 UASCs were transported from Pirot RTC and one from Vranje RTC to the Youth Upbringing Institution in Nis. 1 UAM was sent from Nis UAM RC to AC Sjenica. Fifty-seven UASCs Indigo identified in RTCs Bujanovac and Vranje left the centres of their own free will.

- Apart from UASC, Indigo worked with other vulnerable children as well, monitoring their condition, identifying and referring them to other actors, providing psychological first aid (PFA) and psychological assistance, organizing non-formal educational and recreational activities, as well as creative and psychological workshops, and monitored their involvement in everyday life in the centres.
- Indigo also continued with regular psychological, non-formal educational, creative and recreational workshops with the children accommodated in Bujanovac and Vranje. Besides this, Indigo continued organising movie projections and lending library books to the children. Indigo also continued with the positive practice of involving refugees in organising and running various activities for the children, such as art and music workshops in RTC Bujanovac.
- Indigo continued organising workshops, as part of the Programme for the Parents, in Bujanovac and Vranje RTCs. The aim of the programme is to empower the parents and strengthen their parenting skills in a new environment. Twenty-two workshops in total took place, involving more than 70 parents. Some of the covered topics were related to parenting skills, family relations, child needs, challenges in raising children in the centres, etc. The parents reported they were very satisfied with the workshops, as they got new information and important advice they found very useful.
- As most of the children expressed desire to have activities outside the accommodation centres, Indigo organised three such activities. First, the children from RTC Pirot went to the Puppet Theatre in Niš, where they saw “Little Red Riding Hood and the Pea” play, following which they got introduced to the actors and the puppets and went to the nearby park to play. Younger children from Vranje RTC went to the Youth Cultural Centre in Vranje to see the “Sleeping Beauty” play. Older children and youth went to the American corner, where they participated in a workshop dedicated to Thanksgiving together with the local children from Vranje.
- Indigo provided 200 services related to psychological assistance, 1,925 services related to non-formal educational activities, 4,937 services related to workshops and recreational activities, 558 referrals to different actors (doctors, legal, CSW, SCRM, UNHCR and others), 2,138 information provision services and 35 other services.
- Indigo continued providing interpretation services (Arabic, Farsi, Pashto and Urdu) in Bujanovac, Vranje, Pirot and at the Youth Upbringing Institution in Niš (2,928 interpretation services to children and 2,867 to adults, in total 5,795 interpretation services).
- Indigo provided 15,588 services in total in the period October–December 2018.
- International Rescue Committee (IRC) partly funded Info Park, which continued to provide protection to the most vulnerable groups of refugees/migrants in Belgrade city centre, where they identified and interviewed newly arrived refugees and migrants, as well as returnees and pushbacks. Info Park supported beneficiaries in the process of mandatory registration, identification of available capacities in the asylum and reception centres as well as transportation options and arrangements, while also providing translation. From their vulnerability fund, Info Park covered emergency needs of the extremely vulnerable individuals (EVIs), such as food, baby formula, diapers, medication, overnight hostel accommodation and/or transport to assigned ACs/RTCs.

- With IRC's support, Divac Foundation ran two social cafés in Krnjača AC and Obrenovac RTC in Belgrade. Refugees/migrants were able to join different workshops (arts and crafts, sewing, IT, English, music, ecological and geographical workshops, etc.), indoor occupational activities (board games, movie projections, etc.) and outdoor sports activities, and to enjoy coffee and tea free of charge.
- IRC in partnership with Atina continued to implement the project "*From Harm to Safety: Improving the Protection of Victims of Trafficking (VoTs) in Serbia*", aimed at improving combatting against modern slavery in a context where trafficking networks target not only traditional victims of trafficking (VoTs), but also especially vulnerable individuals from among the population of refugees and migrants. Atina's mobile teams continued covering the following locations: Vranje, Subotica, Novi Sad, Niš, Sremska Mitrovica, Kragujevac and Kraljevo, in order to strengthen the early identification of potential victims of trafficking, especially among refugee/migrant population, provided cultural mediation, psychosocial support and referrals to the Centre for Protection of Victims of Trafficking and other specialized services including Atina's Reintegration Centre. Atina's mobile teams were visiting Krnjača, Bogovađa and Bujanovac on a regular basis, and were available on call in the other accommodation centres.
- 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 the reporting period, Praxis provided support to a total of 3,525 newly arrived refugees/migrants/asylum-seekers (2,569 adults: 2311 male and 258 female; 956 children: 839 boys and 117 girls) in Belgrade. Out of the total number of children, 723 were potential UASC (712 boys and 11 girls).
- Praxis also identified vulnerable cases (families with children, pregnant and lactating women, UASC, 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 1,638 persons, 1,185 newly arrived and 453 identified earlier, were referred to different organizations/institutions for targeted assistance.
- In the case of 227 UASC, Praxis referred UASC to social workers and Centre for Youth Integration for best interest assessment (BIA). A total of 32 potential UASC were referred directly to the Police Station in Savska Street as part of the group they were traveling with.
- Praxis also provided protection by presence and escorted refugees/migrants to the Police Station for registration – of all the referrals, a total of 265 refugees/migrants/asylum-seekers were referred to the Police Station in Savska Street for registration, were registered and referred to reception/transit and asylum centers Bujanovac, Pirot, Adaševci, Bosilegrad, Banja Koviljača, Vranje, Sjenica and Principovac.
- When there was no organized transportation provided, Praxis also provided transportation assistance to a total of 318 refugees/migrants/asylum-seekers by covering the costs of train/bus tickets to asylum/reception centres.
- Praxis was also involved in protection monitoring and recording of cases of violation of refugees' rights along the route; 1,554 refugees/migrants reported to have been pushed back, including 457



UASC visit the National Museum in Belgrade, @DRC, December 2018

minors (374 potential UASC); 772 refugees/migrants, of whom 210 minors (186 UASC), reported excessive use of force by the police preventing them to cross borders or pushing them back; 306 refugees/migrants reported to have been robbed during pushbacks.

- Humanitarian Centre for Integration and Tolerance (HCIT) provided 476 persons likely in need of international assistance with legal advice and counseling. They were counseled about asylum procedure and their rights and obligations in Serbia. In addition, in 3,004 instances, persons of concern (PoC) received practical service/information, were advised, referred and assisted through various activities (in the north, northeast and northwest border areas mainly): 166 PoCs were referred to different institutions/ organizations and 107 PoCs were transported to different institutions/reception centers.
- In different cases relating 150 PoCs, free translation services were provided to local institutions North-West-East by HCIT interpreters: in Police stations, General Hospitals and Primary Health Care Centers, Misdemeanor Courts and Public Prosecutors' offices.
- During the reporting period, HCIT identified 1,193 new arrivals. HCIT encountered (identified for the first time) in total 165 UASC, 163 boys and two girls.
- HCIT documented 297 expulsion incidents, relating to 3,351 PoCs (incl. 140 UASC).
- HCIT assisted returned PoCs both in the north, northwest and northeast, documented testimonies, provided them with practical and legal information and referral to appropriate institutions/organizations. HCIT conducted in total 311 protection interviews with PoCs.
- HCIT team assisted 26 PoCs with registration in the Police Station Šid.
- SOS CV Serbia Child Protection team supported 72 children and 38 parents through regular visits, outreach, self-support consultations and information sharing provided in four locations (Adaševci, Principovac/Šid, Kikinda and Obrenovac) - in total 1,160 services. Child protection team organized 22 preventive workshops with 284 participants in these four centres.
- SOS CV Serbia educators organized celebrations of New Year's Eve and distributed to all children aged 0-15 New Year's presents in Adaševci, Šid and Kikinda.
- On 18 December, SOS CV Serbia, participated in the event organised by SCRM in Obrenovac RTC on the occasion of International Migrants Day with an exhibition of refugee/migrant paintings and photos.
- Through support of LDS, SOS CV Serbia distributed sports gear (sports shoes, T-shirts and shorts) to all refugee/migrant children attending primary schools in Adaševci and Principovac.
- Crisis Response and Policy Centre (CRPC) provided information dissemination (in Pashto, Arabic, Farsi, Urdu, English, etc.), interpretation, cultural mediation and orientation, psychosocial aid, identification and referrals of EVIs, advocacy and referral to legal, medical and other aid, escort and transport to different facilities and other services. Services were provided both independently and in cooperation with other actors, and with the support of UNHCR and UNICEF.
- CRPC team provided approx. 3,700 different services to beneficiaries in Belgrade and other locations per month to persons mostly from Afghanistan (54%), Iran (22%), Pakistan (14%), etc., incl. 11% women and 30% children. A total of 428 possible UASC cases were identified and referred to appropriate institutions. More than 2,200 newly arrived individuals were observed.
- With the help of UNHCR, CRPC conducted a total of 52 assisted visits to centres in Serbia (Bogovađa, Banja Koviljača, Tutin, Sjenica, Adaševci, Principovac, Šid, Sombor and Kikinda).
- Supported by UNHCR, CRPC provided interpretation and cultural mediation services, logistical support, escort and advocacy services to beneficiaries in the state-run centres (Bogovađa, Krnjača, Obrenovac, etc.).

- Supported by UNHCR and UNICEF, and in cooperation with UNHCR/DRC, on-site medical teams, accommodation centres' staff, City Centre for Social Work and other actors. CRPC provided transport to secondary medical, children and other facilities in more than 120 instances.
- Together with UNHCR and partners, CRPC supported refugee women from Adaševci RTC to make and display their handicraft at Dorćol Platz and in Kombank Dvorana in New Year's Handicraft Fair.

Identified Needs and Remaining Gaps

- According to partners, the number of new refugees/migrants present daily in Belgrade city centre ranged from 100-200. Women and children were able to overnight in Miksalište while waiting for registration.



EDUCATION

Achievements and Impact

- PIN continued conducting Serbian language classes at PIN's premises for Farsi speaking beneficiaries; during the fourth quarter, 13 classes were conducted in total.
- PIN's volunteers conducted 34 English language lessons and 11 IT lessons in the reporting period. These non-formal educational activities provided participants with the possibility to develop new skills, such as practical problem solving skills, spatial and logical skills, language comprehension and improvement of long-term memory, as well as increase of self-esteem and self-confidence.
- PIN continued with IT workshops conducted by a peer educator and mentored by PIN's psychologists. Eight IT workshops were conducted in total by the peer educator – a male beneficiary



Exhibition of photographic works produced by refugees/migrants at "The Workshop" in Belgrade, @RAS, December 2018

with background in graphic design. Seeing their peer in an active role improves the self-confidence of other beneficiaries. Moreover, during the whole process, the peer educator is supported to take an active role, which leads to his empowerment, capacity- and confidence-building.

- As a part of PIN's integration activities, in October one more female beneficiary was enrolled in an English language learning course, attending it together with the local population. As of September, PIN established a cooperation with the Lighthouse Language School in Belgrade, with the aim to facilitate further development of beneficiaries' English language skills, as well as

their integration in the host community.

- In November, PIN organized a guided visit to the Museum of Contemporary Art for a group of young beneficiaries. In this way, they were provided with an opportunity to learn about modern art, as well as to explore an unfamiliar part of the city of Belgrade together with their peers.
- PIN was providing Assistance in Learning sessions at PIN office for beneficiaries attending elementary and high school, focused on supporting their adaptation and integration into the Serbian educational system and the local community, by working on improving their Serbian language skills.

- In the last quarter of 2018, UNICEF's activities were focused on further strengthening the quality of non-formal and informal education. Regular visits were paid to preschool institutions and schools where refugee and migrant children are enrolled to identify gaps and issues, as well as to ensure inclusive environment for children and their parents.
- UNICEF scaled up its direct support to UASCs by helping them enrol in the educational system.
- RAS and North Star continued to offer informal educational classes on a daily basis in their purpose-facility in Belgrade city centre. Offering English and Serbian on a daily basis, as well as German, French, Spanish, Maths and IT classes on an ad hoc basis, "The Workshop" catered to an average of over 15 students per day during the period, reaching an average of over 20 in the final weeks of the year.
- With the assistance of a group of photographers called "From the Inside Project", RAS and North Star's "The Workshop" was able to host daily photography workshops for three weeks in December. The project was very successful with all teenage and older students at the facility, who were able to take part and take a camera back to the accommodation centre with them if they wished to document



New Year's celebrations in Adaševci RTC, @SOS CV Serbia, December 2018

their daily lives. Some of their photographic works are currently on display at "The Workshop", and more will be displayed in an event which will take place, hopefully, in February 2019.

- IOM continued assisting with the transportation of refugee/migrant children to schools in Pirot, Bujanovac and Vranje, along with escort assistance in Principovac (Šid) and Adaševci. This assistance included escorting/transportation of children residing in targeted reception locations to and from school and facilitation of communication among parents, teachers and social workers/psychologists employed in their respective schools. Total number of children who were transported/escorted to their respective schools was 370 (RC Pirot: 53, RC Vranje: 88, RC Bujanovac 63, RC Principovac: 86, RC Adaševci: 80).
- Caritas continued organizing after-school activities (supplementary lessons and assistance with homework) for children attending regular schools in Krnjača, Principovac, Vranje, Bujanovac and Bogovađa.
- Caritas organized English and Serbian lessons for children and adults in Vranje, Krnjača and Bujanovac RTCs.
- Caritas was organizing lessons in the English and Serbian languages for refugees/migrants/asylum-seekers in Krnjača, Principovac, Bogovađa, Vranje and Bujanovac.
- Caritas was running a carpentry workshop in Obrenovac RTC, under the supervision of a Caritas animator - forestry engineer. The workshop is a training centre for interested migrants, giving them a chance to gain new skills and knowledge in construction joinery, to work with board materials and to learn about artistic carpentry. The workshop also services small repairs in the Centre.
- As the school year progressed, Indigo was helping children with homework and studying, as well as their enrolment and inclusion in schools. In Vranje and Bujanovac, Indigo continued organising homework and school support activities every working day. The children were assisted with homework, studying techniques, information-finding techniques, and received support from their peers. Moreover, the children were provided with a space where they were able to discuss their experiences from school and were helped to understand the school rules and practice in Serbia.

Children were encouraged to attend the school regularly. Finally, the parents were assisted in visiting the schools and meeting the teachers, in order to discuss the children's progress.

- Indigo assisted eight children in enrolling into Secondary Economic School in Vranje, and provided the financial support for the medical examination of these children. Moreover, Indigo provided the school bags and material to all the children enrolled in the Secondary School in Vranje.
- In Vranje, Indigo also provided the sportswear for physical education for 23 children attending 5th to 8th grade of primary schools and secondary schools, and school bags with learning materials for three children attending the pre-school programme.
- In Bujanovac, Indigo provided school bags for four schoolchildren, schoolbooks for three children, slippers for one preschool child, clogs for one secondary school student for attending practical lessons and sportswear for physical education for 16 school children.
- Indigo continued conducting non-formal educational activities four times per week (two Serbian language workshops and two other non-formal educational activities per week) in RTC Pirot. Indigo educators worked on motivating the children and the parents for school, pointing out the importance of education and socialization. Indigo educators helped the children with languages, biology, geography, maths and other school subjects. The activities were conducted in an interactive way and through games, in order to bring the topics closer to the children and make them easily understandable. The children had the opportunity to learn different contents useful for everyday life and communication through creative, recreational activities and social games.
- Indigo continued preparing personal history files of the newly arrived children from Pirot RTC and handed them to their schools, in order to support the children's integration into schools. Indigo was in regular contact with four primary schools in Pirot attended by refugee/migrant children, so that the progress and attendance of each child was monitored.
- In Pirot, Indigo provided sportswear for physical education for 13 children, schoolbooks for two children, as well as slippers and the school materials for children attending the preschool programme.
- Indigo also provided workshops and school material to Niš UASC reception centre beneficiaries attending a primary and secondary school in Niš.
- Finally, Indigo provided hygiene items to 16 educational institutions attended by refugee/migrant children in Niš, Pirot, Vranje and Bujanovac.
- Through support of IOM, SOS CV continued English, Serbian, Geography, Mathematics and Civic Education workshops in Obrenovac Education Centre, covering five days a week and implementing 144 workshops in total, with 368 unique participants, boys and youth.
- Through support of IOM, within CFSs in Adaševci, Principovac (Šid in December) and Kikinda, SOS CV Serbia supported 236 children (152 boys and 84 girls) with 18,995 services, through homework hubs, recreational activities, preschool education and non-formal education.
- Through support of IOM, external associates for sports in Obrenovac, Adaševci and Principovac implemented in total 72 workshops, twice per week in each location, attended by 966 participants.
- Within Youth Corners in Adaševci, Principovac (Šid in December) and Kikinda, SOS CV Serbia delivered 8,511 services to youth and adolescents.



DRC cash distributions in Bujanovac RTC, @UNHCR, December 2018

- SOS CV ICT spots in Obrenovac, Adaševci, Principovac (Šid in December) and Kikinda provided 23,192 Wi-Fi connections and 34,757 different ICT services.
- With the support of LDS Charities, CRPC organised creative workshops for refugee and domicile children at “Branko Pešić” Primary School in Belgrade.

Identified Needs and Remaining Gaps

- Additional efforts are needed to support the enrolment of children into secondary education, since only around 16% of children aged 15-18, according to available data, were attending secondary schools in the reporting period.
- There is a need for informal educational activities for young refugees, migrants and asylum-seekers, who cannot be enrolled into the formal education system due to their age, and an increased need for different vocational/occupational courses and activities for adults.



Achievements and Impact

- PIN provided psychological assessment for 11 persons, as per request from Belgrade Centre for Human Rights (BCHR) and the Asylum Office.
- PIN published its annual research report “Psychological Wellbeing of Refugees in Serbia” ([link](#)), and organized a dissemination meeting and a round table to discuss data with relevant stakeholders including MoLEVSA, SCRIM, Institute for Public Health (IPH) of Serbia “Dr Milan Jovanović BATUT”, IOM, UNHCR, WHO, local NGOs, etc.



Health promotion workshop in Vranje, @WHO, October 2018

- In partnership with IPH of Serbia and supported by Brot für die Welt, Philanthropy organized an educational training about HIV prevention and sexually transmitted diseases for refugees/migrants in Miksalište.
- ADRA covered the medical expenses of three girls in need, beneficiaries of its Women’s Centre.
- WHO continued to support the IPH of Serbia, Ministry of Health (MoH), relevant health institutions and partner NGOs, in coordination of healthcare provision. MoH organized three refugee and migrant health coordination meetings in the respective period.
- Within European Union Support to Migration Management in the Republic of Serbia project, WHO implemented several activities aiming to improve access to healthcare for refugees and migrants:
 - In cooperation with national IPH and DRC, health promotion campaign in refugee centres was initiated. In the period October– December 2018, 40 different workshops covering topics such as communicable diseases, hygiene, mental health and risky behaviour, as well as sexual and reproductive health, were organized in 13 refugee centres;
 - On 18 December, WHO presented the Technical Guidance on Mental Health and Psychological Support for Refugees and Migrants in Serbia. The document provides recommendations and a set of policies that define and describe necessary mental health

- services, quality measures, referral mechanisms and coordination mechanisms, and has been approved by MoH and SCRM;
- WHO supported the development of three local Contingency Plans on Migrant and Refugee Health in the cities of Pirot and Vranje and in the municipality of Šid. Representatives of these three local self-governments and of the Standing Conference of Cities and Municipalities of Serbia participated in a Study Tour to Izmir, Turkey in December, where they had a chance to learn about the Turkish experience and the system of organization of health care for refugees and migrants;
 - In cooperation with PIN, a curriculum for training on cultural sensitivity and stress management for health professionals who work with refugees/migrants was developed and accredited with the Health Council of Serbia in December. A set of trainings is planned to be implemented in 2019, covering 15 primary healthcare centres.
- UNHCR/DRC medical teams, consisting of a medical doctor and a nurse, engaged through five Primary Health Centres, provided 6,519 health-care services, including 5,258 curative medical examinations and 1,261 screenings for body lice and other communicable diseases among the new arrivals. More specifically, two medical teams in Krnjača AC and one medical team in Obrenovac, Bogovadja, Banja Koviljača and Pirot. The UNHCR/DRC medical teams continued to monitor especially vulnerable cases among refugees and asylum-seekers in need of specialized healthcare services, referring them to relevant health institutions and conducted advocacy with the MoH, in close cooperation with DRC. The needed medications were provided to refugees and asylum-seekers in all the Centres mentioned above during the reporting period. In addition, as agreed with UNHCR, medications were provided by DRC to the most vulnerable individuals in Adaševci RTC through a contracted pharmacy, funded by UNHCR.
 - Real Medicine Foundation (RMF) Serbia team of doctors in Mobile Medical Clinic provided 2,159 health consultations to refugees and migrants in Obrenovac RTC. RMF Serbia continues to provide medical services, translation and interpretation services to refugees and acts as a cultural mediator between them and public institutions in Serbia. RMF Serbia transports, escorts and refers refugees and asylum-seekers to primary, secondary and tertiary medical care facilities in Belgrade. In the fourth quarter of 2018, 223 people were referred to those facilities.
 - RMF Serbia and MoH launched a new project where the Mobile Dental Clinic was set up in Obrenovac RTC. The dental team, which consists of a dentist and a dental nurse, had 505 patients. Most of the patients had complex issues, which required more interventions and check-ups. All dental procedures in the domain of basic dental health care were performed - preventive examinations for the detection of tooth diseases, tooth repairs, medical treatment of caries, medical treatment of dental nerve inflammation, filling of dental canals, treatment of infected teeth and gums, treatment of periodontal disease, tooth extraction, drainage, etc.
 - IOM continued with the provision of primary health care for migrants and refugees through Catholic Relief Services (CRS) as Implementing Partner in locations in Principovac, Sombor, Kikinda, Subotica, Belgrade, Vranje, Bujanovac, Tutin and Sjenica. As of August 2018, IOM commenced with the support of an additional medical team in Adaševci through DRC as implementing partner. In



"Counselling for growing up healthy" workshop in Sjenica, @UNDP, November 2018

December, additional shift of DRC medical teams was introduced as per requests/needs identified by MoH and SCRM. All activities are carried out under the project: “EU support to Serbia and the former Yugoslav Republic of Macedonia in managing migration/refugees crisis / Balkan route”, funded through EURTF Madad.

- Under the same project supported by the EU, IOM and DRC have continued with deployment of psychologists in order to ensure that proper psychological counselling and psychosocial activities are provided to migrants and refugees in Vranje, Bujanovac, Pirot, Obrenovac, Krnjača, Principovac, Adaševci, Sombor and Kikinda.
- In Niš, Bujanovac, Vranje and Pirot, Indigo provided 53 PFA and psychological support services to 29 children with specific problems (e.g. nightmares, nocturia, behaviour problems, problems at school, aggression, disabilities, etc.). Two assessment reports were provided to Vranje CSW.
- Indigo continued working with 62 young adults and parents (147 services in total) from Vranje, Bujanovac and Pirot RTCs who needed psychological assistance. They faced psychological problems, such as stress, panic and anxiety attacks, anger, depression and other mental health problems, due to uncertain future and/or traumatic experiences they had experienced. Indigo worked with the parents on their family issues and/or specific issues concerning their children.
- IRC’s partner Association for Sexual and Reproductive Health Serbia (SRH) continued providing specialized services in the following locations: Krnjača AC, Obrenovac RTC, Sjenica AC, Pirot RTC and Bujanovac RTC. The following services were available until 30 November:
 - Gynaecological services: consultations with gynaecologists and basic gynaecological services were available in Sjenica AC, Pirot RTC and Bujanovac RTC, as well as referrals to specialized facilities and coverage of costs of more comprehensive care;
 - Urological services: consultations and STI testing was available in Obrenovac RTC.
- On 29-30 November, SRH gave a training for health care providers working with refugees/migrants on *The work in multi-ethnic environment with focus on Sexual and reproductive Health*.
- To preserve the quality of health care services, and within the framework of the European Union Support to Migration Management in the Republic of Serbia project, UNDP organized a Health Care Workshop for local children and parents and beneficiaries of Sjenica AC. In addition to educational purposes of achieving a healthy lifestyle, the workshop served as a venue for parents to socialize and exchange experiences, and to demystify the health habits and health conditions of refugees and migrants, who are, due to prejudice and lack of information, frequently identified as potential transmitters of communicable diseases. In such manner, the level of mutual understanding increased and gaps between domicile and displaced communities were reduced.
- On 26-27 October, IRC organized training on *Mental health issues and psychological consequences in children survivors of human trafficking* for representatives of child care institutions.
- In the period October-December, within the project Madad II “EU support to Serbia and the Former Yugoslav Republic of Macedonia in Managing Migration Refugee Crisis/Balkan Route Project”, CRS medical teams provided medical assistance in Šid, Belgrade, Subotica, Sombor, Kikinda, Bujanovac, Vranje, Tutin and Sjenica in 11,734 instances. Since the RTC Šid-Train Station was reopened, CRS medical team started providing health care in this location starting from 27 December, in close coordination with all relevant stakeholders. As of January 2019, within the framework of the project, CRS will no longer be distributing medications as the MoH will take over.
- CRS cultural mediators/interpreters provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organizations (Save the Children, Atina, UNHCR, DRC, UNICEF, IOM, Indigo, Refugee Aid Serbia, Info Park) and authorities (Clinical Centres of

Belgrade, Novi Sad and Niš, General Hospitals (GH) in Sremska Mitrovica, Užice, Novi Pazar, Vranje, Health Centres (HC) and IPHs in Vranje, Bujanovac, Šid, Tutin, Sjenica, Kikinda, Sombor and Subotica, Belgrade Police, Šid Court, Šid Police inspectors, Police inspectors and CSW Bujanovac) in 1,736 instances.

- The project is funded through the Madad RTF which is implemented by IOM with CRS as implementing partner for the health component within the project.
- Nurses from SOS CV Serbia MBCs supported newly arriving school-age children in Adaševci and Šid by escorting them to local Health Centres for systematic medical check-ups obligatory for enrolment in schools.
- Through support of IOM, within MBCs in Adaševci, Principovac (Šid in December) and Kikinda, SOS CV Serbia delivered 3,789 services in nutrition, health and early child development.
- CRPC assisted in referral and logistical activities in connection with Krnjača AC medical cases, providing further escort, advocacy, interpretation and other services.

Identified Needs and Remaining Gaps

- The issue of immunisation of all refugee and migrant children, and not only those who were born in Serbia, remains unsolved due to the shortage of vaccines.
- Research results point to a two-way relation between mental health care and successful integration of refugees, and the need for multisector collaboration for improvement of refugees' mental health.



FOOD SECURITY AND NUTRITION

Achievements and Impact

- UNICEF's direct support to MBCs in Belgrade city centre, Bujanovac, Vranje, Krnjača, Kikinda, Principovac, Adaševci, Divljana and Preševo was progressively integrated into IOM activities.
- UNICEF provided theoretical and on-the-job training to SCRM focal points in the pilot centres in Vranje and Kikinda, in order to facilitate a smooth transition of coordination activities to this state institution.
- UNICEF continued to support the Food Consortium and its implementing partners in operationalising nutritional recommendations on "Nutrition in transit, reception and asylum centres for migrant children (refugees and asylum seekers) aged 7-17 years, pregnant and lactating women and people with diabetes (including children)", which were developed in cooperation with IPH of Serbia.
- UNICEF also continued to organise monitoring visits and to carry out ad hoc advocacy activities in relation to the provision of formula, distribution of diapers and food for babies and other important nutritional information.
- Supported by Diakonie Katastrophenhilfe Austria, Philanthropy continued to provide noodles for the newcomers to Info Park in Belgrade.



Fatima Teimuri from Afghanistan and her one-year-old daughter, Amene, during a break from UNICEF-organised workshops in the Women's Centre and the UNICEF-supported Child Friendly Space, © UNICEF Serbia/2018/Vas

- Supported by UNICEF, NSHC delivered 330 packages of complementary (jarred) food to children aged 6-23 months and 336 packages of UHT milk to children and pregnant women (263 children



Food distribution in Vranje RTC, © UNHCR, December 2018

received jarred food; 355 children and 16 pregnant women received UHT milk). A total of 255 children received non-food items (hygienic items and clothes) at Miksalište in Belgrade.

- Supported by Terre des Hommes, NSHC delivered snacks (biscuits & milk) to the most vulnerable: 38 children and 26 adults at the MBC in Miksalište.
- UNHCR’s partners HCIT and Sigma Plus distributed 1,368 small bottles of water in the North, West and East of the country.
- In Obrenovac, Bujanovac, Bosilegrad, Vranje and Pirot, as a member of the Food Consortium, Caritas provided 328,839 meals (including breakfast, lunch and dinner).
- Indigo continued distributing fruit and vegetables twice a week from Maxi “Food bank” to the residents of RTC Bujanovac (in total, 260kg was distributed). The people were satisfied and grateful, as it helped them prepare their own meals.
- With the support of Food Consortium, within MBCs in Kikinda, Adaševci, Principovac and Šid, SOS CV Serbia distributed baby food and milk.

Identified Needs and Remaining Gaps

- NSTR



WATER AND SANITATION

Achievements and Impact

- OM ran a laundry service in Adaševci RTC five days a week.
- Caritas was providing regular laundry service to refugees/migrants/asylum-seekers accommodated in Krnjača, Bujanovac, Adaševci, Kikinda and Obrenovac.

Identified Needs and Remaining Gaps

- NSTR



SHELTER AND NFIS

Achievements and Impact

- IOM continued with improvement of standards in targeted reception/transit/asylum centers. Through the implementation of the project “EU support to Serbia and the former Yugoslav Republic of

Macedonia in managing migration/refugees crisis / Balkan route”, funded through EURTF Madad, IOM successfully finalized the reconstruction works in Bosilegrad RTC in August 2018 while reconstruction works in Sjenica AC are currently underway, with expected delivery date by mid-January 2019. Both of the centers are reconstructed in line with EASO standards and shall include services for the mid-/long-term stay of migrants, refugees and asylum seekers in Serbia. Specifically, Bosilegrad RTC shall accommodate up to 66 people with accompanying services as sanitary corridor, kitchen equipment with the warm line for food distribution, dining room, infirmary and SCRM premises. Sjenica AC shall accommodate up to 148 people and shall include children’s playground, kitchen equipment for food preparation, dining room, leisure premises/room for education, sanitary corridor and the infirmary. In coordination with SCRM, IOM finalized procurement process for additional furniture/equipment needed for all reception/asylum locations where further improvements in this regard were identified. The delivery of these items was initiated in November/December 2018 and will be continued in January/February 2019.

- As per procurement request and specifications by SCRM, UNHCR/Vizija procured and distributed tools, electrical materials, plumbing materials, appliances et al. for 15 accommodations centres in Serbia. For more information on reception standards, you may wish to refer to the December Update of the [Joint Assessment of Government Centres](#).
- UNHCR, in coordination with SCRM, directly and with partners CRPC, HCIT and Sigma plus distributed 9,775 blankets, 4,050 sets of bed linen, 6,126 hygiene kits, 6,063 pairs of socks, 3,920 T-shirts, 3,088 pairs of boots, 4,003 items of children’s clothing, 824 items of women’s clothing, 1,366 pairs of sneakers, 973 pairs of rubber slippers, 1,894 winter caps, 1,796 pairs of gloves, 424 shawls, 3,052 winter jackets, 3,904 tracksuits, 5,905 pairs of underwear and 4 wheelchairs.
- Supported by Terre des Hommes, NSHC provided 820 winter items to be distributed to the most vulnerable children and mothers during winter: hats, scarfs and gloves, underwear, warm socks and clothes, winter jackets. In December, a total of 85 children and UASC and 10 mothers received 237 of these items in Miksalište in Belgrade.
- UNICEF, in collaboration with SCRM and UNHCR, distributed 472 packages of winter clothes for refugee/migrant children below 12 years of age accommodated in reception and asylum centres. Basic supplies, including dignity kits (for vulnerable girls and mothers) were distributed throughout the country.
- RAS distributed 170 items to a total of 64 beneficiaries in Belgrade (57 T-shirts, 28 sweaters, 14 pairs of socks and 13 pairs of underwear).
- ADRA distributed dignity kits (clothes and hygiene kits) to 109 women, 263 hygiene kits and 576 items (t-shirts, underwear, jackets, long-sleeve T-shirts, sweatshirts, jeans, sweaters and socks) to UASC.
- ADRA gave away 100 Christmas parcels to children and UASC from Krnjača AC.
- RMF Serbia continued to distribute hygiene and dignity kits in five centres in Serbia – Bogovađa, Banja Koviljača, Krnjača, Kikinda and Bosilegrad. In cooperation with SCRM, hygiene and dignity kits are distributed according to the needs of each centre. This project covers beneficiaries of all



Re-opened Šid RTC, © UNHCR, December 2018

ages (babies, children, men and women). 427 hygiene and dignity kits were distributed. Female dignity kits include: menstrual pads, cotton buds, toothbrush and toothpaste, an undershirt, toilet paper, laundry detergent, wet and paper wipes, soap and shampoo. Male kits consist of towels, razors, toothpaste and toothbrush, shaving foam, an undershirt, cotton buds, shampoo, soap and toilet paper. For babies, the kits provide diaper cream, baby powder, cloth diapers, shampoo, soap, disposable diapers and a onesie.

- With support of IOM, within MBCs in Adaševci, Principovac, Šid and Kikinda, SOS CV Serbia distributed hygiene items and diapers to babies.
- SOS CV Serbia established three spaces in Šid RTC: Youth Corner/ICT and, with support of IOM, CFS and MBC (all activities moved to Šid from Pricipovac RTC).
- With support of LDS, SOS CV Serbia purchased school materials (schoolbags, pencil cases, notebooks, colouring pencil and books), used as support to formal education.

Identified Needs and Remaining Gaps

- Due to stable numbers of accommodated persons in the previous several months and rationalization of maintenance costs, during August SCRM decided to put on stand-by Divljana, Dimitrovgrad and Preševo RTCs. At the moment, the number of active centres stands at 16 (5 asylum and 11 reception/transit centres). Divljana, Dimitrovgrad and Preševo remain inactive, with the possibility of becoming operational fairly quickly, according to SCRM. Šid RTC was re-activated in the beginning of December.
- Rub halls in Adaševci RTC (four out of five available) and Principovac RTC (one rub hall) remain open for accommodation of single men. The length of stay of some men is longer than tolerable emergency shelter accommodation period (3-5 days according to UNHCR standards).
- With continuous efforts of SCRM staff on duty in Preševo RTC, refugee housing units (RHU) located within the compound were dismantled, as a risk mitigation measure.
- Due to overcrowding, Principovac RTC faced challenges with sanitary situation.



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

- On 14-15 December, refugee women from Adaševci RTC showcased their handicrafts at two Christmas Bazaars in Belgrade, with support of UNHCR.
- RMF Serbia renovated the first floor of the old government building and the reception located at the entrance of Obrenovac RTC. The large space on the first floor was transformed into a movie theatre for refugees. One room was transformed into a computer room where refugees can access the Internet and get in touch with their families and friends. The computer room, now called the Asylum Resource Center has become one of the most important entertaining places for refugees/migrants in the camp. During the reporting period, the Centre had 1,750 visitors. The goal of the project was to



Joint activities at reconstructed school gym in Piroć, @UNDP, October 2018

increase the quality of life of refugees/migrants and provide them with means to cope with their unfavourable social and economic situation.

- IOM continued the implementation of the activities within the Social Cohesion Component of the joint UN project “Open communities – successful communities”. More than 90 interactive days with refugees/migrants from all reception centers in the country have been organized since the beginning of the project, engaging more than 3,000 beneficiaries, including local population. A number of workshops and events on different topics have been organized, with the aim of fostering inter-cultural



Landscaping volunteering action in Šikara park (Sombor) @UNDP, November 2018

exchange, mutual understanding, tolerance and cohesion. These activities are followed by local public information campaigns in order to promote values of community cohesion and contribute to the creation of an appropriate public discourse on migration. In parallel, activities supporting service providers and frontline workers in reception centers for migrants and refugees were implemented. In particular, the training on culturally sensitive work and service provision was implemented from October to December 2018, through 10 workshop days covering different topics, in order to build skills and

induce a culturally-sensitive approach.

- In mid-November 2018, the EU-funded construction of a children’s playground within an existing sports complex in park Šikara in Sombor was completed. The playground was built with the aim of improving the opportunities for socializing between and among the refugees/migrants residing in Sombor RTC and the local community. On 23 November, UNDP organised a volunteering Šikara makeover action, which gathered refugees/migrants and local volunteers, Public Utility Company “Zelenilo” and local administration officials, who jointly planted 150 pine seedlings, installed new park benches and trash cans. The volunteer landscaping action engaged the local and migrant population in joint works, thus creating a valuable bonding opportunity.



International football match, Institute for Education of Youth, Niš @UNDP, October 2018

- To safeguard the quality of child protection services and support the integration of refugee and migrant children into Serbian kindergartens, UNDP procured one transportation/passenger vehicle to “Vera Gucunja” preschool in the City of Sombor. The EU-funded vehicle donation of the total value of 15,000 EUR facilitated everyday supplying and functioning of 32 Sombor kindergartens.
- Within the scope of European Union support to municipalities hosting refugees/migrants, UNDP completed the works on renovation of Kanjiža Voluntary Firefighting Facility. The aim of this donation worth EUR 101,500 was both to nurture the cultural heritage and to improve responsiveness to emergency situations.
- Following the reconstruction and furnishing of primary schools “Vera Blagojević” in Banja Koviljača and “Sremski front” in Berkasovo (Šid Municipality), UNDP installed EU-funded video surveillance systems in order to facilitate everyday functioning, improve the safety of the children and prevent peer harassment.



Gatherings of refugee/migrant and local children in kindergartens "Naša radost", Pirot and "Čika Jova Zmaj", Bujanovac, @UNDP, December 2018

- On 18 October, in the yard of the Institute for Youth Education in Niš, an international football match was organized, when FC Radnički Niš U18, unaccompanied minors from Iraq and Afghanistan and other beneficiaries of the Institute clashed in five-a-side football. Instead of playing the national anthems, the start of this match was marked by the sounds of violin played by the seventeen-year-old Kamran of Iranian origin. Kamran has been staying at the Institute for several months now. During his stay in Serbia, he learned the basics of the Serbian language, won third place at the national karate competition and honed his violin-playing skills at the Music School in Niš. For his outstanding achievements, he was rewarded with a set of karate equipment. This sporting tournament, organized within the EU Support to Municipalities Hosting Migrants, is just one in a series of similar activities that the Institute and FC Radnički organize regularly, in promoting diversity, tolerance and openness.



Renovated entrance to the Kanjiža Voluntary Firefighting Facility, @UNDP, December 2018

- On 31 October, a social cohesion activity *Parents at school desks* took place at Elementary School "Dušan Radović" in Pirot. On this occasion, UNDP organised various recreational and educational activities for the local population of Pirot and refugees/migrants currently residing in this city.

In the new, renovated and equipped space of the school gymnasium of "Dušan Radović" Primary School, parents of Pirot and from Iran tested their skills in different sporting disciplines and fought hard for their teams. Fathers and children exchanged their sport and life experiences, and like real professionals, congratulated each other at the end of the match and continued socializing outside the court. Renovation and equipping of primary school gymnasium was realised within EU support to Municipalities and Cities Hosting migrants.

- To support integration of refugees/migrants into secondary education, within EU Support to Migration Management in Serbia, UNDP organized New Year's Hairstyle Show in "Sveti Sava" Secondary School in Loznica, aimed at introducing the school curriculum to refugees/migrants and enabling quality time with their Loznica peers. On the occasion of this social cohesion event, UNDP equipped the IT and hairdressing cabinets with new tablets and hairdressing tools. Young hairdressers had an opportunity to demonstrate their skills, followed by entertainment and the New Year's gifts exchange.
- To provide joyous and healthy upbringing for all the children enrolled in the pre-school facility "Naša radost" in Bujanovac, UNDP furnished the central kindergarten building and created a comfortable and stimulating environment. In the spirit of holiday season, kindergarten teachers staged a theatre play "Santa Claus and Three Christmas Trees" and extended the invitation to all the children and parents regardless of their origin and residency status. This social gathering bolstered the friendship among the children and parents, while providing them with deeper insight into one another's cultural features and values.
- On 26 December, UNDP organised a New Year's Arts and Crafts Workshop in the Pre-School "Čika Jova Zmaj", aimed at bonding local and refugee/migrant children and their parents through exchange of best wishes and handmade New Year's cards and decorations.
- As a part of the social cohesion event in Bosilegrad, residents of the local reception/transit centre prepared holiday gifts for the local children born in the previous two years. The festive spirit was complemented with a performance by a traditional Iranian dance and folklore ensemble "Bosilegrad" - well known for its traditional costumes and promotion of cultural heritage of this region. This event added to the festive spirit of this holiday season for Bosilegrad inhabitants and opportunity for strengthening of friendships and intercultural exchange.
- With support of LDS, SOS CV Serbia distributed sports gear (sports shoes, T-shirts and shorts) to local vulnerable children in six primary schools in Šid. In total, 251 sets were distributed to local and refugee/migrant children.



New children's playground in Šikara, Sombor, ©UNDP, November 2018

Identified Needs and Remaining Gaps

- NSTR



DURABLE SOLUTIONS

Achievements and Impact

- On 12 December, UNHCR invited its beneficiaries – recognized refugees from Libya, Tunisia, Syria, Burundi and Afghanistan, to a short ceremony of signing contracts and handing over of equipment purchased with UNHCR funds. Computers, catering equipment and IT courses are some of the forms of assistance under UNHCR's Livelihood Programme, which is meant to boost the capacities of refugees and pave their way to a better future and independence. In view of working towards the empowerment of women and providing incentives for talented youth, among the recipients were female members of a large family as well as a teenage UAM gifted in arts, who attended this gathering with his guardian.

Identified Needs and Remaining Gaps

- NSTR

Working in partnership

- The UN Country Team's **Refugee and Migrant Theme Group (RMTG)**, met under the co-chairmanship of UNHCR & IOM on 9 November in Belgrade. The RMTG coordinates four sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by MoLEVSA & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by SCRM, MoLEVSA & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Public Administration and Local Self-Governance & UNDP).
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and MoLEVSA, met on 19 October in Belgrade.