

SERBIA

INTER-AGENCY OPERATIONAL UPDATE

NOVEMBER 2016

KEY FIGURES

(NOVEMBER 2016)

1,503

Registered intentions to seek asylum in Serbia

49%

of registered refugees and migrants were minors

4

Applications for asylum

0

Persons granted refugee status

0

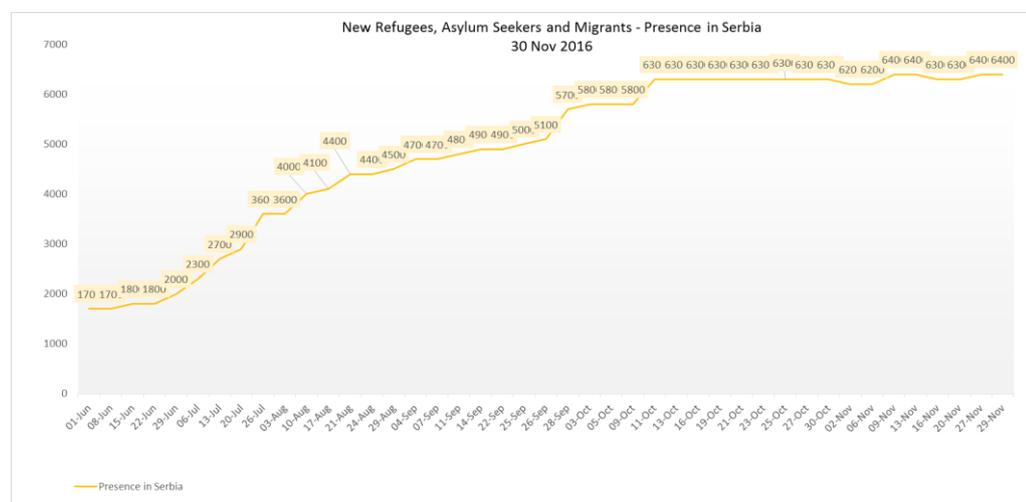
Persons granted subsidiary protection

PRIORITIES

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

Highlights

- Presence of refugees and migrants in Belgrade centre continued to exceed 1,000, while outdoor temperatures fell to -4 degrees overnight on 30 November. Following the decision of the authorities that all aid distributions in Belgrade city centre must be stopped and that refugees/migrants/asylum-seekers should be encouraged to seek assistance in official government accommodation centres, most humanitarian partners ceased their distributions in the course of November, but continued with protection monitoring and assistance. UNHCR/Asylum Info Centre started to provide transportation from Belgrade for registered persons willing to relocate to government facilities with reception capacity, mainly in the East and the South. Around 5,300 persons were accommodated in government facilities on 30 November (83% of the total refugee/migrant population present in the country).
- Two new reception facilities were opened by the authorities during November - one in Sombor in the north and one in Dimitrovgrad in the east of the country - adding another 200-220 accommodation places to overstretched accommodation capacities.



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

UPDATE ON ACHIEVEMENTS

Operational Context

As of 2 November, Hungarian authorities introduced a new quota of 10 daily admissions per transit zone (20 per day in total), instead of 15 per transit zone as was previously the case, and stopped altogether weekend admissions – effectively lowering the admissions quota from around 200 per week to around 100 per week. With continued irregular arrivals and even more limited regular departures, the estimated number of refugees/migrants/asylum seekers in the country further rose to 6,400. UNHCR believes that the number of arrivals may have remained at the level of around 150 refugees/migrants per day. Of those encountered by UNHCR/partners, around 53% came from Bulgaria, 33% from Former Yugoslav Republic of Macedonia and 14% from Albania.

With the low temperatures, the number of asylum-seekers on the northern border crossings with Hungary remained relatively low but fluctuated between 100 and 200 (on 30 November, there were 144 asylum-seekers at the border with Hungary, half of which were women and children).

In the morning of 10 November, authorities approached refugees/migrants in the barracks behind the train station in Belgrade with an offer to voluntarily relocate to a government facility. As refugees/migrants were not, reportedly, properly informed of the intended destination of the transfer, only 110 refugees/migrants (including 43 unaccompanied minors) accepted the offer and were transferred to Preševo Reception Centre (RC), where the authorities and humanitarian agencies awaited their arrival with medical screening, fresh clothes, and other reception services.

On 11 November, some 130 refugees and migrants, mainly men from Afghanistan and Pakistan, set out on a protest march from Belgrade to the Croatian border. Some returned shortly thereafter to Belgrade due to cold and exhaustion, and some managed to reach the border with Croatia at Šid but never managed to enter Croatia/EU. Finally, the protesters either accepted accommodation in the facilities in the West or returned of their own accord to Belgrade.

Since 8 November, the police have been registering residents in the Preševo RC and issuing certificates of intention to apply for asylum.

Authorities' efforts to combat lice infestation in accommodation centres continued, with medical screening of new arrivals and obligatory disinfection of premises once a week. Krnjača AC was declared free of body lice.

In November, 1,503 intentions to seek asylum in Serbia were registered: 34% were made by men, 17% by women and 49% were registered for children. Most applications were made by citizens of Afghanistan (39%), Iraq (37%), Syria (12%), Pakistan (5%), Iran (3%) and other nationalities (4%). No first-instance decisions were recorded in November.



Registration of birth of a newborn baby, Town Hall Subotica (Serbia), @HCIT, November 2016

Achievements



Achievements and Impact

- UNICEF-supported child-friendly spaces (CFS) continued to be operational in Preševo, Bujanovac, Šid and Krnjača with the Danish Refugee Council (DRC). Sports and recreational activities for adolescents in Šid, Preševo and Bujanovac were being designed and implemented. 1,965 children received support in the UNICEF-supported family support hubs, child-friendly spaces and mother and baby corners (MBCs).
- UNICEF continued to support the social welfare system in Preševo, Belgrade, Subotica, Šid, and Bujanovac, to provide additional support to refugee/migrant children by supporting the Centres for social welfare (CSW) in these locations, as well as the Belgrade Centre for Education of Children and Youth. This support was aimed at ensuring timely and adequate care and the timely appointment of guardianship authority and accommodation for unaccompanied and separated children (UASCs). In November, UNICEF-supported CSWs identified and supported 203 UASCs (Belgrade: 107, Bujanovac: 13, Preševo: 28, Šid: 53 and Subotica: 2). Social workers interviewed the children and made necessary referrals to the police (to obtain the intention to seek asylum documents), health services when necessary, and for accommodation in relevant facilities, including children's homes.
- Minimum Standards for Child-Friendly Spaces were finalised and endorsed by the Child Protection Sub- Working Group (CPSWG) members. The standards will serve as a reference for organisations operating CFSs in Serbia, as well as for those interested in opening new CFSs in the future.
- UNICEF continued to support the Crisis Response and Policy Centre (CRPC) in assisting the CSW in identification, initial assessment and referral of UASCs in Belgrade. In November, CRPC identified, supported and referred 99 UASCs.
- UNICEF continued to strengthen the role of the Association of Professionals in Social Work to advance the capacities of social services to identify and assist the most vulnerable refugee/migrant children. In November, the Association held a one-day training for 24 outreach social workers and frontline workers in Bujanovac, tackling the implementation of SOPs for the protection of refugee/migrant children.
- Jesuit Refugee Service (JRS) continued with psychological support in Belgrade downtown area. An increased number of persons in need of psychological support was identified, as the refugees/migrants/asylum-seekers now spend several months in Serbia without hope of continuing their travel to Western Europe. JRS actively cooperated with other organizations in the field on encouraging refugees/migrants in Belgrade downtown to register and access official accommodation in government facilities. 48 of them were supported by JRS in this, mainly new arrivals, families with small children, and 25 single men were left without referral letters, with Savska police station quoting lack of capacities as the reason for not being able to register them. 70 cases were assisted with psychological support.
- Supported by Catholic Relief Services (CRS), Philanthropy continued providing cash card assistance in Bujanovac Reception Centre (RC), Preševo RC, Bogovađa Asylum Centre (AC), Šid Transit Centre (TC), Principovac TC and Krnjača AC. 823 cash cards were distributed to 1,973 vulnerable beneficiaries.
- Group 484 provided psychosocial support to children, women and parents at the CFS of Bogovađa AC. The support included recreational, creative and stress-reduction activities funded by Save the Children.
- In addition, Group 484, in cooperation with Caritas Serbia, started providing psychosocial support to children accommodated at Preševo RC. Activities were conducted with the support from the Royal Netherlands Embassy in Serbia.
- Fifth SOS CV Serbia ICT Corner was opened in Adaševci TC which, combined with already present Safe Place for Children (SPC), created a safe, appealing place for all children and youth in the Centre.

- Within the Adaševci SPC, SOS CV Serbia delivered 6,084 services to children within 328 different activities, which included recreational, creative and educational aspects. SOS provided translation services in 4,316 instances for adults and children and distributed NFI: 9,639, FI: 348.
- In Principovac SPC, SOS CV provided 6,871 services to children within 313 various activities. Translation services were provided in 2,090 instances to adults and children and the distributions were as follows: NFI: 3,582, FI: 265.
- SOS CV Mobile team in Belgrade provided 2,040 different kinds of services to children in Belgrade, including translation, practical information, first psycho-social support and referrals to other institutions and organizations. 366 NFIs were distributed in Belgrade. Twenty-three child protection cases were referred by SOS CV to Belgrade Centre for Social work and the medical teams working in Belgrade (MSF and MDM).
- Within the Family Room in Preševo RC, SOS CV provided 2,393 services to children within 244 different activities, while 266 services to youth were provided in the Youth Corner.
- Super Bus SOS CV mobile team organized outdoor educational, recreational and creative activities for refugee children and youth. Super Bus organized 11 activities and delivered 381 services.
- SOS CV's Serbia continued to provide access to computers and Internet in several locations: ICT spot Adaševci (Wi-Fi: 2,650 connections, charging station: 2,225 users; 1,288 visits (of which 628 children)); ICT spot Šid train station (Wi-Fi: 2,420 connections), ICT spot Preševo (Wi-Fi: 3,370 connections, charging station: 2,700 users), ICT Corner Preševo (1,401 visits by adults and 173 by children, where basic IT workshops were also provided), ICT spot Bujanovac (Wi-Fi: 1,170 connections, charging station: 37 users and 1474 visits (of which 706 children)), ICT spot in Belgrade-Miksalište (Wi-Fi: 3080 connections), ICT spot Principovac (Wi-Fi: 1,540, charging station: 1,200 users), ICT Corner Principovac (3,824 visits by adults and 346 by children), ICT spot Krnjača (Wi-Fi: 2,750 connections, charging station: 76 users) and ICT Corner in Krnjača (1,224 visits by adults and 260 by children).
- ADRA Serbia continued implementing its activities in Belgrade and Preševo RC. Both teams were operating 24/7 until 25 November, when Child and Youth Corner (CYC) staff continued their activities in the field. Preševo team remains on duty 24/7. ADRA provided translation assistance in 10,532 instances and legal aid in 634 instances. Starting from November, persons of concern (PoCs) were again enabled to register their intent to seek asylum in Preševo RC. ADRA team of lawyers therefore became engaged in referral to state authorities regarding the asylum procedure, and were also managing family reunification cases and providing legal assistance in cases of family violence. ADRA teams were engaged in their full capacity since around two hundred people arrived to Preševo RC from Belgrade and Subotica. Reception procedure was made more complicated due to special preventive measures introduced due to body lice infestation. CYC was operational 24/7 in Belgrade until the closure of its hosting Asylum Info Centre premises on 25 November. Around 80 women and (60%) children visited the Corner daily. Thirty women and children on average would overnight in the CYC. ADRA translators provided their services mostly to social workers in the field (8-10 interviews per day). An increased number of pregnant women and families consisting of 6 to 12 members was observed, many with very small children, and CYC space was not big enough to accommodate all of them. New arrivals kept coming in during the evening hours. ADRA team engaged in frequent field visits to Belgrade parks and the barracks behind the railway station. As of 25 November, ADRA Serbia continued to work with families and children primarily in the field, performing monitoring, identification of UASCs and families, referral and information provision, with a base in Miksalište.
- Novi Sad Humanitarian Centre (NSHC), with support from TDH, provided services 7/7 to 1,242 children and 136 mothers at the MBC in Miksalište in Belgrade, where 291 beneficiaries benefited from psychological first aid.
- With support from CARE, NSHC provided recreational activities to 779 beneficiaries in Belgrade and Subotica, and protection services to 1,013 beneficiaries in Belgrade and Subotica.
- With support from IRC, NSHC provided 3,613 protection services 7/7 to around 1,500 refugees in Belgrade and Subotica. The services included identification and referrals, information and counselling, etc.



Table tennis in Adaševci TC, Šid (Serbia), @UNHCR, November 2016

- Following validation visits and bilateral meetings, UNFPA prepared a pre-final version of the Standard Operation Procedures (SOPs) of the Republic of Serbia for Prevention and Protection of Refugees and Migrants from Gender Based Violence (GBV). The Document is now in the final phase and should be finalized in December 2016.
- With UNFPA support, NGO Atina organized a total of 4 workshops at Krnjača AC and Atina Reintegration Center. A 16-day Campaign of activism against GBV was launched and thematic workshops with women refugees were organized in the period from 25 November - 10 December. The Campaign was marked on social networks, with the aim of raising awareness about the importance of combating violence against women. Two new GBV cases were identified in November by UNFPA's IP Atina.
- Save the Children (SC), along with partner organizations in Serbia, reached a total of 1,615 new beneficiaries, out of which 743 were children.
- SC/CIM operated Child Protection teams in Preševo, a CFS and Youth Corner in Miksalište, and a Child Protection program for children and youth in Bogovađa AC. The 24/7 Drop-in centre and MBC at the Asylum Info Center were active until the closure of the Asylum Info Center on November 25.
- SC/Praxis ran outreach teams providing protection, monitoring and legal assistance in the parks and public places in Belgrade and collecting case studies.
- On November 16, in cooperation with the Ministry of Labour, Employment, Veteran and Social Affairs and SDC, a temporary shelter for UASCs - Kolevka in Subotica - was furnished by SC to accommodate 20 UASCs. In the framework of this project, another 3 temporary shelters in Belgrade and Niš – Home for children “Vasa Stajić”, Institute for Education of Children and Youth Belgrade and Institute for Youth Education Niš - were furnished, increasing the overall capacity for accommodation of UASCs in Serbia by 60%. SC also supported the hiring of additional professionals and provision of a comprehensive training program for newly recruited and existing staff.
- SC and the Centre for Foster Care and Adoption, conducted the first focus group in Šid, with social workers and families fostering refugee/migrant children, and also participated at the international training “Foster care of migrant children and the role of guardians”.
- SC's implementing partner C31 developed tailor-made tools and activities for SC teams providing psychosocial support to children and youth in Belgrade and Preševo and a manual is being finalized.
- PIN's teams for psychosocial support conducted regular visits to Krnjača AC, Bogovađa AC and Banja Koviljača AC two-three times per week and Sjenica and Tutin ACs two times per month, in order to provide support to refugees and asylum seekers. Besides these regular visits, PIN also organized field visits to Šid, Adaševci, Principovac, Dimitrovgrad and Preševo, in order to finalize a study regarding burn out and secondary traumatization among service providers at SCR. Apart from regular visit to ACs and TCs, PIN's team conducted activities and provided support in the Centre for Minors “Vasa Stajić”, hospitals and other health/social welfare institutions, correctional facilities, Asylum Info Centre, Miksalište and to privately accommodated refugees. The total number of beneficiaries was 179, and the total number of protection cases was 14.
- Through the USAID-funded project, Divac Foundation implemented 32 arts and craft workshops in Šid and Belgrade (Miksalište). CFS in Tutin was operational, while CFS in Sjenica was temporarily closed due to the large number of residents and insufficient space.
- Through the project fully funded by IRC, Divac Foundation's social café in Krnjača AC was providing tea and coffee for asylum-seekers/refugees and migrants, and also board games and occupational activities. Sixteen arts and crafts workshops were held in the cafe, as well as 12 movie projections.
- NGO Atina was providing direct support for the most vulnerable among the refugee population, situated in the territory of Belgrade, Preševo, Bujanovac, Šid, Subotica, Bogovađa, Tutin and Banja Koviljača. 234 persons were supported through outreach activities, and long-term support was provided to 47 persons.



Children's birthday party in Preševo RC, Preševo (Serbia), @UNHCR, November 2016

- Atina was operating 24/7 for the most vulnerable among refugee population – survivors of gender-based violence and human trafficking. Mobile teams had 12 urgent interventions in the field – five cases of gender-based violence were identified (four women, one girl and one boy who survived physical, psychological, sexual violence, and forced marriage).
- IOM mobile teams continued with information provision and counselling on assisted voluntary return (AVR) and raising awareness on risks of human trafficking and migrant smuggling in Preševo RC, Dimitrovgrad, Šid and Kelebija/Horgoš border crossing points. All necessary technical and logistic support was provided to migrants who expressed their willingness to return to the country of origin - contacts with relevant embassies of the countries of origin, transfer of migrants to the embassies, assistance provided for the issuance of travel documents, travel arrangements, assistance for the movement, including the transit airport assistance and assistance upon arrival to the country of origin. During November, sixteen migrants returned to their country of origin, to Algeria, Iraq, Iran, Tunisia, Turkey and Cuba with AVR, while four migrants are scheduled to travel in the first week of December.
- IOM provided assistance with individuals and families to local institutions/local service providers like the local health centre, centre for social work etc. Over 830 migrants/refugees were provided with transportation assistance, with altogether 200 lifts given to the beneficiaries. Over 210 migrants/refugees were assisted in Šid and some 160 migrants/refugees were assisted with transportation from border locations (Horgoš and Kelebija) to Subotica TC, as well as from the Centre in Subotica to health facilities. IOM staff was present throughout the week with 2/3 staff members at each location, covering two shifts during the day.
- In Preševo, IOM team continued to provide transportation assistance to vulnerable groups to local institutions/local service providers like the local health centre, centre for social work, etc. Over 300 migrants/refugees were assisted in Preševo and some 140 migrants/refugees in Bujanovac.
- As part of its phase-out plan agreed with partners in the field, Mercy Corps closed its offices in Preševo and Šid in late November, and pulled out of the IT corner in Krnjača AC. Activities related to access to Internet in Preševo,



In November, UNHCR started facilitating transport of refugees/migrants/asylum-seekers from Belgrade to Preševo Reception Centre, Preševo (Serbia), @UNHCR, November 2016

Miksalište in Belgrade and SCRМ premises in Krnjača, Bujanovac and Šid, as well as information provision, have been fully taken over by SOS CV. SOS CV will also be running the IT corner in Krnjača AC, while IT corners in Šid Grey House and Miksalište have been transferred to SCRМ/DRC and Mikser Association respectively. Local partners – Divac Foundation and North Star NGO – supported by Mercy Corps - will continue the work on information provision and various assistance provided by their mobile teams. The office space in Preševo RC rehabilitated and used so far by Mercy Corps has been transferred to Save the Children, who will continue sharing a large room with other partners for social/educational assistance activities.

- Over the past eight months, Mercy Corps Preševo team was providing transportation assistance to refugees accommodated in Preševo RC. The activity was implemented in collaboration with SCRМ, and it mainly included transportation to Preševo centre for refugees to withdraw money from WU/ATM, repair their mobile devices or obtain any other services needed. As of late November, Mercy Corps was no longer in position to provide transportation assistance, and SCRМ will be working with partners to identify the best-fitting organization to continue provision of this type of assistance.
- Following a number of security incidents that took place at Kelebija border crossing in late November, the mobile IT team of Mercy Corps' partner North Star temporarily ceased the provision of communication services at Serbia-Hungary border (Wi-Fi Internet, IT corner and charging stations for mobile devices) and closed the aid point. As agreed with relevant authorities, once technical conditions are met and security gets better these activities shall be re-incepted.

- Humanitarian Center for Integration and Tolerance (HCIT) team continued to perform the following activities daily on several locations in the North- Subotica, Horgoš and Kelebija transit area, and in the West – Šid, Adaševci and Principovac: provision of legal advice and practical information, protection border monitoring, identification of persons likely in need for international protection, filling out Protection Incident Reports and reports on unlawful expulsions, monitoring of admissions into Hungary, deportations, cases of denied access to the territory and/or asylum procedure, distribution of NFIs provided by UNHCR and UNICEF, support to PoCs in accessing local institutions (Health Care Centres, municipal authorities (registration of newborn babies)) and providing transportation, especially for EVIs. HCIT interpreters were regularly used, free of charge, by the doctors in Hospitals, Health Care Centres, Police stations and Misdemeanour Courts. HCIT referred PoCs to relevant institutions (e.g. CSW in case of UASCs). Over 1,900 PoCs benefited from practical and service information, around 540 PoCs received legal advice/counselling on the right to seek asylum in Serbia and 32 EVIs received appropriate assistance. 35 PoCs were transported by HCIT (to General Hospital in Subotica, Health Care Centre, private clinics and government accommodation facilities) and interpretation was provided for all medical examinations.
- Caritas teams for psycho-social support were providing assistance to refugees in Preševo and Belgrade (Krnjača) on a daily basis, from Monday to Friday. The teams consist of a psychologist, a social worker and an Arabic translator. The teams were providing services of psycho-social counselling, animation activities for refugee children and accompanying PoCs to different services. In Krnjača AC, Caritas provided two animators, who were responsible for organizing sports activities, mostly for men and boys in the camp, to decrease social tensions. These activities were funded by the German Ministry of Foreign Affairs.
- Belgrade Center for Human Rights (BCHR) conducted 4 monitoring visits to Bogovađa AC, 4 visits to Banja Koviljača AC and 12 visits to Krnjača AC. BCHR teams also visited Sjenica AC and Tutin AC in the beginning of November, in order to provide free legal counselling and offer free legal representation in the asylum procedure.
- During BCHR's visit to Bujanovac RC, particular attention was paid to unaccompanied minors. 25 boys were interviewed with the purpose of assessing their needs and finding a durable solution for their stay in Serbia, according to their vulnerable position and/or possibilities for family reunification.
- BCHR legal teams counselled 799 PoCs in November. As in previous few months, majority of PoCs originated from Afghanistan (483), followed by Pakistani (101) and Iraqi (92).
- BCHR provided legal assistance to UASCs in Banja Koviljača AC (information regarding their status as UASCs on the territory of Republic of Serbia, with regard to both international and national law). BCHR team explained their rights, what would constitute a breach of those rights, and who they can contact in such situations.
- On 18 November in Belgrade, BCHR held a training entitled *Rights of unaccompanied and separated refugee children in Serbia*. It was the first of six trainings on the rights of children on the move that BCHR intends to organize as a part of the project *Making a Difference for Refugee Children in Europe*, financed by DFID UK Aid. Training was attended by 25 representatives of institutions and organizations providing different forms of protection to UASCs. In cooperation with Atina, BCHR continued to assist with free legal aid SGBV victims and victims of human trafficking. With coordinated action of BCHR, Atina and Centre for Social Work, one minor girl, a potential victim of human trafficking, was moved from the Shelter for Foreigners, assisted in obtaining police certificate and provided with free legal counselling and representation in the asylum procedure, and finally provided with safe accommodation.
- BCHR intervened two times at Nikola Tesla Airport in Belgrade in order to ensure access to asylum procedure at the airport. Deportation of one PoC was prevented, due to a positive response from the European Court of Human Rights to BCHR' request for an interim measure.
- Praxis was providing information to refugees/migrants/asylum seekers in Belgrade about the situation in Serbia and the region, about available legal pathways and available services in Belgrade (accommodation, transportation to asylum/reception centres, legal assistance, medical care, food, NFIs, etc.). 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 1,557 persons were assisted in Belgrade, and 532 persons were referred to different organizations/institutions for targeted assistance. Praxis provided protection by presence and escorted 280 refugees/migrants/asylum seekers to Savska Police Station for registration, and was also doing protection monitoring and recording of cases of violation of refugee rights along the route.
- Asylum Info Center (AIC)/ Crisis Response and Policy Center (CRPC) provided the following services: information dissemination (in English, French, Spanish, Pashto, Arabic, Farsi and Urdu), interpretation, cultural mediation and

orientation, FPA, identification and referrals on EVIs, advocacy and referral to legal aid and medical aid, free Wi-Fi and phone charging access, escort and transport to different facilities, NFI distribution etc. Services were provided both independently and in cooperation with other actors.

- AIC/CRPC team provided different services to around 11,200 beneficiaries (of which 65% originated from Afghanistan, 12% from Iraq, 11% from Pakistan and 9% from Syria; 56% were men, 10% women and 34% children (predominantly boys 25%). Of the total number of children, CRPC identified 3% (102) possible UASC cases.
- With the help of UNHCR, IOM and self-organised beneficiaries, CRPC provided assistance in logistics, transport and escort for 244 refugees/migrants/asylum-seekers to Preševo RC and Dimitrovgrad TC.
- As of 25 November, CRPC staff moved to Miksalište premises. AIC's premises at Nemanjina 3 were closed and returned to Savski venac Municipality.
- Catholic Relief Services (CRS)/Balkan Centre for Migration (BCM) teams provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organisations (Philanthropy, Humedica, Save the Children, Atina, UNHCR, Indigo, ADRA, DRC, UNICEF, IOM, MDM and IDC) and authorities (Clinical Centre Belgrade, Clinical Centre Niš, Health Centre (HC) Šid, HC Sremska Mitrovica, HC Bujanovac, HC Preševo, HC and General Hospital in Vranje, Šid Court, Prosecutor in Sremska Mitrovica and municipal authorities there, Police inspectors and CSW Bujanovac) in 12,392 instances, in Šid, Belgrade, Bujanovac and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 65 instances.

Identified Needs and Remaining Gaps

- ADRA expressed concern about a great number of UASCs in Belgrade, unwilling to be approached by the authorities, fearing transfer to Preševo RC and/or expulsion. A number of them were in very poor health condition.
- Even though registrations were conducted daily, there was an apparent lack of capacities in the Police Station in Savska Street in Belgrade to cover all the needs for registration, resulting in many refugees/migrants/ asylum seekers having to wait for several hours or being told to come back the next day, which left them spending the night out in the open, without access to proper shelter. With capacities of AC Krnjača overstretched and, hence, no emergency accommodation available, many refugees/migrants/asylum seekers, including families with small children, were left in Belgrade without available accommodation, while waiting for registration/transportation to asylum/reception centres.
- Praxis noted lacking in coordination/communication between the SCRM and the Savska police station officers, in terms of reception abilities of overstretched accommodation centres. Asylum-seekers were, in a number of cases, referred to facilities unable to receive them, and were forced to travel back and forth between different centres, often ending up in Belgrade city centre.
- Praxis estimated that the capacities of social workers were insufficient to cover all the needs in Belgrade and to provide BIA in each individual case. Furthermore, according to Praxis, social workers were not adequately assessing the situation and risks for UASCs and did not inform the UASCs about all the options, so as to enable them to make informed decisions.
- There was a number of improvised shelters (barracks) in Belgrade, carrying with them increased protection risks (substance abuse, SGBV, health risks, fire hazards), and several related violence incidents were recorded in Belgrade.
- Overall lack of access to territory and asylum procedures.

Education

Achievements and Impact

- A detailed plan of action was developed by UNICEF and partners for implementation of non-formal education activities. UNICEF will start providing Civic Education classes to children aged 7-12, using the curricula of 1001 Nights

from Big Bad Boo. Facilitators were trained on how to implement the curricula. Other activities, including ICT training for children aged 13-18 and the establishing of Toy Libraries for children 3-6 years old, were in preparation phase.

- A consultative meeting was organised on 17 November with the Ministry of Education, Science and Technological Development (MoESTD), regional school administrations from Belgrade, Valjevo and Leskovac, the SCRM and the Belgrade CSW. The aim of the meeting was capacity-building of school advisors to support access to education of refugee/migrant children, by developing a scheme for the enrolment of pupils, as well as the development of adequate support plans and monitoring of their implementation.
- A three-day training (24-26 November) was conducted by UNICEF for education institutions, concerning the inclusion of refugee/migrant children into the education system. The training covered intercultural competencies, fostering of safe and welcoming environments and nurturing of the wellbeing of every child, understanding of the trauma aspect of the lives of refugee/migrant children, conflict resolution skills and specific skills needed for implementing educational and support policies (e.g. how to prepare, implement, monitor and adjust Individual Education Plans). Participants of the training were representatives of pre-schools, primary and secondary schools and the school for the education of adults, the MoESTD, the SCRM, DRC and Belgrade CSW. Based on the training, and with the support from the mentors, schools will be able to develop adequate plans for quality education of refugee/migrant children.
- Through the project fully funded by IRC, 32 sewing classes were held in Krnjača AC by Divac Foundation. The course was very well accepted among female population. Additionally, language classes for women were launched and 6 classes were organized in November.
- NGO Atina conducted educational activities in two locations –Krnjača AC and Reintegration Centre NGO Atina. Each week in Belgrade, at the Reintegration Centre, Atina’s beneficiaries attended English language lessons, literacy classes and educational empowerment workshops on important topics such as: gender roles, recognition of gender-based violence, human rights, etc. Education was adjusted to gender, age and culture, as well as the different experiences of beneficiaries.
- Each week Atina organized empowerment workshops for women and girls, asylum-seekers in Krnjača AC. Eight workshops were carried out in Krnjača AC for 79 women (61 from Afghanistan, 9 from Syria and 9 from Iran) and 41 girls (36 from Afghanistan, 3 from Iran and 2 from Ghana). Each topic was suggested by participants in the workshop. One part of these educational activities were creative workshops carried out at the Reintegration Center and Krnjača AC, during which participants had the opportunity to create jewellery out of clay and to paint.

Identified Needs and Remaining Gaps

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



Health

Achievements and Impact

- UNFPA enabled for contraceptive methods be available after an examination, if requested by migrant/refugee women, in Šid and in Preševo.
- Through a project with DRC, UNFPA supported a part-time gynecologist, a nurse and a driver in Šid and Preševo, providing assistance in UNFPA-donated mobile clinics. In November, 104 women received services in UNFPA mobile clinics in Šid and Preševo, out of which 47 were gynecological interventions and 57 pregnancy-related interventions.
- UNFPA training on emergency contraception and family planning in emergency and crisis situations, the basics of syndromic diagnosis and treatment of sexually transmitted infections, clinical care of victims of rape and post-exposure prophylaxis (Post-Exposure Prophylaxis on HIV (PEP) took place in Šid and Vranje, with 35 participants in total.

- UNFPA CO and other relevant actors attended a health coordination meeting organized by Ministry of Health (MoH), as well as weekly Health Coordination meetings in Šid, to discuss further steps with regards to the migration situation.
- IDC medical team had 3,617 medical interventions in total. At the moment, IDC has 5 medical teams deployed in Šid, Principovac, Subotica, Sombor and Dimitrovgrad.
- A dentist engaged by IDC, provided free dental services in the premises of Šid Health Centre (HC) to all refugees settled on the territory of the municipality of Šid.
- IDC volunteering teams were engaged in Belgrade on a daily basis at AIC and in Miksalište, and also at the bus station in Subotica and Šid HC. IDC volunteers supported IDC medical teams in Šid, Principovac, Subotica, Sombor and Dimitrovgrad.



Medical container in the newly opened Transit Centre in Sombor (Serbia), @UNHCR, November 2016

- IDC volunteer teams started with distribution of epidemiological leaflets on treatment and prevention of body lice. The teams equipped all the infirmaries and IDC medical teams, as well as the staff of accommodation centres. Leaflets were also distributed among the residents of governmental accommodation centres, as well as in Miksalište, among migrant and local population in Belgrade parks and other public spaces where refugees/migrants were spending time.
- In cooperation with the Institute of Public Health (IPH) of Serbia and relevant health institutions, MoH and partner NGOs, WHO participated in the surveillance of outbreak of body lice among refuge and migrant population. Several visits to regional IPHs and reception and transit centres were performed, and IPH reporting mechanisms were updated. Leaflets on body lice outbreak were prepared for the affected population in five languages (English, Farsi, Arabic, Pashto and Urdu) and a leaflet in Serbian language for reception/transit centre staff.
- On 21-22 November, Dr Santino Severoni, the WHO/Europe Coordinator of Public Health and Migration visited Serbia and held meetings with senior partners in MoH, representatives of the diplomatic community and international and national organizations active in the refugee emergency response. Support of the WHO for preparation of the National Contingency Plan for refugees and migrants in the area of health, as well as for other activities, was agreed with the aim of strengthening the capacities of MoH, IPH and local communities and the health system to respond to new challenges related to the prolonged stay of refugees/migrants in Serbia.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Bujanovac and Preševo in 6,679 instances.
- AIC/CRPC provided identification, needs assessment and referral to medical institutions, as well as follow-ups on EVI cases in Belgrade. AIC/CRPC also cooperated with UNHCR/DRC, on-site medical teams, Krnjača AC staff and other actors, providing interpretation/CM, escort and transportation to secondary medical and other facilities, in 424 cases.
- Médecins du Monde (MDM) continued to provide primary health care and psychosocial support, 7 days a week, with four Medical teams in three mobile clinics operating on the frontline, in the border areas in Subotica (Horgoš and Kelebija) and Šid TC, and also in Belgrade city centre as the population remains stable, with the MDM health team operating in Miksalište Refugee Aid Centre. In November 2016, MDM observed a general increase of medical cases by 25% in comparison with September: MDM medical team provided 3,743 consultations (a total of 17,400 consultations since March 2016); with 423 consultations in Subotica, 1,749 consultations in Šid and 1,569 consultations in Belgrade. MDM medical teams continued to organise referral and follow up. MDM psychologist will start single and group sessions in the following weeks.
- Humedica treated 1,137 patients in Preševo RC and 585 patients in Bujanovac RC.

- HCIT donated one orthopaedic item - one pair of crutches to a young man from Algeria – from the IRC orthopaedic program. HCIT/Public Health Centre (PHC) outreach team counselled female asylum-seekers at the northern border with Hungary.

Identified Needs and Remaining Gaps

- Mental health and psychosocial support/cultural mediation needs for medical and non-medical staff were identified by MDM and reinforcement is planned for 2017.
- MDM noted the need for continuation of coordination and improvement of hygiene situation by the health actors, both governmental and non-governmental, in continuing to combat the body lice and scabies epidemic. AIC/CRPC noted a lack of sufficient primary health care access for refugees/migrants/asylum-seekers.



Food Security and Nutrition

Achievements and Impact

- UNICEF continued to support the mother-and-baby corners (MBCs) in Šid, Bujanovac and Preševo in partnership with DRG. 419 infants (under 2) accessed UNICEF-supported mother and baby care centre nutrition services in the reporting period.
- UNICEF continued to support NSHC to provide support to mothers and children in the MBC in Miksalište in Belgrade. The activities were limited to providing support for children younger than two years old with age-appropriate food for complementary feeding and UHT milk for children that are not breastfed, while adapted formula milk for non-breastfed children younger than 6 months was made available upon approval.
- On the Northern border with Hungary (in Horgoš and Kelebija transit zones), UNICEF provided support to mothers (including pregnant and lactating women) and children, in cooperation with HCIT. Nurses from the local Primary Health Centres in Subotica and Kanjiža were providing support to mothers with infant and young child feeding in emergencies (IYCF-E) counselling in the form of outreach work. 96 mothers and pregnant women were provided with this type of support (50 through counselling, 46 through nutrition support), and 96 children benefited from nutritional support.
- In the centres where UNICEF is present, the screening of all children aged 6-59 months for undernutrition, using Mid-Upper Arm Circumference (MUAC), was part of routine work.
- UNICEF continued to have consultations with partners on reviewing currently distributed food, in order to have more age-appropriate food for children.
- Philanthropy provided 5,700 hot meals in Bujanovac RC, 22,800 hot meals in Preševo RC and 13,500 hot meals in Principovac TC. Philanthropy continued with everyday distribution of fresh fruit in these three camps.
- Until the closure of AIC in Belgrade, Save the Children was distributing complementary food for babies and supplementary food for children through the MBC located inside the AIC.
- In Preševo, Caritas provided 22,300 portions of cooked lunch, 31,900 fresh breakfast pastries, 9,000 bottles of chocolate milk and 33,100 bottles of yogurt. Caritas also provided 30,000 cups of hot tea in its container at Preševo RC. These activities were supported by the German Ministry of Foreign Affairs.
- In Krnjača AC, Caritas provided 34,900 fresh breakfast pastries, 15,000 portions of warm soup and 1,790 bottles of water, with the support of the German Ministry of Foreign Affairs. On 1 November, Caritas distributed 1,200 fresh breakfast pastries and 400 portions of soup in Miksalište.
- In Šid and Adaševci TCs, Caritas distributed 56,115 portions of fresh breakfast pastry, 7,224 bottles of milk for children, 17,510 bottles of chocolate milk and 13,400 bottles of yogurt.
- In Subotica TC, Caritas provided 1,050 food packs and 2,732 bottles of water.
- UNHCR and partners AIC and HCIT distributed 406 kg of high-energy biscuits and 1,857 litres of water, mainly in the north and south of the country.
- SOS CV Mobile Team in Preševo distributed 21,150 FIs, including 19,600 warm meals, water, juice and biscuits.

- With support from CARE, NSHC was providing four kinds of cooked meals (lunch) twice a week to approx. 1,000 refugees/migrants accommodated in Adaševci TC. 9,300 meals were distributed in total.
- With support from CARE, NSHC provided 2,443 snack packages (croissants, milk, fruit juice and fresh fruit) to asylum-seekers in Subotica area. For the most vulnerable asylum-seekers in Subotica, NSHC provided assistance in snacks, fresh food, food for children older than 6 months, and second-hand clothes donated by citizens of Novi Sad.

Identified Needs and Remaining Gaps

- Insufficient food distributions in Belgrade, due to authorities' decision to stop food and NFI distributions in the city centre.

Water and Sanitation

Achievements and Impact

- NTR

Identified Needs and Remaining Gaps

- AIC/CRPC noted lack of hygienic infrastructure (toilets, water sources) in Belgrade city centre.

Shelter and NFIs

Achievements and Impact

- In cooperation with CRS and UNHCR, Divac Foundation reconstruction works on two barracks in Krnjača AC were ongoing. Reconstruction of all barracks was performed in line with international standards, and all reconstructed barracks have been made accessible for people with disabilities.



Newly opened Transit Centre in Dimitrovgrad (Serbia), @UNHCR, November 2016

- In early November, following the completion of all construction works by Mercy Corps on Sombor TC and the centre management building, SCRM staff moved in and started welcoming asylum-seekers. Initially, the centre hosted around 100 persons, mostly families. Besides SCRM staff, the management building will host teams working on health and registration, as well as the Internet/IT corner.
- NGO Atina ran 4 shelters for survivors of gender-based violence, human trafficking, or particularly vulnerable refugees/migrants. Shelter was provided for 8 persons, and it included not only accommodation, but was a part of a comprehensive program of social inclusion and counseling, resolving primary problems, PSS, PT, individual planning of services, assessments and monitoring. Atina was

operational 24/7 on the territory of Belgrade, and urgent accommodation was available day and night.

- UNICEF, through its partners DRC (in Preševo, Bujanovac and Šid), HCIT (in Kelebija and Horgoš), and Miksalište in Belgrade, distributed basic supplies (including winter clothing and boots). 369 children were reached with supplies to protect them from weather conditions.
- Save the Children (SC) delivered NFIs in the transit zones at the border with Hungary through HCIT mobile teams. SC delivered large portions of blankets, baby blankets, winter clothes and shoes to the accommodation centres in Preševo, Adaševci and Subotica.
- In Krnjača AC, Caritas distributed 48 hygiene packs for adults and 48 hygiene packs for babies.
- AIC/CRPC distributed items from UNHCR donations. Due to the move to new premises, remaining NFIs were donated to Miksalište. 10 citizens donated 34 bags of clothes and toys to AIC.
- UNHCR and partners SCRM, AIC and HCIT distributed 1,707 blankets, 165 sets of bed linen, 184 backpacks, 1,304 plastic bags, 1,162 hygiene kits, 24 sleeping bags, 20 rubber mats, 4,289 pairs of socks, 2,750 adult T-shirts, 918 children's T-shirts, 542 pairs of footwear, 970 pairs of boots, 400 pieces of winter clothing for adults (donated by Zara), 127 children's jackets and another 585 items of children's clothing (Zara), 611 raincoats, 1,432 winter jackets, 40 tracksuits, 378 knitted hats, 4,355 pairs of underwear, 2,506 items of women's clothing and 5,496 items of men's clothing (Zara) and 87 rechargeable torches.
- Following the decision by the authorities that all distributions should be stopped at Belgrade city centre, AIC and other organisations ceased to distribute aid items (NFIs and food) in late November.
- In Preševo RC, SOS CV Mobile team distributed in total 9,066 NFIs, including hygiene for children and women.
- As part of a joint project with UNFPA, DRC distributed 6,544 hygiene articles for 544 women (in Subotica, Kelebija, Horgoš, Preševo, Krnjača and Šid). A total of 1,010 condoms have been distributed so far by DRC, with support from UNFPA, in dispensers available in the sanitary blocks and in the medical areas where available.
- Football equipment donated by Real Madrid Foundation has been distributed to Mercy Corps' partners – SCRM, YFR, Divac, North Star and DRC – who will continue provision of support to refugees' recreational/social activities in majority of Centres throughout the country.
- HCIT/PHC outreach team, supported by UNICEF, was providing NFIs the North, including hygiene items. At least 283 children were assisted.

Identified Needs and Remaining Gaps

- Adequate standards for longer-term shelter and services for at least 7,000 persons are needed, as well as more temporary accommodation/voucher schemes needed for contingency.
- Overcrowded reception facilities in some locations caused protection gaps/concerns, resulting in increased risk of SGBV and unsanitary conditions.
- AIC/CRPC noted a need for more underwear, clothes and winter shoes in Belgrade.



Support to local communities

- The fourth, extended meeting of the Working Group on the Local Community Support was held at the Government of Serbia premises on November 8, 2016 in Belgrade, to enable discussion and jointly identify the best ways to assist



Serbian Government and UNDP officials at the Working Group meeting discuss how to assist municipalities to recover from migration crises and improve their vitality and resilience (L to R Commissioner Cucić, State Secretary Ivanišević, UN Resident Coordinator Vojáčková-Sollorano, State Secretary Bošnjak, UNDP Portfolio Manager Petrović), @UNDP, 8 November 2016

local communities to overcome the challenges of migration and protracted displacement. Participants included representatives of 15 municipalities impacted by the migration crisis, UN Resident Coordinator and UNDP Resident Representative in Serbia Ms. Irena Vojáčková-Sollorano, the two State Secretaries - from the Ministry of Labour, Employment, Veteran and Social Affairs, and the Ministry of Public Administration and Local Self-Government, Commissioner for Refugees and Migration, as well as the civil sector and international donor community members. Upon presentation of the current situation in impacted Serbian municipalities, and an overview of the assistance provided so far by various donors, it was concluded that more needs to be done to improve local infrastructure, purchase the necessary equipment and machinery for the public utility companies and support public service providers. Additionally, the issue of the employment ban in the public sector was brought up by several local

government representatives - as a significant problem and constraint for implementation of envisaged assistance and development activities. At the meeting, UNDP presented the list of most urgent local needs per each municipality and distributed the Fact Sheets for easier reference, including the location background information, key economic and social development obstacles, activities implemented so far and remaining priorities. The Working Group meeting participants agreed that development assistance is needed in order to strengthen local communities and make them resilient to current and future crisis.

- To assist municipalities in managing the migration-induced crises, with the financial support of the Embassy of Japan in Serbia, UNDP procured a pick up vehicle for the Institute for Biocides and Medical Ecology in Belgrade. This institution is in charge of maintaining proper health conditions and prevention of communicable diseases in the reception centres.
- The construction works for the adaptation and extension of the municipal Red Cross premises in Kanjiža are also under way, in order to improve the efficiency of distribution of humanitarian aid during the winter time.
- Within the UNDP implemented, USAID-funded Project, the reconstruction of the local fairground and community meeting point “Vašarište” in Kanjiža is completed. This location, used as a temporary migrant Aid Point during the crisis, is now ready to host new community events, serve as part of the municipal tourism offer, and contribute to the local economy. With the USAID support, and in line with the previously prepared Asset replacement plan, UNDP purchased five containers for the Šid municipality, and procured one thousand 120 litre-garbage bins for Preševo.



Local government representatives participate at the Working Group on Local Community Support meeting (first row L to R: Šid, Kanjiža, Belgrade, Preševo), @UNDP, 8 November 2016

- The reconstruction of the Centre for Social Work in Subotica and construction of special premises for women victims of family violence has also begun and is expected to be finalized until the end of the year.
- To improve the quality of services provided for the migrants as well as the local vulnerable population, UNDP allocated its own resources and procured one passenger vehicle for the Centre of Social Welfare in Belgrade, to facilitate transportation of social workers, service providers and vulnerable migrants.
- Within the Embassy of Japan-funded project, UNDP grantee the Youth Center from Subotica held 10 workshops on the inter-culturalism, eight in Šid and two in Subotica. Total number of 40 young people participated in the workshops. As part of their tolerance-building activities, the Youth Center is preparing an animated video titled “Ants”, to present in a simple, easy-to-understand and relatable manner, the story about migration, reasons why migrants had to flee their homes and countries, and why we should all treat them with empathy, and accept them as equals, individuals with the same hopes and dreams like the rest of us. The video will be finalized in December and broadcasted on national television.



Reconstruction of the Center for Social Work in Subotica was underway, @UNDP, 28 November 2016

- The Asylum Protection Center (APC), a UNDP grantee within the Embassy of Japan-funded project, distributed in Kanjiža and Subotica the leaflets titled “Let's get along – a Guide to the Serbian customs and culture”, translated into Arabic, Serbian, Farsi, and English. APC also distributed leaflets „What you don't know about the migrants in your community – why and what are they running away from”, in order to familiarize domicile population with the reasons and root causes of migration and displacement from their countries of origin. During November 2016, to raise awareness and educate local population on the position of migrants, their rights and needs, six billboards were placed in Kanjiža and Subotica. Additionally, 12 cultural and creative workshops have been held in primary schools in these two towns, in which

140 local and 20 migrant children took part. Within the workshops, children engaged in a role-play to enable them to experience the perspective of the other player, a migrant or a local child. As part of the workshop activities, a letter-exchange (correspondence) was established between 20 migrant and domicile children.

- As part of Mercy Corps' support to local communities, two primary schools in Šid received football sets for educational purposes.
- AIC acted as a mediator between the domicile population and refugees in Belgrade, by enabling the citizens to meet the refugees and the migrants.

Identified Needs and Remaining Gaps

- NSTR

Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee Theme Group (RTG)**, which meets weekly under UNHCR chairmanship. The RTG coordinates the 4 sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the Ministry of Labour, Employment Veteran and Social Policy (hereinafter: MoL) & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by Serbian Commissariat for Refugees and Migration (SCRM), MoL & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by the Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Local Self-Government & UNDP). The RTG met on 4th and 18th November.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 3rd November in Belgrade. It is the key coordination mechanism for agencies/NGOs operational in the country, as well as a source of information for donors/diplomatic missions who attend its meetings as observers. RPWG has over 90 members and meets on a monthly basis. Under UNHCR lead, RPWG has given rise to three sub- working groups (SWGs) on: a) Information for Refugees, b) Child Protection and c) Non-Food Items (NFIs).
- The monthly **Partners' Briefing**, where UNHCR/UNRC, Ministry of Foreign Affairs and Ministry of Labour/Chair of Government WG on Mixed Migration update the diplomatic corps/donors and NGOs on the refugee/migrant situation and the response of UN agencies and their partners in the previous period, took place on 30th November in Belgrade.

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