

Serbia

January-March 2018

KEY INDICATORS

1,731

Registered intentions to seek asylum in Serbia

23%

of registered refugees and migrants were minors

35

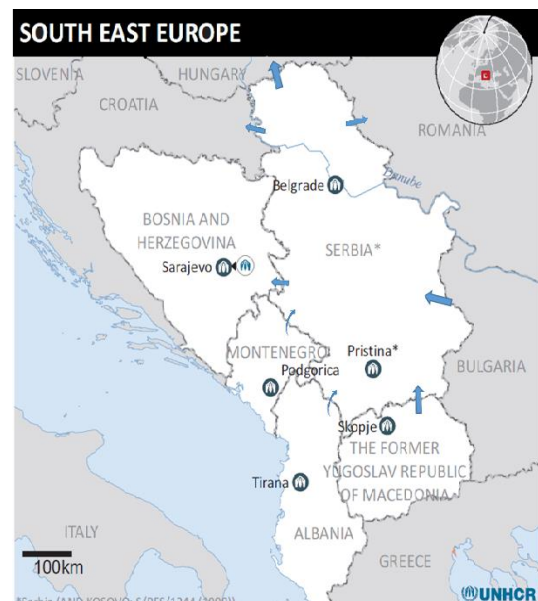
Applications for asylum

3

Persons granted refugee status

2

Persons granted subsidiary protection



- On 22 March, the Serbian Parliament adopted a new law on Asylum and Temporary Protection, as well as new Laws on Foreigners and the Protection of State Borders. All three new laws will be relevant for managing the refugee and migration situation. The new Asylum Law aligns Serbian legislation with international and EU standards by including an improved refugee definition and enhanced provisions for unaccompanied and separated asylum-seeking children.
- UNHCR and partners observed 949 arrivals, of which 48% from fYRo Macedonia, 28% from Bulgaria, 19% by air and 5% from other directions. 25% were nationals of Pakistan, 21% of Iran, 18% of Afghanistan, 17% of Iraq, 11% of Syria and 8% of other countries. 67% were men, 9% women and 24% children (in comparison to the last quarter of 2017 with 2,045 arrivals, when the same percentage arrived from Bulgaria as from fYRo Macedonia - 43%, 11% by air, etc., when 40% of all arrivals were women and children (incl. families), and 28% were Pakistani, 24% Iraqi, 19% Afghani, 16% Iranian, 4% Syrian, etc. nationals).
- Tragically highlighting the risks of irregular movements, two foreign men were fatally injured when walking on Belgrade-Šid highway, during the night of 8 March, while on 14 February eleven men from Algeria and Morocco had to be hospitalised with severe symptoms of poisoning from pesticide fumes inhaled in a cargo train wagons which they had entered in an attempt to enter Croatia. On 11 March, three young men and boys were stabbed in a fight near the border with Croatia.
- In follow up to security incidents, the police conducted biometric registration of single men in Krnjača and Obrenovac centres.
- On the occasion of International Women's Day, authorities, UN and other organisations organised various events with refugees/migrants across the country.

Update on Achievements

Operational Context

3,900 new refugees, asylum-seekers and migrants were counted in Serbia on 31 March, of which 3,500 (90%) were housed in 18 governmental centres (decrease from 4,100 accommodated and 4,300 counted as present in the country overall at the beginning of 2018). Another 100 refugees/migrants were reportedly staying rough in Belgrade city centre, around 50 in the Western border area and around 100 in the North.

Close to 60% of residents in governmental centres were from so-called refugee-producing countries: Afghanistan (44%), Iraq (11%) or Syria (2%). 29% were children, 15% adult women and 56% adult men. Ninety-three unaccompanied and separated children (UASC) were accommodated in governmental facilities, comprising 3% of the total number of refugees/migrants/asylum-seekers in governmental shelters.

With decreasing admissions into Hungary from 50 to 10 admissions per week on average as of 23 January, UNHCR and partners observed increased psycho-social needs in centres, violent incidents among the refugee/migrant population, increased anxiety and depression, school dropouts and departures from accommodation centres to try and enter the neighbouring countries irregularly, including repeated attempts by families and also into Bosnia and Hercegovina.

The number of testimonies of collective expulsions into Serbia also increased – 611 persons were reportedly expelled from Croatia, 216 from Romania, 197 from Hungary and 50 from Bosnia and Hercegovina, with many alleging to have been denied due access to asylum procedures and some to have been maltreated.

In Jan-March, 1,731 individuals registered intentions to seek asylum in Serbia. 69% were made by men, 8% by women and 23% were registered for children. Most intentions were registered by citizens of Pakistan (28%), Afghanistan (23%), Iran (18%), Iraq (10%) and Syria (8%), as well as other nationalities (13%). The Asylum Office granted three applicants refugee status and awarded two with subsidiary protection.

269 asylum-seekers were admitted into procedures in the so-called “transit-zones” of Hungary (compared to 816 in Jan-March). Sixty-one migrants were assisted through assisted voluntary return (AVR).



Children in Vranje Reception Centre (Serbia), @UNHCR, 19 February 2018

Achievements



PROTECTION

Achievements and Impact

- On 22 March, the Serbian Parliament adopted a new Law on Asylum and Temporary Protection, which aligns Serbian legislation to international and EU standards by including an improved refugee definition and enhanced provisions for unaccompanied and separated asylum-seeking children. After heavy involvement by the office in drafting and commenting, the law reflects many of UNHCR's advocacy points.
- More than 20 UNHCR staff and 100 partner staff continued conducting protection monitoring activities covering 23 sites throughout Serbia. They informed refugees/migrants/asylum-seekers of their rights and of services available, including the risks associated with trafficking and smuggling. Through protection monitoring, data was gathered on individual cases, irregular population movements, pushbacks and collective expulsions, as well as protection incidents.

- UNHCR continues to strengthen its individual case management system, the proGres v4 database. To date, 38 accounts for UNHCR staff and 52 accounts for partner staff have been created, with 3,254 active cases are currently registered in proGres.



Thanks to UNHCR's partner HCIT, another refugee baby birth was duly registered in Subotica Registry Office (Serbia), @HCIT, 26 March 2018

- Sexual and gender-based violence (SGBV) cases were routinely identified and reported by UNHCR and partner staff through protection monitoring. During the reporting period, UNHCR identified 18 new cases and followed up on 26 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 the respective survivors and provide any assistance as required.

- UNHCR and the Ministry of Labour, Employment, Veteran and Social Affairs (MoLEVSA) intensified their cooperation under the MoU signed in October 2017, to provide UASC, who had reported abuse in asylum centres (AC), with safer alternative accommodation. On 22 March, UNHCR met with Minister Zoran Đorđević where it was agreed that the focal points from UNHCR and MoLEVSA will jointly develop a plan for relocation of children at immediate risk in order to save spaces, as well as establish a system of identification and referral, in line with national and international standards.
- On 18 January, a Memorandum of Understanding (MoU) was agreed and concluded for the management of Miksalište, a facility at the disposal of various non-governmental organisations (NGOs) assisting refugees/asylum-seekers/migrants.

- Crisis Response and Policy Centre (CRPC) provided approximately 4,200 different services per month to refugees/migrants/asylum-seekers in Belgrade and other locations (information dissemination in Pashto, Arabic, Farsi, Urdu, Kurdish, English etc., interpretation, cultural mediation and orientation, psychosocial aid, identification and referrals of vulnerable individuals, advocacy and referral to legal, medical and other assistance, escort and transport (on more than 150 occasions) to different facilities, etc. Services were provided both independently and in cooperation with other actors and with support from UNHCR and UNICEF.
- A total of 155 possible cases of unaccompanied and separated children (UASC) were identified and referred to the Centre for Social Welfare (CSW) by CRPC.
- With the help of UNHCR, CRPC conducted 59 visits to accommodation centres in Serbia (Krnjača, Bogovađa, Banja Koviljača, Tutin, Sjenica, Obrenovac, Adaševci, Principovac, Subotica, Sombor and Kikinda).
- On 7 March, supported by UNHCR, CRPC and partners, women from Divljana, Pirot and Bosilegrad exhibited handicrafts that they had produced at a local bazaar in Pirot and then again, this time joined by women from Principovac, at a bazaar in Belgrade on 17 March. On 10 March, women from Bosilegrad presented their handicrafts at an exhibition at the town cultural centre, where a performance for children was also organised. On 23 March, UNHCR, Serbian Commissariat for Refugees and Migration (SCRM) and the Novosadski Humanitarni Centar (NSHC) organised a stand in Novi Sad fair “Novosadsko Proleće” where women from Adaševci sold handmade jewellery.
- CRS/Philanthropy continued with the distribution of cash cards for families and vulnerable individuals in the following centres: Preševo, Bujanovac, Vranje, Dimitrovgrad, Bosilegrad, Pirot, Divljana, Tutin, Sjenica, Krnjača, Adaševci, Principovac, Bogovađa, Banja Koviljača and Kikinda. CRS/Philanthropy also organised distributions for Atina's beneficiaries (women and children, victims of trafficking and/or GBV) and unaccompanied minors in “Vasa Stajić” institute and the Jesuit Refugee Service's (JRS) Integration House in Belgrade. Assistance was provided to 3,199 beneficiaries, totalling approx. USD 360,620 in value.
- During the first quarter of the year, Psychosocial Innovation Network (PIN) provided community-based psychosocial support (PSS) and conducted psychoeducational (preventive and life-skills workshops), creative and occupational workshops in different locations in Belgrade – PIN's premises (piano, clay modelling, etc.), JRS' Integration House and ADRA Community Centre. PIN also provided community-based PSS to persons accommodated in Banja Koviljača and Bogovađa asylum centres. PIN assisted 217 persons in total in the reporting period.
- Humanitarian Centre for Integration and Tolerance (HCIT) provided 315 persons likely in need of international assistance with legal advice and counselling about their legal options in Serbia. In 1,232 instances, persons of concern (PoC) received practical services and information, were advised, referred and/or assisted.
- HCIT documented 131 expulsion incidents, (32 from Hungary, 12 from Romania and 87 from Croatia), relating to 978 PoCs, of which 34 were UASC. HCIT assisted expelled PoCs in the North, West and East border areas, documented testimonies, provided them with practical and legal information and referral to relevant institutions/organisations.
- HCIT team assisted 35 PoCs with registration in Šid police station and one Afghan family was assisted with registering the birth of their child in Subotica.
- HCIT encountered (identified) 67 UASC, 66 boys and one girl. HCIT, likewise, identified a total of 234 new arrivals
- HCIT referred 30 UASC to the Centre for Social Welfare, 21 PoCs to CRPC for registration in Belgrade and nine persons to IOM for assisted voluntary return (AVR). Sixty-three PoCs were transported to different institutions/reception centres with the help of HCIT.

- On 60 different occasions, HCIT provided translation services to local institutions (at Police Station Šid, General Hospitals in Sremska Mitrovica and Subotica, PHC Šid, etc.).
- Six permanent Serbian volunteers and other volunteers coming from all over the world took care of children, women and men in the Operation Mobilization (OM) tent in Adaševci transit centre (TC). A Cinema was also improvised in the tent each Saturday.
- Group for Children and Youth “Indigo” implemented its project activities in Niš, Bujanovac, Preševo, Vranje, Pirot and Divljana. Indigo worked with unaccompanied and other vulnerable children, as well as their parents, providing psychological first aid (PFA) and psychological support, identifying and referring the children in need to other actors, organising non-formal educational and recreational activities and monitoring their involvement in everyday life in accommodation centres. Indigo staff encountered several cases of children and youth, including girls, inflicting self-injuries, due to their emotional and family issues and stress. The staff worked with these children, providing them with psychological support, and included them in group activities.
- Indigo started implementing its Programme of Workshops for parents in Vranje, Bujanovac and Preševo reception centres. In the reporting period, Indigo noted an increase in the number of adults in need of psychological support, worked with some of them and provided necessary support in coordination with medical staff.
- Indigo provided 2,477 services to children and adults in Vranje. 3,106 services were provided to children and adults in Bujanovac and 2,791 services were provided to children and adults in Preševo.
- Indigo also continued providing interpretation services in Arabic, Farsi and Kurdish – 9,533 interpretation services, to children and adults.
- With support from UNICEF, NSHC provided services 7/7 at the Mother and Baby Corner (MBC) in Miksalište, Belgrade, to 673 children and 373 mothers. The most vulnerable refugees and migrants transiting through Belgrade benefitted from accessing this safe space, receiving assistance in hygiene, health, and nutrition counselling, as well as support activities, information and referrals.
- Caritas teams for psychosocial support continued assisting refugees in Preševo, Bujanovac, Bogovađa, Principovac and Krnjača, on a daily basis, Monday to Friday. The teams provided animation activities for children, occupational activities for adults and psychosocial counselling.
- In Bogovađa, Obrenovac, Principovac and Krnjača, Caritas continued organising animation and sports activities for children and adults.
- In Obrenovac transit centre, Caritas was managing a gym for the refugees, where they were able to exercise, with the assistance of sport animators.
- In Preševo reception centre, Caritas organised regular aerobic and fitness activities for women, and managed a sewing corner where the Centre’s residents could fix clothes, sew and spend time with other refugees/migrants and Caritas staff members. Caritas also provided the sewing material.
- In Principovac and Krnjača transit centres, Caritas organised occupational activities for women (sewing classes, knitting, jewellery-making and decoupage).
- In Bogovađa asylum centre, Caritas was running a social cafe, where refugees were welcome to spend their time, drink coffee/tea and engage in occupational activities.
- Caritas launched carpentry workshops in Obrenovac transit centre, supervised by a forestry engineer. The attendees have a chance to acquire new skills in joinery, work with board materials and learn about artistic carpentry. They will also be available for small repairs in the centre. The certificates they earn are recognized by the national educational system.
- Supported by Ipsia (Italy), Caritas opened a child-friendly space (CFS) in Krnjača asylum centre for children aged 2-6.
- Caritas organised a celebration of the International Women’s Day in Bogovađa asylum centre, in cooperation with the Red Cross of Serbia. Thanks to the dedication of the refugee children, the rooms

of the centre were decorated for the day, while women made greeting cards, flowers and bracelets. Participants also discussed the long struggle for equal rights and better and safer future for all.

- Through its partner NGO Atina, CRS provided case management services and safe shelter for victims of SGBV and trafficking. Case management services were provided both in the field (Krnjača, Bujanovac, Preševo and Bogovađa) by mobile teams and in Atina's reintegration centre in Belgrade. Beneficiaries received highly personalised services including psychosocial support, resolution of civil and legal status, assistance in legal issues and court proceedings, family relations, educational status, economic status and health, professional orientation and employment, security status, etc. Complementing the case management services is Atina's safe house, intended primarily for women, girls and boys over the age of 15 who have experienced SGBV and/or are victims of trafficking, and whose physical safety and mental well-being is under immediate threat. Since the beginning of the project in March 2018, 51 beneficiaries received case management services while four persons were accommodated in the safe house.
- Through its partner Philanthropy, CRS was providing cash assistance in 15 accommodation centres (Kikinda, Banja Koviljača, Tutin, Sjenica, Bogovađa, Bujanovac, Vranje, Preševo, Bosilegrad, Pirot, Dimitrovgrad, Divljana, Adaševci, Principovac and Krnjača), and 3 shelters for UASC and victims of SGBV or trafficking. Since 1 January, more than 3,000 unique beneficiaries received cash cards. Post-distribution monitoring conducted after each distribution cycle showed that 49% of the cash was spent on food, followed by clothes (15%) and footwear (15%), hygiene items (15%) and a number of other items such as school materials, medication costs, etc. 57% of respondents said the cash cards lasted two to three weeks, 21% that they lasted the whole month, and a sizeable 37% said they were unable to cover their basic needs with the cash assistance. Numerous families told the field staff that the cash cards were their only source of income. The cash assistance is due to end on 15 May 2018.
- UNICEF-supported CFSs were operational in Krnjača, Bujanovac, Preševo, Vranje and Dimitrovgrad, in cooperation with the Danish Refugee Council (DRC). CFSs and youth corners were operational in Kikinda, Obrenovac, Adaševci and Principovac, in partnership with SOS Children's Villages (SOS CV). Since the beginning of 2018, 402 new children were reached with quality child protection support and protection standards.
- UNICEF worked with implementing partners to identify and support UASC. Since the beginning of 2018, 246 children (incl. UASC) were identified and referred through screening by outreach teams and child protection support centres. At end-January, a Roundtable was organised with refugees/migrants in Serbia, tackling the challenges and opportunities within the survivor-centred approach in addressing SGBV, and 32 participants attended. Adolescent Girls Safety and Resilience Mentorship programme was initiated to build knowledge through identification of core requirements to work with young girls in safe spaces and the minimum standards that all staff and partners would need to comply with. Since the beginning of 2018, 67 people benefited from SGBV prevention and training.



Mothers breastfeeding their children in UNICEF-supported MBC in Bujanovac, Serbia, © UNICEF Serbia/2018/Pančić

- In partnership with Oxfam, Refugee Aid Serbia (RAS) began monitoring new arrivals into Serbia, assessing the trend of the flow of refugees/migrants, reporting on incidents of violence and pushbacks. Monitoring first started in Belgrade, and then expanded to border areas of Šid, Subotica and Sombor. RAS staff interviewed 370 new arrivals during the reporting period, provided information about the asylum procedure in Serbia and implemented targeted NFI distributions and referrals to more specialised organisations.
- RAS hosted weekly football sessions for refugees/migrants/asylum-seekers accommodated in Krnjača asylum centre, gathering an average of 13 players each week, who participated in hour-long sessions at the nearby sports facility. RAS also ensured provision of adequate footwear for all participants.
- UNFPA-supported MoLEVSA to organise the third meeting of SGBV Sub-Working Group.
- UNFPA continued with the refinement of SGBV standard operating procedures (SOPs), to include the specific needs of young men and boys, both as agents of change and as SGBV survivors.
- ADRA/Swiss Solidarity's safe and protected space – Community Centre – in Belgrade was visited by 227 beneficiaries, of which 76 participated regularly in organised workshops (PSS, legal, creative, recreational, etc.), and 151 visited the Community Centre occasionally. Fifty-three refugee-migrant children from Krnjača asylum centre attended the football school regularly, and 41 local children (mainly Roma) joined them. Football training was organised three times daily.
- Two sessions of “Boys on the Move” programme were conducted with UASC. Music and dance workshops for UASC were also organised once per week.
- ADRA/UNICEF Women's Centre was frequented by 123 unique beneficiaries (women, girls and small children). Women participated in organised workshops (SGBV, PSS and legal). They actively and regularly attended recreational activities, three times per week. Creative workshops – soap making and decoupage – were organised, focusing on the building of new skills. Children were looked after by ADRA's staff in the CFS, while mothers were engaged in the above-mentioned activities.
- JRS continued to provide shelter in its Integration House “Pedro Arrupe” in Belgrade for 11 UASC. During the reporting period, one beneficiary was granted resettlement to Sweden. Thanks to the Belgrade Centre for Foster Care and the City Centre for Social Welfare, one of the beneficiaries, 11 years old, was moved to foster care.
- JRS continued to provide all services for UASC in Belgrade. The identification of new cases was difficult during the reporting period, owing to the absence of outreach social workers.
- The Initiative for Development Cooperation (IDC) and the Arbeiter-Samariter-Bund (ASB) volunteer teams dedicated a total of 367 daily volunteer actions, reaching more than 1,060 refugees/migrants with occupational, sports, recreational, social and other activities.
- 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.) – a total of 1,443 new arrivals (1,049 adults and 394 children) in the reporting period. Out of the total number of children, 240 were potential UASC. 108 UASC were referred by Praxis to social workers via the Centre for Youth Integration (CYI).
- 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 organisations for targeted assistance. A total of 1,648 persons – 667 new arrivals and 981 beneficiaries identified earlier – were referred to different organisations/institutions for targeted assistance. Praxis also provided protection by presence and escorted a total of 310 refugees/migrants/asylum-seekers to the Savska St. Police Station for registration. When there was no organised transportation provided, Praxis also provided

transportation assistance to a total of 239 refugees/migrants/asylum-seekers by covering the costs of train/bus tickets to asylum/reception centres, mainly bus tickets for Bujanovac, Sombor, Sjenica, Lajkovac, Kikinda, Bela Palanka, Pirot, Obrenovac, Tutin, Novi Pazar, Dimitrovgrad and Vranje, train tickets for Preševo, Šid and Subotica and taxi to police station in Belgrade. Praxis also conducted protection monitoring and recorded the cases of refugees' rights violation along the route – 1,194 refugees/migrants reported to be pushed back from neighbouring countries (incl. 297 minors and 173 potential UASC). 394 refugees/migrants (of whom 86 minors and 70 UASC), reported excessive use of force by the police preventing them to cross the border and/or pushing them back.

- SOS CV Child Protection teams in Adaševci, Principovac, Kikinda and Preševo, with the support of UNICEF, continuously supported 67 families and children at risk, including through case management procedures and preventive workshops, psychosocial support and referrals to other institutions and/or organisations and provided 3,117 services to families and children and additional support to 13 UASC.
- SOS CV Child Protection team in Obrenovac transit centre continuously worked with 24 cases and provided 1,320 services through case management procedures and preventive workshops.
- Within CFSs in Adaševci, Principovac, Kikinda and Divljana, SOS CV implemented 17,057 activities with children and youth.
- Within MBCs in Adaševci, Principovac, Kikinda and Divljana, SOS CV delivered 7,900 services.
- Within the Youth Corner in Adaševci, Preševo, Kikinda and Divljana, SOS CV had 8,744 youth and adolescent participants.
- SOS CV ICT spots in Obrenovac, Krnjača, Adaševci, Principovac, Kikinda, Divljana, Bujanovac and Preševo provided 37,346 Wi-Fi connections and had 55,877 participations in ICT activities.
- Within the Family Room in Preševo reception centre, SOS CV delivered 3,122 services.
- In March, DRC started their regular protection monitoring visits to the asylum centres (Bogovađa, Banja Koviljača and Krnjača), the West (Adaševci and Principovac) and the North (Kikinda, Subotica and Sombor).
- DRC protection teams continued their activities in the areas of Banja Koviljača, Bogovađa, Preševo, Vranje, Bujanovac, Krnjača, Obrenovac, Sombor, Principovac, Adaševci, Kikinda and Eastern Serbia (Dimitrovgrad, Divljana, Bosilegrad and Pirot). Throughout the reporting period, information was provided to 1,339 beneficiaries, and protection assistance to 815 beneficiaries.
- DRC provided a set of vocational/occupational activities (sports activities, hairdressing and sewing) in the following centres: Principovac, Adaševci, Kikinda, Sombor, Divljana, Pirot, Krnjača, Obrenovac, Preševo and Vranje.
- Through a project supported by ECHO, DRC provided vocational training to refugees/migrants/asylum-seekers accommodated in Kikinda, Obrenovac, Krnjača, Pirot, Divljana, Preševo and Vranje centres. DRC awarded 63 certificates for successful completion of courses: 15 for sewing courses, 22 for hairdressing and 26 for household maintenance. The gender breakdown of participants who received certificates was: 36 males and 27 women.
- With support from ECHO, DRC provided cash cards for 877 persons accommodated in Obrenovac and Sombor centres.
- IOM mobile teams were present in all reception/transit centres – Subotica, Sombor, Kikinda, Principovac, Adaševci, Belgrade area (Miksalište), Obrenovac, Divljana, Dimitrovgrad, Bosilegrad, Pirot, Preševo, Vranje and Bujanovac, and touring all five asylum centers, providing information and counselling on AVR, making referrals to competent state institutions as well as raising awareness on risks of human trafficking and migrant smuggling. All necessary technical and logistical support was provided to migrants who expressed their willingness to return to the country of origin (CoO) - contacts with relevant embassies of CoOs, transfer of migrants to the embassies, assistance in issuance of

travel documents, travel arrangements, assistance for the movement, including transit airport assistance and assistance upon arrival to CoO. In Jan-March, 61 migrants returned to CoO: to Iran, Iraq, Pakistan, Cuba and Tunisia.

- In the scope of the project *Support to strengthening migration and asylum management in Serbia*, supported by the Ministry of Foreign Affairs of Great Britain, IOM conducted on-the-job training programme, aimed at providing support to employees of the Asylum Office and developed the *Handbook on the International and European Standards in the Field of Asylum and Migration and their Applicability and Relevance to the Republic of Serbia*, as well as online course, based on the Handbook, which are available from the online platform of the Migration Training Centre. Several products were developed in view of strengthening capacities of various stakeholders to understand and apply high quality and efficient support to migrants: draft Handbook on Migrant Protection in the Republic of Serbia and the associated Glossary on Migrant Protection, the Training Curricula and the Fieldwork Manual for practitioners. In addition, several trainings were delivered to respond to the particular needs as requested by national beneficiaries, e.g. training on child protection in humanitarian contexts for professionals and service providers and training on joint police patrols for



Profiling of new arrivals to Preševo Reception Centre (Serbia),
@UNHCR, 21 February 2018

border police of Serbia and Croatia.

- IOM supported the enhancement of capacities of SCRM for monitoring, planning and information management in addressing the migration management challenges in Serbia. Thus far, implemented activities encompass strengthening of SCRM capacities by employment of consultants and provision of IT equipment. Development of a database containing data on services and supplies is ongoing.

- In Belgrade, International Rescue Committee's (IRC) partner Info Park continued to provide protection monitoring of most vulnerable groups

of refugees/migrants in the city centre. Different occupational activities were available to refugees/migrants and they used the cyber zone to access the Internet. Women and girls were provided with empowerment activities and workshops. With the help of its Vulnerability Fund, Info Park covered the cost of transportation for the new arrivals from Belgrade to appointed accommodation centres, as well as other pressing needs.

- Supported by IRC, Belgrade Center for Human Rights (BCHR) mobile team was present in centres in Eastern Serbia - Dimitrovgrad, Bosilegrad, Pirot and Divljana - monitoring access to asylum procedures, providing information and legal counselling.
- Divac Foundation and IRC ran two social cafés in Krnjača asylum centre and Obrenovac transit centre in Belgrade. Refugees/migrants were able to join in various workshops in the cafés (arts and crafts, sewing, IT, English, music, environment, geography, etc.), occupational indoor activities (board games, movie screenings, etc.) and outdoor sports activities, and to enjoy coffee and tea.
- PIN and IRC organized a set of individual and group psychosocial support (PSS) sessions and provided psychological support through workshops, counselling and psycho-educational workshops in Belgrade. The team also organized trainings for first-line responders in contact with refugees/migrants.

- IRC supported NSHC to deploy mobile teams trained in protection monitoring in Šid, reaching out to refugees/migrants remaining outside of official centres and providing them with information, referrals and basic assistance. IRC also co-hosted a series of occupational workshops for women in Adaševci, including a tailoring course.
- IRC/Atina continued implementing a 30-month project “*From Harm to Safety: Improving the Protection of Victims of Trafficking in Serbia*”, aimed at further enhancing the fight against modern slavery, in the context where trafficking networks target not only traditional victims of trafficking (VoTs), but also vulnerable refugees/migrants. The main project activities focus on (I) strengthening direct assistance to VoTs – including from among refugee/migrant population; (II) capacity-building of service providers for early identification and provision of specialized services to VoTs, and (III) technical assistance to institutions in strengthening the strategic framework and the mechanism for countering trafficking. Since early March, Atina’s mobile teams began monitoring multiple locations in order to provide case-management, PSS, interpretation and cultural mediation and referral of VoTs to specialized services, including in accommodation centres in Belgrade area and other centres on call.
- IRC and Mercy Corps continued providing refugees/migrants with accurate information online via the Refugee.Info platform.
- Save the Children (SC) and its partners reached 1,480 new beneficiaries in the reporting period, including 429 children (351 boys and 78 girls), of which 256 UASC (253 boys and 3 girls). Since the beginning of the response, SC in Serbia reached 86,429 beneficiaries, of which 34,947 were children.
- SC continued running CFSs and Youth Corners, working with Group 484 in Bogovađa asylum centre and with the Centre for Youth Integration in Miksalište in Belgrade, in Obrenovac, Preševo and Vranje. Experienced teams provided PSS through tailor-made, innovative activities, information-provision and referrals to services of NGOs and/or state actors and through direct assistance.
- In Belgrade, together with Praxis, SC continued running outreach teams providing protection, monitoring, legal assistance and referrals in parks and public places, focusing particularly on protection of UASC.
- Representatives of SC and MoLEVSA completed field visits concerned with joint child-safeguarding assessment of refugee-hosting sites. The Assessment aims to help create a safer environment for child refugees/migrants in Serbia. Report on the assessment, including recommendations, is expected to be finalized and shared with relevant actors in April 2018.

Identified Needs and Remaining Gaps

- Increasing tensions at community, family and individual level, relating to inconsistent information and increased slowness of regular admissions into the EU (weekly quota of regular admissions into Hungary lowered on 23 January from 50 to 10 admissions per week on average).
- Up to 250 refugees/migrants in total were sleeping rough in different locations in Belgrade city and the border areas in the West and in the North, giving rise to concerns about their health, their well-being and safety. The majority of persons staying in informal settlements consisted mostly of young men aged 16-30, predominantly from Afghanistan and Pakistan.
- The gap in safe accommodation of vulnerable UASC remained an acute issue, especially for those with serious psychological issues. Hospitals do not keep them as inpatients for longer periods beyond initial observation, while existing shelters lack capacity to address trauma issues. This often results in the expulsions of these minors from healthcare facilities, who are in turn forced to return to their designated centres and left without the necessary support.
- Increased number of irregular border crossing attempts with warmer weather, perpetuating increased protection concerns.
- Cancellation of on-call social workers services from January 2018.

- Increased number of incidents in Belgrade (fights, arguments, theft, violence etc.) among persons of concern.
- Residents of Krnjača reported different security concerns and lack of sufficient interpretation services in this centre, especially when it came to interpretation necessary in cases of medical appointments.
- Infiltration of some reception facilities, such as Krnjača and Obrenovac, by smugglers remains a concern, with increasing numbers of thefts, fights and drug abuse incidents reported.



EDUCATION

Achievements and Impact

- Educational activities in Divljana and Pirot RCs, organized by Indigo, continued. In the younger groups of children, the main focus was on learning Serbian and English languages, also mathematics. Special attention was placed on the new arrivals of children to the centres and on improving their language skills. As far as the older children were concerned, the main focus was on learning both English and Serbian through various games, quizzes and tasks. Subjects such as geography, biology, world around us and communication skills were also featured. Indigo educators helped the children with their after-school homework. In Divljana Centre, 10 children attended these activities on average, and 18 on average in Pirot. Indigo provided a total of 473 services in Pirot and 456 in Divljana, mostly non-formal educational activities.
- An important event in the reporting period was the enrolment of refugee children in secondary schools in Preševo and Bujanovac. Children were excited and their families were happy as their children were also included in the educational system. Indigo staff constantly worked on providing the necessary assistance and psychological support to both the schoolchildren and their parents.
- In all the centres it operates in, Indigo created libraries for children and youth with around 50 books, both in Serbian and in English, in each library. Reactions from children were positive.
- Upon request of the SCRM, UNHCR agreed to temporarily fund school transport for children in Bogovađa, Principovac, Adaševci and Belgrade until end-April, thus bridging the gap pending more sustainable funding.
- In Bujanovac, Preševo and Vranje, BCM/CRS were organizing educational activities entitled „*Serbian language and Euro-Balkan culture and traditions*“. In addition, BCM provided educational support through teaching Serbian language to all children enrolled into four Serbian national schools in Vranje, Bujanovac and Preševo. Since 1 March 2018, these educational activities are organized with support from LDS Charities in Bujanovac, Vranje and Preševo.
- Supported by Christian Aid, Philanthropy continued with sewing courses in Preševo and Bujanovac. Philanthropy also continued with animated movie courses, arts & crafts workshops and computer workshops in Preševo RC.
- PIN continued conducting Serbian language classes at PIN's premises for Farsi- and Spanish-speaking beneficiaries. PIN also conducted regular IT workshops at PIN's premises in Belgrade in order to help young refugees acquire digital skills.
- In addition, PIN organized 27 classes with beneficiaries enrolled in “Ivo Andrić” Primary School, in view of assisting them with different school subjects and the adaptation process.
- With support from IRC, NSHC ran sewing workshops and a variety of occupational and social activities, six days per week, aimed at refugee women and girls in Adaševci transit centre. 2,311 attendances to the sewing workshops were recorded in the reporting period. A total of 413 bed sheets,

408 pillow cases, and 147 T-shirts were produced in these workshops, and were all put into use in Adaševci transit centre and other accommodation centres in Serbia.

- Within the GIZ-supported project "Empowerment and Social Inclusion of Refugees and Migrants in Serbia", NSHC implemented educational, occupational and recreational activities, three times per week, in Adaševci and Principovac TCs. Among other activities, a course in tailoring for men, a wall-painting course, German language workshops, jewellery-making workshops, etc. were implemented.
- Caritas continued organizing extra-curricular activities (supplementary lessons and assistance with homework) for children attending national schools in Krnjača, Preševo, Bujanovac and Bogovađa.
- UNICEF supported the capacity building of educational institutions, the coordination and the monitoring, and contributed in terms of material and logistical support. Thirty teachers were trained in accelerated learning of the Serbian language.
- UNICEF's "Support to teachers in implementation of Serbian as a language of environment and instruction" programme was accredited by the Ministry of Education, Science and Technological Development (MoESTD).



SOS CV mobile team "Super Bus" in "Duško Radović" Primary School in Pirot (Serbia), @SOS CV, March 2018

- Niš Faculty of Philology, UNICEF and Indigo established and piloted a Supervisory Team to support the Serbian language teachers. During supervisory visits, the team observed 13 lessons in 9 schools, organised meetings with the teachers and sought their feedback on the lessons, in order to improve the quality of teaching and learning. A Report has been prepared, which includes the assessment and recommendations for implementing this model in other universities in Serbia.

- UNICEF drafted a Policy Note on Secondary Education of

Refugee/Migrant Children, which advocates for improvements in their future prospects, including employment prospects. The Policy Note suggests three ways of supporting enrolment and completion of education: through formal (vocational), through non-formal and through informal education.

- UNICEF organised two training sessions for NGO representatives (30 participants) working in refugee/migrant accommodation centres. The sessions tackled the issues of 1) Homework clubs and 2) How to teach Serbian to refugee/migrant children.
- Since the beginning of 2018, 539 children, including adolescents, participated in structured non-formal education activities supported by UNICEF.
- In the reporting period, 116 new children were enrolled in mainstream formal education. By the end of March 2018, a total of 373 out of 431 primary school-aged children (86,5%) were attending primary schools, while around 42 out of 230 secondary school aged children (18,26%) were attending secondary schools.
- RAS and North Star continued offering English, Serbian, German and Maths lessons to beneficiaries at 'The Workshop' in Belgrade city centre. Due to popular demand, and with support from new international volunteers, computer lessons were also added to the schedule during March. "The Workshop" offers three lessons per hour between 14h-19h on workdays, in addition to recreational workshops organised on an ad hoc basis. Furthermore, in cooperation with the Jesuit Refugee

Service, The Workshop now offers educational lessons on Saturdays to unaccompanied minors residing in the JRS' "Safe House".

- ADRA/IRC/Latter Day Saints Charities organized transport of 71 children to nine public schools. Eighty-eight children in six schools were accompanied by interpreters, educational psychologist and teachers. Daily assistance in learning was organized in the Community Centre in Belgrade with children interested in this kind of support. Informal education was provided for girls 14+ and UASC (mainly boys) who were not enrolled in public schools. Teachers from public schools assisted in lessons.
- ADRA and IRC provided support to education of refugee/migrant children in primary schools in Belgrade area by providing transportation to schools, cultural mediators in schools and support in the learning process during and after school. Serbian and English lessons were provided in the Community Centre in Borča, Belgrade, along with IT lessons, indoor and outdoor occupational activities, etc.
- On 30 January in Obrenovac TC, in cooperation with Ana and Vlade Divac Foundation, SOS CV organized a quiz on acquired knowledge through SOS CV informal educational workshops.
- SOS CV supported Miksalište with TA for the ICT corner and Internet for the first half of 2018.
- SOS CV mobile team "Super Bus" implemented educational and creative activities in Vranje, Pirot, Bosilegrad and Dimitrovgrad RCs.
- SOS CV continued implementing carpentry workshops in Principovac TC, sewing workshops in Preševo RC, sports activities in Principovac, Obrenovac, Divljana, Principovac and Preševo, English lessons in Preševo, Obrenovac, Adaševci and Principovac and informal education in Obrenovac, Kikinda, Preševo, Adaševci, Principovac and Divljana (geography, biology, maths, sculpture, etc.).
- IOM continued assisting with the transportation of refugee/migrant children to schools in Dimitrovgrad, Pirot, Divljana, Bujanovac and Vranje. This assistance included escorting/transportation of children to and from school and facilitation of communication among parents, teachers and social workers/psychologists employed in respective schools. Total number of children transported/escorted to their schools was 106 (14 children from Divljana RC, 18 children from Bujanovac RC, 31 children from Vranje RC and 43 children from Pirot RC).
- In order to support the inclusion of refugee and migrant children into the national education system, SC funds an expert to assist the Ministry of Education (MoE) in coordinating with schools and other relevant educational actors and provide support to school administrations, all in view of improving the quality of education being provided.
- With the local partner - Centre for Interactive Pedagogy - and in cooperation with MoE, SC conducted a research on inclusion of refugee and migrant children into schools (five targeted schools; focus group discussions with peers of refugee/asylum-seeking children, V to VIII grade). The Report based on this research should be finalized in April 2018.
- Together with the Centre for Interactive Pedagogy, SC launched a parenting support programme, which focuses on helping parents of refugee/migrant children improve their parenting skills, by teaching positive parenting skills and working to further engage the parents in their children's education.
- In targeted centres, SC and partners adjusted the non-formal education programme, in support to children enrolled in national schools, to help them adapt and overcome the challenges they might have, and continued running a non-formal education programme for those who have not started attending formal schooling.

Identified Needs and Remaining Gaps

- Additional efforts focused on assistance with learning and facilitation of the adaptation process are still required in order to support the integration of children enrolled in national schools and to prevent dropouts.



HEALTH

Achievements and Impact

- Within the project *“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, Bujanovac, Preševo, Vranje and Sjenica in 15,905 instances, while CRS cultural mediators/interpreters provided translation assistance (for Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organizations (Philanthropy, Save the Children, Atina, UNHCR, DRC, UNICEF, IOM, MDM and IDC) and authorities (Clinical Centres of Belgrade, Novi Sad and Niš, Health Centre (HC) Šid, General Hospital (GH) Sremska Mitrovica, Užice, Prijepolje and Zlatibor, HC Bujanovac, HC Preševo, GH Vranje and IPH Vranje, Belgrade Police, Šid Court, Šid Police inspectors, Police inspectors and BIA Preševo and Centre for Social Welfare Bujanovac) in 2,352 instances. CRS legal adviser provided legal assistance in the aforementioned locations in 62 instances. The project is funded through the MADAD RTF, and implemented by IOM with CRS as implementing partner for the health component of the project.
- UNHCR/DRC medical teams, consisting of a medical doctor and a nurse, engaged through Primary Health Centres provided health-care services, including 13,524 curative medical examinations, as well as 6,055 preventive medical examinations (screenings for body lice and other communicable diseases among new arrivals at all locations, daily body lice control of every entrance/exit to/from Preševo and Vranje RCs, as well as entry medical check-up upon arrival to Asylum Centres) for refugees and asylum seekers in eight asylum/reception centres. More specifically, two medical teams in Krnjača AC, one medical team in Obrenovac, Bogovađa, Preševo and Vranje each and one medical team (part-time) in Banja Koviljača, Divljana and Pirot each. UNHCR/DRC medical teams continued to monitor highly vulnerable cases among the refugee/asylum-seeker population in need of specialized health-care, referring them to relevant health institutions and advocating with the Ministry of Health, in close cooperation with the DRC Medical Team. Necessary medications, as well as medical devices for the most vulnerable, were being provided to persons of concern in a/m Centres, and residents of Tutin AC were also being provided with medications until the end of February.
- Psychologists employed by DRC through Primary Health Centres were active in the following accommodation centres: Obrenovac, Pirot, Divljana and Dimitrovgrad. They continued to monitor the psychological state of asylum-seekers and refugees and refer them to relevant institutions for further assistance in close cooperation with the UNHCR/DRC medical teams. During the reporting period, 230 psychological interventions and 10 referrals/escorts were conducted in close cooperation with UNHCR/DRC medical doctors. All interventions were recorded in the Patient Protocol Book.
- UNFPA reached an agreement with its partners NGO Atina and DRC to jointly continue the provision of sexual and reproductive health services (SRH) (gynaecological examinations) and SGBV services (mobile time, workshops and cultural mediation) as of 1 April.
- UNFPA conducted SRH Assessment. The Assessment evaluated the progress and the developments, in comparison to previous assessments, and provided recommendations for improvement with regards to the changed refugee/migrant context. The results of the Assessment will be presented on 16 April.

- In March, IRC continued implementing “*Emergency Reproductive Health Services for Refugee Women and Girls in Serbia*” project in partnership with the Association for Sexual and Reproductive Health Serbia. The aim of the project is to ensure that refugee/migrant women, men, adolescent girls and boys have access to SRH services. In the scope of the project, access to health services related to SRH (specialized gynaecological services and professional translators/cultural mediators to assist access to services), as well as workshops and consultations on these issues will be available from end-April to women and girls in Krnjača AC, Sjenica AC, Pirot RC, Divljana RC and Bujanovac RC, as well as to men and boys in Obrenovac TC.
- IRC was supporting HCIT to provide orthopaedic devices (wheelchairs/crutches) to refugees/migrants who needed them.
- IDC/ASB medical teams were present in three accommodation centers: the team was present in Principovac TC up to 19 March, to then move to Adaševci TC, covering the first shift from 8 a.m. to 4 p.m., 5 days a week, RC in Dimitrovgrad covering the first shift from 9 a.m. to 1 p.m. 5 days a week and TC Subotica 5 days a week. In the reporting period, IDC/ASB medical teams provided medical treatment to 2,799 persons, of whom 963 were children.
- SOS CV continued supporting the employment of a psychiatrist in Šid Health Centre.
- SOS CV provided a donation to the Paediatrics Department of Bela Palanka Health Centre, so that the same services can be provided through the health centre to local women and refugee/migrant women alike, and a SOS CV-supported nurse provided assistance to refugee/migrant women in the MBC in Divljana RC.
- In February, SOS CV supported joint workshops with Šid Health Centre on Reproductive Health, held in Principovac and Adaševci TCs.

Identified Needs and Remaining Gaps

- NSTR



FOOD SECURITY AND NUTRITION

Achievements and Impact

- In cooperation with Caritas Serbia and Caritas Belgrade, Philanthropy distributed 28,940 hot meals for dinner in Preševo, 14,120 in Bujanovac and 10,330 in Vranje.
- In close cooperation with UNICEF, Philanthropy provided 104 cans of Powder Instant Formula for Sjenica and Adaševci centres.
- Philanthropy distributed 11,000 bottles (0.5l) of water to Preševo RC.
- In its tent in Adaševci, OM were providing hot drinks (coffee and tea) every day from 9:00am to 08:00pm.
- CARE continued with providing cooked meals in Adaševci and Principovac centres. In the reporting period, 106,355 cooked meals were provided. In same



Distribution of pastry in Krnjača AC, Belgrade, Serbia, @Tzu Chi, March 2018

period, CARE also provided milk for children under two years of age – 4,606 packs of milk (A+D, 250 ml) were distributed. Distribution was supported by CARE's partner organization - Novi Sad Humanitarian Centre (NSHC) and ECHO.

- Supported by UNICEF, NSHC delivered 1,380 packages of complementary (jarred) food to children aged 6-23 months and 930 packages of UHT milk to children and pregnant women (356 children received jarred food; 369 children and 21 pregnant women received UTH milk). A total of 419 children and 21 pregnant women received non-food items (hygienic items and clothes).
- In March, Caritas distributed chocolates to children in Krnjača and Principovac, donated by OMV Serbia.
- In Preševo, Bujanovac and Vranje, with support of ECHO, Caritas and Philanthropy provided 161,909 meals: 53,830 breakfasts, 54,050 lunches and 54,050 dinners. Caritas was covering the distribution of breakfast and lunch, while Philanthropy covered the distribution of dinner.
- In Obrenovac TC, Tzu Chi Foundation provided 127,800 pieces of fresh breakfast pastries, 63,900 cups of hot tea and 63,900 pieces of fresh bread.
- In Krnjača, Tzu Chi Foundation provided 100,080 pieces of fresh breakfast pastries.
- UNICEF-supported MBCs were operational in Belgrade city centre (with NSHC), Preševo, Bujanovac, Vranje and Krnjača (with DRC), in Sjenica (with Balkan Center for Migration), as well as in Kikinda and Divljana (with SOS CV). Technical support, in the form of supervision and support in food items was provided to children in MBCs established and run by SOS CV in Adaševci and Principovac TCs.
- In accommodation centres where only a few children were present, support to the development of different modalities of infant and young child feeding (IYCF-E) assistance, through medical teams, was ongoing.
- In centres where support to mothers and children is ensured by UNICEF, the support to infant and young child feeding, early childhood development as well as screening of all children aged 6-59 months for undernutrition is part of routine work.
- UNICEF continues to have consultations with partners on reviewing currently distributed food in order to have age-appropriate food for children, according to national recommendations.
- Since the beginning of 2018, 61 new infants (under 2) accessed UNICEF-supported mother and baby care corner services, including health and nutrition services, and 77 new mothers benefited from UNICEF-supported IYCF-E counselling at family support hubs, CFSs and MBCs.
- In the reporting period, 19,923 cooked meals, 810 packets of milk and 432 parcels of fruit and vegetable mash were delivered by ASB to refugees/migrants in Dimitrovgrad RC.
- UNHCR's partner HCIT distributed 1,620 litres of water in the North.

Identified Needs and Remaining Gaps

- NSTR



WATER AND SANITATION

Achievements and Impact

- OM took over running the laundry system in Adaševci TC, six hours a day, Monday to Friday.
- Caritas was providing regular laundry service to refugees/migrants/asylum-seekers accommodated in Krnjača, Preševo, Adaševci, Kikinda and Obrenovac.

Identified Needs and Remaining Gaps

■ NSTR



SHELTER AND NFIS

Achievements and Impact

- UNHCR supported several improvements in government centres, including the installation of Internet services and purchase of two washing machines for the Reception Centre in Dimitrovgrad, completed construction of children's playground in Pirot Centre and kitchen reconstruction in Vranje Reception Centre. For more information on reception standards you may wish to refer to the March Update of the [Joint Assessment of Government Centres](#).
- UNHCR and partners continued comprehensive distribution of winter and other Non-Food Relief Items in 18 government centres. UNHCR, in coordination with SCRM, directly and with partners CRPC, HCIT and Amity/Sigma plus distributed 855 blankets, 72 sets of bed linen, 1,060 plastic bags, 825 hygiene kits, 25 sleeping bags, 3,995 pairs of socks, 2,394 adult T-shirts, 2,650 pairs of footwear, 907 winter jackets, 1,659 tracksuits, 664 pairs of gloves, 556 winter hats, 756 scarves, 1,065 items of women/men/children's winter/non-winter clothing donated by Zara, 50 baby kits, 6,163 pairs of underwear and four stove heaters.
- In Obrenovac TC, DRC refurbished the sanitary block (toilets and showers) on the first floor and outdoor sewage network of pavilion KN 12, with the support of LDS Charities (works started on 21/02/18 and were finalized on 30/03/18).
- In Principovac TC, DRC renovated the sanitary block - toilets and showers on the first floor – with the support of ECHO (works started on 14/02/18 and were finalized on 28/02/18).
- In Kikinda TC, DRC constructed partition walls in five rooms and a warehouse at the roof of the transit centre building, with support from ECHO (works started on 14/02/18 and were finalized on 27/02/18).
- In Vranje RC, DRC renovated seven bathrooms, constructed a concrete plateau and refurbished the fence around the centre (works started on 22/02/18 and were finalized on 28/02/18).
- In Preševo RC, DRC constructed the MBC, with the support of ECHO (works started on 16/02/18 and were finalized on 25/02/18).
- In Belgrade - the Institute for education of children and youth – DRC renovated the premises of the Centre for accommodation of foreign UASC, with the support from ECHO (works started on 24/01/18 and were finalized on 26/02/18).
- In Niš - Institute for education of children and youth Niš - DRC renovated the premises of the Centre for accommodation of foreign UASC, again with support from ECHO (works started on 30/01/18 and were finalized on 16/02/18).
- In Šid - "Branko Radičević" Primary School – DRC refurbished the public lighting around the school, with support from ECHO (works started on 25/01/18 and were finalized on 19/02/18).
- IOM continued with improvement of accommodation standards in targeted reception/asylum centers. Through the implementation of the project "EU support to Serbia and FYRoM in managing migration/refugees crisis/Balkan route" IOM finalized the procurement of a warm line for food distribution in Kikinda TC, along with complete furnishing of the TC.
- Reconstruction works on the Migration Training Centre in Plandište, and its furnishing with furniture and equipment were finalized by IOM.
- In Adaševci TC, OM was providing a heated tent for 120 people at a time to relax, play, talk etc. (incl. table tennis), which was open every day from 8:30am to 08:30pm.

- CRPC continued with NFI distribution for newly arrived refugees, migrants and asylum-seekers in Belgrade.
- Philanthropy distributed winter clothes (socks, underwear, pants, caps, scarves and gloves) and personal hygiene to all residents of Pirot, Dimitrovgrad and Divljana centres.
- With support of LDS, CARE provided small scale improvements in Miksalište in Belgrade (warehouse and toilet reconstruction). Through a sub-grant to Mikser Association, founder of Miksalište, CARE provided gas running heaters and gas for three months, and also covered one part of other utilities for Miksalište in the reporting period.
- With support from LDS, CARE provided individual hygiene items and clothes for refugees in Adaševci, Principovac, Bosilegrad, Divljana, Pirot, Sjenica and Tutin.
- In partnership with NSHC, CARE delivered 9,377 hygiene items and 4,533 pieces of clothes to residents of Adaševci and Principovac centres.
- In partnership with IMPULS, CARE delivered 7,967 hygiene items and 1,922 pieces of clothes to refugees/migrants/asylum-seekers accommodated in Sjenica and Tutin asylum centres.
- In partnership with NEXUS, CARE delivered 14,795 hygiene items and 7,555 pieces of clothes to residents of Pirot, Bosliegrad and Divljana centres.
- Since the beginning of 2018, in cooperation with SCRМ and through its partners DRC, HCIT, SOS CV, BCM and NSHC, UNICEF reached 184 children with culturally-appropriate basic supplies, including clothes, baby hygiene items and dignity kits for women and girls.
- Within CFSSs, SOS CV distributed 7,826 items in Divljana, 4,045 in Preševo and, with the support of UNICEF, 13,156 hygiene items and diapers in Adaševci, 5,954 items in Principovac and 16,570 items in Kikinda.
- In February, SOS CV donated winter clothes and shoes to Miksalište in Belgrade.
- Upon request from SCRМ, DRC provided adequate NFIs and hygiene packages for 4,442 persons, within the ECHO- supported project, in Eastern Serbia, Preševo, Bujanovac, Vranje, Adaševci, Principovac, Obrenovac, Sombor, Subotica, Kikinda, Krnjača, Bogovađa, Banja Koviljača, Tutin and Sjenica accommodation centres.



Child-Friendly Space in the new Tutin Centre building (Serbia),
@UNHCR, 19 March 2018

Identified Needs and Remaining Gaps

- NSTR



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

- On 17 March, “Handmade“ festival took place in Dorćol Platz in Belgrade, where Caritas presented the handcraft jewelry and decorative items made by refugee women from Principovac TC. During the festival, participating refugee women had the opportunity to also visit other stands, to visit the Belgrade fortress and Belgrade city centre. Their visit to Belgrade was organized in partnership with UNHCR.
- On 29 March, Caritas organized a Humanitarian Easter Fair in Belgrade, featuring, among other things, handicrafts of women refugees from Principovac TC.



New exterior of Voždovac Social Welfare Centre @UNDP, February 2018

reconstruction of Voždovac Centre for Social Welfare, providing bolstering quality of social welfare services for both local and migrant/refugee beneficiaries in need for social protection. Along with the roof and façade renovation including the replacement of asbestos roof cover, prevention of leaking and proper energy efficiency of the building, UNDP has renovated and refurbished designated premises for family visits under supervision. The overall investment value of 95,000 USD has created safe and conducive social protection environment for both social workers and 1,100 beneficiaries on a yearly level.

- Majority of medical services provided in Bogovađa Infirmary - PHC Lajkovac are extended reaching migrants and refugees accommodated in Bogovađa Asylum Centre. Lack of investments in the facility, since its opening in 1983, created serious obstacles for medical staff while providing primary health protection services. Within EU/UN support to local communities, has UNDP completed renovation and refurbishment of the infirmary, creating efficient, contemporary and handicap-friendly health care facility. The overall value of the investment amounts to 60,000 USD.
- In Bujanovac Municipality, UNDP completed hydrogeological researches compiling the input data for well drilling and equipping which would enable separation of Bujanovac water supply network and assure proper water pressure and sustainable water supply to 10,000 local inhabitants in Veliki Trnovac village even in summer months when the water consumption reaches its peak. The overall value of the investment in Bujanovac water supply will amount some 75,000 USD.

- On 10 February, RAS hosted a community outreach event at “Elektropionir” in Belgrade city centre. Branded as a 'Festival of Solidarity,' it brought over 150 refugees and locals together to share stories of volunteering and living as a refugee. Following the discussions, musical acts took place to entertain both refugees and locals alike.

- Within the scope of the European Union support to migration management at the local level, UNDP completed the

- Thanks to the extension of premises of Kindergarten “Maja” in Tutin Municipality, there will be no more waiting lists for children enrolling the kindergarten. Due to the EU migration management support and allocated 62,000 USD, UNDP has been able to extend and equip the facility in accordance aligning with the best upbringing practices.
- On 16 January, SOS CV organized a performance of “Snow White and the Seven Dwarfs” play, that had been prepared and performed on New Year’s Eve, and now re-run in Kikinda TC for the parents and children accommodated in the Centre, SCRIM and NGO staff.
- On 27 January, SOS CV supported children from RC Preševo to participate in “St. Sava Day Performance”, together with local children from "Vuk Karadžić" Primary School in Preševo.
- On 27 February, SOS CV organized an exhibition entitled “Colours of Life” in the local community in Preševo, featuring artworks of refugees/migrants from Adaševci, Principovac, Preševo, Vranje and Bosilegrad centres.
- On 1 March, SOS CV organized a performance of "Snow White and the Seven Dwarfs" in Kikinda City National theatre for the local children.
- On 13 March, SOS CV supported a performance in the local community of Bela Palanka Cultural Centre where children from RC Divljana performed through singing, theatre performance and recital learned in SOS CV CFS and Youth Corner.
- In cooperation with the Youth Philharmonic Orchestra of Novi Sad and Novi Sad Foundation 2021, SOS CV enabled the children from Principovac TC to attend youth philharmonic concert in Novi Sad on 13 January.
- In cooperation with the Youth Office of the City of Kikinda and the Centre for Youth Work of the City of Novi Sad, SOS CV organized joint gathering of youth from Kikinda city and youth from Kikinda TC every two weeks. Young people had an opportunity to socialize, get to know each other and participate in various creative and entertaining activities.
- SOS CV “Super Bus” mobile team regularly visited primary schools in Pirot and Bela Palanka and organized workshops for local and refugee students, in order to enhance integration of refugee/migrant children into schools.
- On 17 January, SOS CV donated an indoor playground to a kindergarten in Bujanovac.
- Preševo Youth Office volunteers and refugee youth from Preševo Reception Centre (RC) joined hands in painting the fence around the Centre, to be continued by painting the benches and repairing the basketball yard at the local school, used both by local and refugee/migrant children.
- IOM continued the implementation of social cohesion activities with refugee/migrant population in 18 reception/transit and asylum centers in Serbia within the joint UN project *Open communities – successful communities*. More than 20 interactive days for migrant and local population have been organized thus far in different locations throughout the country. These interactive days encompassed cultural events and workshops dedicated to traditional cuisine, music and handicrafts, workshops for strengthening tolerance and understanding, study trips, etc. During February and March, a group of national and local experts, with support from IOM’s expertise, were working on the development of a training curriculum for culturally-sensitive work and service provision to migrants. The trainings based on the curriculum will enhance service providers’ capacities to approach and support migrants in a culturally-sensitive manner. In addition, arrangements for stress management workshops and support to service providers are ongoing. Project activities are accompanied by implementation of local information and communication campaigns, in order to promote community cohesion and contribute to the creation of appropriate public discourse on migration. All activities are designed and tailored while taking into account the findings of focus group discussions with both refugees/migrants and staff/local practitioners in accommodation centres, held on 17 different locations at end-2017.

Identified Needs and Remaining Gaps

- NSTR



DURABLE SOLUTIONS

Achievements and Impact

- Supported by UNHCR, the Belgrade Center for Human Rights and the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), three asylum-seekers started vocational training at Academia Educativa in Belgrade, to be followed by on-the-job training and potential employment by a restaurant in Belgrade.
- ADRA/Swiss Solidarity/UNICEF supported a Women's Sewing Room in the Community Centre – where women had the opportunity to sew clothes for themselves and their families. Refugee/migrant women with more proficient sewing skills trained the less proficient ones. Vocational training was also supported where nine UASC boys gained certificates in as car mechanics. Six girls (incl. two unaccompanied) registered for training for make-up artists.

Identified Needs and Remaining Gaps

- NSTR



Children awaiting transport to school, Preševo (Serbia), @UNHCR, 5 February 2018

Working in partnership

- The internal coordination mechanism of the UN system in Serbia, the **UN Refugee and Migrant Theme Group (RMTG)**, meet under the co-chairmanship of UNHCR & IOM on 12 January, 9 February and 9 March in Belgrade. The RMTG coordinates four sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the Ministry of Labour, Employment, Veteran and Social Affairs (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 1 February in Belgrade. It is the key coordination mechanism for protection agencies/NGOs operational in the country. RPWG has over 80 members and meets on a monthly basis. Under UNHCR lead, RPWG acts as the umbrella for the work of two sub-working groups (SWGs) on: a) Child Protection, and b) Sexual and Gender-Based Violence (SGBV).