

## Quantitative Snapshot of the UNHCR Serbia 2018 Programme

### Population of Concern to UNHCR in Serbia<sup>1</sup>

- Observed arrivals of new refugees, migrants and asylum seekers: **16,185**
- Asylum-seekers that entered substantive procedures: **327**
- Persons at risk of statelessness: **2,100**
- Internally Displaced Persons: **199,584**, including **68,514** with displacement-related needs
- Refugees from former Yugoslav republics: **26,502**

### UNHCR Serbia priorities

UNHCR supported Serbia *inter alia* in the following fields:

- Asylum System Development and response to the European Refugee and Migration Situation
- Prevention and Reduction of Statelessness
- Support to Solutions for Internally Displaced Persons
- Support to Solutions for Refugees from former Yugoslavia

### Working with Partners

UNHCR Serbia is grateful for the excellent cooperation of **16** partners under Project Partnership Agreements:



As well as the excellent cooperation of operational partners, which include the Ministry of Foreign Affairs, Ministry of Health, Ministry of Interior (MOI), Ministry of Labor, Employment, Veteran and Social Affairs (MOLEVSA), Ministry of Public Administration and Local Self-Government, Serbian Commissariat for Refugees and Migration (SCRM), Mikser Association, OSCE, IOM, UNICEF, UNOPS, UNV and WHO.

Over 30 UNHCR and around **100** partner staff conducted regular protection activities in over **25** sites as well as missions to many more sites throughout Serbia.

### External / Donors Relations

In 2018, UNHCR Serbia expended USD **8.4 mil** million thanks to its generous donors.

#### Special thanks to major donors of unearmarked contributions<sup>2</sup> | USD

**Sweden** 98.2 million | **Private donors Spain** 71 million | **Netherlands** 47.1 million | **United Kingdom** 45.3 million | **Norway** 42.5 million | **Private donors Republic of Korea** 38.7 million | **Japan** 26.5 million | **Denmark** 25.5 million | **Private donors Japan** 20.3 million | **Private donors Italy** 18.7 million | **Switzerland** 15.8 million | **Private donors USA** 14.2 million | **France** 14 million | **Germany** 13.7 million | **Private donors Sweden** 13.2 million | **Italy** 11.2 million

#### Thanks to donors of other softly earmarked contributions accessible to the Serbian Operation<sup>3</sup> | USD

**United States of America** 55 million | **Germany** 45.4 million | **Private donors Australia** 14.9 million | **Private donors Germany** 8.8 million | **Denmark** 5.7 million | **Private donors Republic of Korea** 5 million | **Sweden** 4.4 million | **Finland** 4.3 million | **Private donors Switzerland** 3.2 million | **Norway** 3.2 million | **Private donors Sweden** 2.8 million | **Private donors USA** 2 million

#### Thanks to donors of earmarked contributions to the 2018 UNHCR Serbia operation

**Russian Federation, Japan, Republic of Korea, Serbia**

(as at 08 January 2019) For more information: <http://reporting.unhcr.org>

<sup>1</sup> Source: SCRM, Ministry of Interior and UNHCR

<sup>2</sup> Contributed without restrictions on its use, unearmarked funding allows UNHCR critical flexibility in how best to reach refugees and other populations of concern who are in the greatest need and at the greatest risk. Where a donor has contributed \$10 million or more, the total amount of the contribution is shown.

<sup>3</sup> Due to their earmarking at the region or sub-region, or to a related situation or theme, the other softly earmarked contributions listed are those which can potentially be used for Bosnia and Herzegovina Regional Office. Where a donor has contributed \$2 million or more, the total amount of the contributions is shown.

## 1. ASYLUM SYSTEM DEVELOPMENT AND RESPONSE TO THE EUROPEAN REFUGEE SITUATION

### Asylum

- Provided asylum/legal counselling in over **5,200** instances.
- Assisted **3,100** asylum-seekers with registration and transport to government centres;
- Conducted **570** monitoring visits to Asylum Centres;
- **259** asylum-seekers (incl. **10** UASC) gave power of attorney for representation in asylum procedure;
- Represented **141** asylum-seekers in asylum procedure (incl. **6** UASC), of which **6** granted refugee status and **6** subsidiary protection;
- Supported **32** asylum seekers with appeal before the Commission for Asylum, Administrative Court and Constitutional Court;
- Delivered IT & registration equipment to the Ministry of Interior and the Serbian Commissariat for Refugees and Migration;
- Organized Conference on “**10 Years of the National Asylum System in Serbia and the Way Forward**”
- Supported production of BCHR Annual Report : [Right to Asylum in the Republic of Serbia in 2018](#)

### Local Integration

- Provided **350** Serbian language lessons.
- Supported **40** refugees in securing employment.
- POCs participated in **18** excursions/cultural events; **49** joint activities of refugees and the local population facilitated;
- Supported **3** asylum seekers with on-the-job-training in a local restaurant in Belgrade in cooperation with GIZ YEP;
- Provided **17** refugees with Serbian lessons, IT trainings, driving course, computers and catering equipment to enhance their employment/business opportunities.
- Local and refugee students from “Branko Pešić” school took part in the **31st Belgrade Marathon**.
- Supported refugees to exhibit their [handicrafts](#) and [products](#) at local fairs in Belgrade and Bela Palanka.

### Education

- Children and adults in government centres benefitted from **1,688** educational workshops.
- Children, women and men benefitted from **1,244** recreational/occupational workshops.
- Supported school enrolment and attendance of refugee children, including UASC of school age, by:
  - Transport to enrolment medical examinations of children in Belgrade, South and East;
  - Provision of school supplies for students, non-food items and furniture, school and sports equipment for four schools;
  - Transportation of children to/from schools in **4** locations in the North, West and Belgrade.
- **344** children assisted in adapting to formal primary education and school environment.
- **237** children assisted with homework and better understanding of school subjects.
- **36** children assisted in enrolling in and attending secondary schools.
- **70** workshops organized for refugee parents, aimed at strengthening their parenting skills.
- Trained over **100** teachers and staff of schools in Belgrade, Novi Sad, Vranje, Pirot and Novi Pazar on Cultural and Educational Characteristics of Countries of Origin of refugee/migrant/asylum-seeking children.

### Protection, Identification and Referrals:

- Provided relevant information to refugees/migrants in over **80,000** instances.
- Provided translation services in more than **35,000** instances.
- Profiled over **8,280** new arrivals.
- Identified and referred to appropriate services **4,400 Persons with Specific Needs (PSN)**, incl. **74** cases of gender based violence.
- Conducted over **1,400** protection interviews.
- Conducted joint **Participatory Assessments** with **174** refugees from all age, gender and background groups in government and private accommodations with SCRM and partners
- Trained partner staff on the **Protection from Sexual Exploitation and Abuse (PSEA)**; printed and distributed leaflets, posters and “No excuse cards” in government-run centres, info hubs and partners’ offices; organised Focus Group Discussions to raise awareness about PSEA with **145** residents in 10 centres.
- Supported CRPC and HCIT Joint Publication “[Between closed borders](#)”.

### Unaccompanied and Separated Children (UASC)

- Provided psychological support, assessment and counselling to children, including UASC, in over **14,500** instances.
- Identified, assisted, counselled and/or referred **2,800** UASC (incl. **24** girls).

- Provided legal representation in the asylum procedure for **32** UASC.
- Provided guardians under UNHCR project with IDEAS to **900** UASC.
- Improved safety and wellbeing of UASC through **MOU** with MOLEVSA, by strengthening the capacities and conditions of three Government institutions for accommodation of UASC, in Belgrade and Nis
- Trained UNHCR-funded educators, employed by social-welfare institutions working with refugee/migrant UASC in Belgrade and Nis.

### Resettlement

- **22** refugees resettled to third country.
- **25** refugees submitted for resettlement, awaiting acceptance from resettlement countries.

### Shelter and Non-Food Aid

- Regularly updated and posted online Joint [assessment](#) with the SCRM of government Asylum and Reception/Transit centres against applicable UN, EU and national reception standards.
- Delivered over **135,000 non-food items**- clothing & hygiene parcels, bed linen, etc. to government accommodation centres and institutions in Belgrade supporting vulnerable children and adults.
- Refurbished/equipped kitchen in Vranje Reception Centre.
- Provided Internet and/or IPTV services in Vranje and Dimitrovgrad Reception Centres.

### Medical Support

- Funded **10 Medical Teams** to provide primary health care services in **9** centres (Krnjača, Banja Koviljača, Bogovađa, Preševo, Pirot, Bela Palanka, Obrenovac, Bosilegrad & Vranje).
- Provided **54,040** medical services, including medications, to over **5,700** refugees, asylum-seekers and migrants.
- Filled transportation gaps to medical facilities in Belgrade, South and East.
- Provided Mental Health & Psychosocial Support:
  - **2,899** individual/group psychological/psychiatric counselling sessions/psychotherapy;
  - **524** immediate first psychological/psychiatric interventions;
  - **320** beneficiaries participated in a research on mental health;
  - **259** creative and occupational workshops;
  - **84** psychological assessments/reports;
  - **12** visits to specialized institutions.
- Supported PIN to produce an advocacy brief on "[Multisectoral Approach in Protection of Refugees' Mental Health and Wellbeing](#)" and a study on [Psychological well-being of Refugees in Serbia](#).

### Coordination Support and Communications

- Under the **Refugee Coordination Model**, UNHCR Serbia:
  - Co-chaired **9 UNCT Refugee and Migrants Theme Group** meetings;
  - Co-chaired **3 Refugee Protection Working Group** meetings, as well as several more sectoral, Belgrade and other local coordination meetings.
- Produced over **100 updates** on UNHCR operation in Serbia.
- Compiled **4** quarterly Serbia **Interagency Operational Updates**.
- Maintained strong social media presence, including **4,800 Facebook followers**; **5,000 twitter account** engagement; **37,400** visits to [UNHCR Serbia website](#), **50** interviews for electronic and print media.
- Two theater plays on the subject of refugees: "[If only I was not a woman](#)" and [The Game](#)
- Undertook **10 Cross Border Missions** with UNHCR colleagues and partners in Croatia, fYRo Macedonia, Montenegro, Bosnia and Herzegovina, Romania and Hungary.
- Supported the **Mainstreaming, Acceleration and Policy Support (MAPS) for Agenda 2030** implementation Mission and Country Report, ensuring that persons of concern feature prominently in the process and its outcomes.
- Supported the SCRM in producing **refugee/asylum-seekers-related national SDG indicators**.

## 2. PREVENTION AND REDUCTION OF STATELESSNESS

### Free Legal Aid

- Facilitated issuance of **2,500** ID cards.
- Supported obtaining **600** registry certificates.
- Supported **200** administrative/court procedures, including **10** through cross-boundary cooperation.

### Capacity Building

- Organized **18** activities on the prevention and elimination of child, early and forced marriages (CEFM): **4** consultative meetings with competent authorities, **12** workshops for school children and **2** meetings of the Working Group on CEFM.

### Advocacy

- Organized a [“Conference on Combating Statelessness in Serbia – Achievements and the Way Forward”](#) to represent exceptional results of Serbia in combating statelessness and identify remaining problems and practical ways to address them and prepared an [Abstract](#) on “Statelessness Worldwide and in Serbia;
- Regular awareness-raising activities on harmful consequences of child, early and forced marriages.

## 3. SUPPORT TO SOLUTIONS FOR INTERNALLY DISPLACED PERSONS (IDPS)

### Voluntary Return

- Organised **10** Go and See Visits and **5** return-informative meetings.
- Continued cross-boundary cooperation on returns.

### Free Legal Aid

- Provided **600** IDPs with free legal aid.

### Advocacy & Capacity Building

- Supported local integration of **2,000** IDPs (incl. **500** Roma) i.a. through:  
Engagement of **10** staff in 10 Centres for Social Work (CSW) since May 2018 and purchase of technical equipment (PC and printer) for the 10 CSWs,  
**4** trainings, in **38** municipalities, for **519** local social protection workers, SCRM Trustees and Roma Coordinators, on **“Integration of refugees and internally displaced persons”**.
- Trained **30** young Roma in **5** two day workshops and employed for 6 months in local-self-governments to enhance their capacities to proactively contribute to improved living conditions of the representatives of their communities.
- Trained representatives of local self-governments in **4** seminars on the first module of the **“Institutional and Strategic Framework of Roma Inclusion in Serbia”**.
- Tripartite **MOU** on **“Support to the Local Integration of IDPs and Refugees from former Yugoslavia”** with MOLEVSA and Amity to support access of vulnerable refugees and IDPs to the social protection system of ten key municipalities.
- SCRM, with support from UNHCR, conducted [Needs assessment of IDPs](#)
- A11 published two brochure on IDPs in Serbia: [How to access the right to a dignified life?](#) and [Realization of Economic and Social Rights of the IDPs in Serbia](#)

### Inclusion of Roma IDP children

- Signed **8** cooperation agreements with educational institutions (2 pre-school institutions, 5 primary and 1 secondary school) in Novi Pazar, Kraljevo, Bujanovac and Bela Palanka.
- Assisted **376** Roma IDP children through **“Support to the Capacity Building of the Educational Institutions for the Inclusion of Roma IDP Children”** project.
- Engaged **43** associates in the field (of which 35 female), including 21 volunteers, into educational activities.
- Engaged **2** Roma outreach and **1** pedagogical assistants to work with **83** Roma pupils in “Sveti Sava” elementary school in Vladičin Han.
- Provided **920** classes of learning support (816 primary, 104 secondary).
- Supported participation of **92** children in outings and excursions (14 pre-school, 78 primary school children).
- Provided **284** children with school snacks on a daily basis.
- Supported **264** children with school supplies, **124** children received school books.
- Supported attendance of **125** teachers to **3** accredited seminars: **72** teachers from **4** primary and one secondary schools attended “Work with Children from Marginalized Groups” seminar; **30** kindergarten teachers from 2 pre-school institutions attended “Supportive Environment in Kindergarten” seminar; **23** teachers from 1 primary school attended “Active Creative Learning” seminar.
- Trained **172** parents in **32** workshops on parenting skills and improving communication with educational institutions.
- Supported **136** pupils attendance in **18** workshops on support to children’s education, promotion of further education, rights of children (students’ parliament), creative intercultural workshops, etc.
- Renovated **1** classroom in “Branko Radicevic” Primary School in Bujanovac.
- Provided **17** pieces of equipment and **202** items of different educational materials to educational institutions.

#### 4. SUPPORT TO SOLUTIONS FOR REFUGEES FROM FORMER YUGOSLAVIA

##### Free Legal Aid

- 2,516 refugees received legal aid.
- 335 refugees assisted in matters related to housing care in CoO such as: legal advice, power of attorney for acquisition of documents, compiling of documents and submitting demands for housing care, drafting replies to authorities and other.
- 77 Roma refugee families assisted in obtaining documents necessary for applying for access to various rights in their place of residence (labour, social and status rights) and various submissions for implementation of their rights (for a total of 141 members).
- 417 documents obtained free of charge for the most vulnerable refugees

##### Regional Housing programme (RHP)

- Provided 87 Roma refugee families with information and counselling to facilitate their access to RHP and other housing programmes.
- Monitored RHP beneficiary selection process and RHP sustainability, together with the OSCE, supporting housing solutions for 830 families with 2,490 members.

## 5. 2018 STATISTICAL TRENDS

### General

Total (observed) arrivals - 2018:  
Total (observed) arrivals - 2017:

16,185 ↑  
5,723

Total (observed) arrivals of unaccompanied/separated children - 2018:  
Total (observed) arrivals of unaccompanied/separated children - 2017:

1,956 ↑  
592

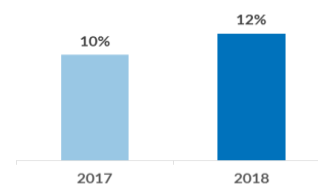
Total occupancy of government centres - end 2018:  
Total occupancy of government centres - end 2017:

4,205 ↑  
4,054

Total presence of refugees/migrants/asylum-seekers - end 2018:  
Total presence of refugees/migrants/asylum-seekers - end 2017:

4,468 ↑  
4,308

UASC among the total observed arrivals



### Asylum processing

Intentions to seek asylum - 2018:  
Intentions to seek asylum - 2017:

8,436 ↑  
5,702

Applications for asylum submitted - 2018:  
Applications for asylum submitted - 2017:

327 ↑  
236

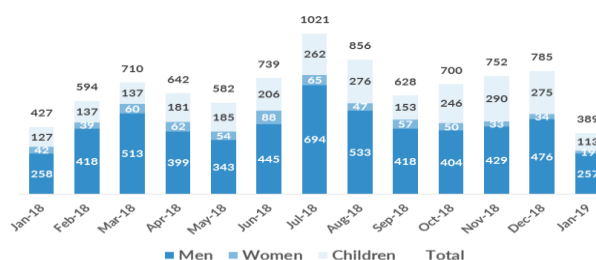
Substantive first-instance decisions - 2018:  
Substantive first-instance decisions - 2017:

50 ↑  
26

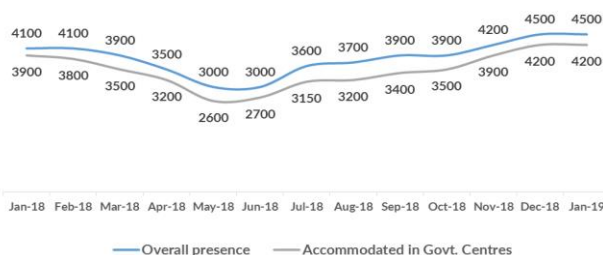
Positive decisions - 2018:  
Positive decisions - 2017:

25 ↑  
14

#### Registered intentions to seek asylum

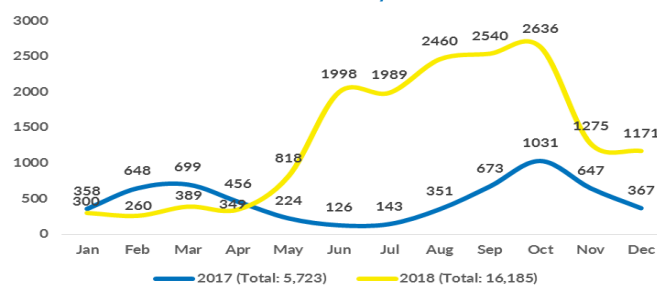


### New refugees, asylum-seekers and migrants - presence and shelter

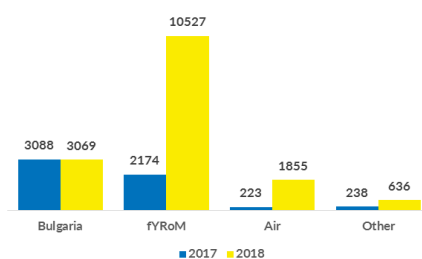


### Observed new arrivals - demographics and country of transit

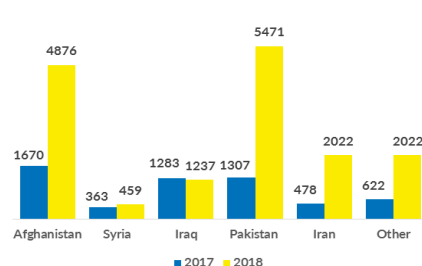
#### Arrivals trend by month



#### Arrivals by country of transit



#### Arrivals by country of origin



## Reported pushbacks/collective expulsions into Serbia

Total collective expulsions - 2018:  
Total collective expulsions - 2017:

10,432 ↑  
8,772

Collective expulsions from Hungary - 2018:  
Collective expulsions from Hungary - 2017:

1,055 ↓  
4,147

Collective expulsion from Croatia - 2018:  
Collective expulsions from Croatia - 2017:

6,541 ↑  
3,242

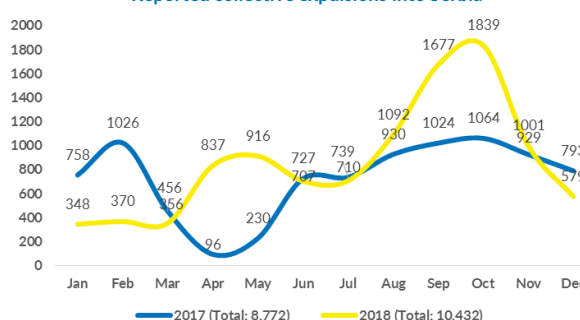
Collective expulsions from Romania - 2018:  
Collective expulsions from Romania - 2017:

835 ↓  
1,383

Collective expulsions from BiH - 2018:  
Collective expulsions from BiH - 2017:

2,001 ↑  
0

Reported collective expulsions into Serbia

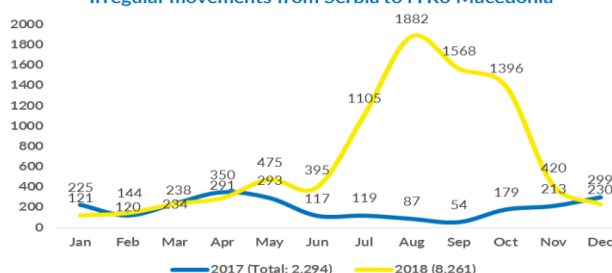


## Reported Irregular movements from Serbia to fYRo Macedonia

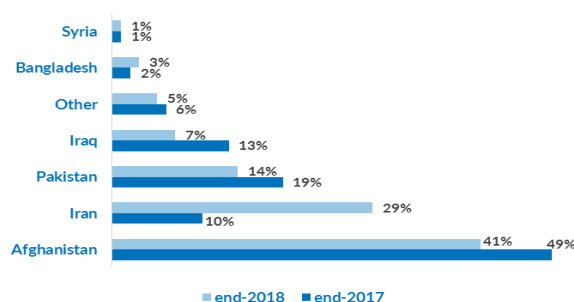
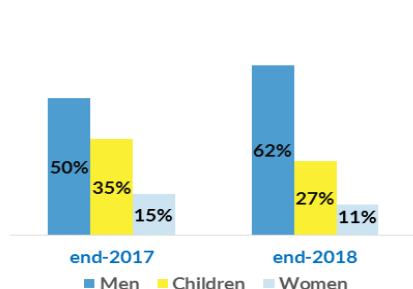
Irregular movements to fYRoM - 2018:  
Irregular movements to fYRoM - 2017:

8,261 ↑  
2,294

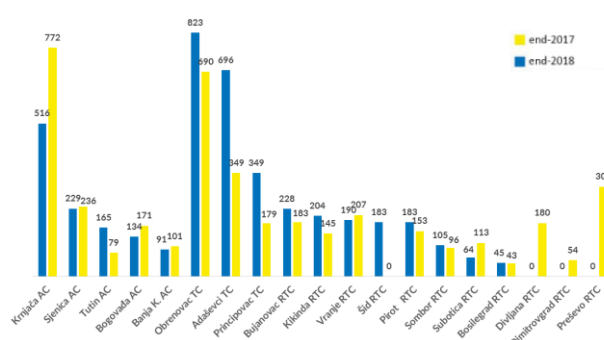
Irregular movements from Serbia to fYRo Macedonia



## Profile of refugees/migrants/asylum-seekers



## Occupancy of Asylum, Reception and Transit Centres \* please also see Site Profiles



Presence of top nationalities in government centres

