

Quantitative Snapshot of UNHCR Serbia Achievements 2019

Population of Concern to UNHCR in Serbia¹

- **30,216** newly arrived asylum seekers and migrants
- **26,329** refugees
- **452** asylum-seekers in substantive procedures
- **1,951** persons at risk of statelessness
- **198,545** internally displaced persons, of which **68,514** still in need of sustainable solution

UNHCR Serbia priorities

UNHCR supported Serbia *inter alia* in:

- Asylum System Development
- Solutions for Refugees and for Internally Displaced Persons
- The Prevention and Reduction of Statelessness as well as the Protection of Stateless Persons

Working with Partners

UNHCR Serbia is grateful for the excellent cooperation of **14** partners under Project Partnership Agreements:



As well as for the excellent cooperation from operational partners, which included the Serbian Commissariat for Refugees and Migration (SCRM), the Ministry of Foreign Affairs, Ministry of Interior (MOI), Ministry of Labor, Employment, Veteran and Social Affairs (MOLEVSA), Ministry of Public Administration and Local Self-Government (MOPALSG), the Ombudsman, the Roma Coordinators Association, local authorities, European institutions, the OSCE, IOM, UNRCO, UNFPA, UNICEF, UNV and WHO.

Around **20** UNHCR and **100** partner staff conducted regular protection activities in over **30** sites throughout Serbia.

Expenditure and Donors

In 2019, UNHCR Serbia expended **USD 7,3 mil** thanks to its generous donors.

Special thanks to major donors of unearmarked contributions - 2019² | USD

Sweden 99.8 million | Private donors Spain 67.8 million | United Kingdom 44.6 million | Norway 44.5 million | Netherlands 37.5 million | Private donors Republic of Korea 34.4 million | Germany 26.7 million | Denmark 24.4 million | Private donors Japan 20.4 million | Private donors Italy 15.8 million | Switzerland 15.1 million | France 14 million | Private donors Sweden 12.3 million | Private donors USA 11.7 million | Ireland 10.2 million

Thanks to donors of other softly earmarked contributions accessible to the Serbian Operation - 2019³ | USD

United States of America 19.9 million | Private donors Australia 12.6 million | Denmark 5.2 million | Kuwait 5 million | Private donors Germany 4.8 million | Private donors Republic of Korea 4.3 million | Sweden 3.3 million | Canada 2.3 million

Thanks to donors of earmarked contributions to the 2019 UNHCR Serbia operation

United States of America | Russian Federation | Japan | Republic of Korea | Serbia

¹ Source: SCRM, Ministry of Interior and UNHCR

² 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.

³ 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 Serbia. Where a donor has contributed \$2 million or more, the total amount of the contributions is shown.

1. ASYLUM SYSTEM DEVELOPMENT

Asylum

- UNHCR and partners provided legal counselling on asylum in almost **25,000** instances
- Assisted **7,307** asylum-seekers with registration and transport to government centres
- Represented **167** asylum-seekers in asylum procedure (incl. **20** UASC), of which **14** were granted refugee status (incl. **1** UASC) and **12** subsidiary protection
- Supported **32** asylum seekers to appeal negative decisions with the Commission for Asylum, administrative courts, the Constitutional Court and/or the ECHR
- Trained **40** border guards and other MOI employees in airport asylum procedure
- Supported analysis of asylum system and trends including three BCHR Periodic Reports and one Annual Report: [Right to Asylum in the Republic of Serbia in January-March 2019](#), [Right to Asylum in the Republic of Serbia in January-June 2019](#), [Right to Asylum in the Republic of Serbia in July-September 2019](#) and [Right To Asylum in the Republic of Serbia in 2019](#)

Identification and Referrals

- UNHCR and partners provided over **37,000** translation/cultural mediation and over **34,000** information/counselling services to asylum seekers
- Profiled over **25,900** new arrivals
- Identified and referred to appropriate services **1,705** persons with specific needs, including **18** survivors of sexual or gender-based violence
- Conducted over **4,000** monitoring visits to Asylum Centres (ACs), Reception/Transit Centres (RTCs), Institutions for Accommodation for UASC, transit/border zones and informal gathering sites
- Conducted **Participatory Assessments** with **327** asylum seekers of all ages, genders and nationality
- Trained authorities and civil society on *LGBTI Rights*, on *Sexual Orientation and Gender Identity Based Refugee Claims* and on *Harmful Practices and Attitudes towards LGBTI Persons in Country of Origin*
- Organised Focus Group Discussions to raise awareness on **Protection from Sexual Exploitation and Abuse** with **147** asylum seekers in **12** centres
- Produced leaflets & posters *Zero tolerance for sexual exploitation and abuse* in English, Arabic, Urdu, Farsi and Pashto, and distributed them in all centres in Serbia
- Organised **14** refresher sessions on Protection from Sexual Exploitation and Abuse for authorities and partners
- Supported HCIT and CRPC Joint Publication [Between closed borders 2018](#)
- In December alone, held **38** Focus Group Discussions with **976** persons newly arrived in Serbia to ascertain their needs for international protection and why they did not request protection in countries of transit

Unaccompanied and Separated Refugee Children (UASC)

- UNHCR and partners Identified, assisted, counselled and/or referred over **3,800** UASC (incl. **15** girls)
- Provided guardians to **1,358** UASC
- Provided individual psychological support and socio-educative support to **815** UASC
- Provided legal counselling to **255** UASC
- Provided legal representation in asylum procedures to **20** UASC
- Trained **12** UASC [peer educators](#) on gender norms, SGBV, LGBTI rights/discrimination and human trafficking
- Successfully intervened for the release of two wrongfully detained UASC
- Organized a conference on [Protection of Unaccompanied and Separated Asylum-Seeking, Refugee and Migrant Children in Serbia - A Call for Action](#)

Psychosocial

- UNHCR and partners provided mental health & psychosocial support in:
 - **1,393** individual/group psychological/psychiatric counselling sessions/psychotherapy
 - **1,024** psychosocial/creative/recreational etc. workshops
 - Monitoring of **105** asylum seekers (incl. **36** UASC) in constant need of psychological support
 - **64** immediate first psychological/psychiatric interventions
 - **35** psychological assessments/reports for asylum procedures or other purposes
 - **13** community-based support group meetings
 - **11** visits to specialized institutions for mental health
- Supported PIN to present results of the [2019 Study on Refugees' Mental Health](#), to publish a chapter on *Methods and Ethics in Refugee Research* in the [International Handbook Forced Migration and Social Trauma - Interdisciplinary Perspectives](#) and four articles in relevant academic journals.
- Supported Indigo to publish a manual for psychosocial support to refugee children: [A Safe Place in an Unsafe Journey](#)

Education

- UNHCR and partners provided **1,596** educational workshops (also conducted by **16** refugee women and youth volunteers) to adult and children asylum seekers, **117** recreational/occupational workshops and **37** workshops and group counselling sessions for asylum seeker parents to strengthening their parenting skills
- Assisted **205** asylum seeker children with homework and better understanding of school subjects
- Assisted **133** asylum seeker children in enrolment and adapting to formal education and school environment and supported **2** to win first and third place in municipal competitions in maths and technical education
- Provided **48** asylum seekers children (incl. **4** UASC) with schoolbags and materials and **25** with sportswear
- Provided over **100** cultural mediation services as well as Pashtu literacy classes to UASC at Branko Pešić School and Vodovodska Centre

Reception

- Regularly updated and posted online [Joint Assessment](#) with the SCRM of governmental Asylum, Reception and Transit Centres against applicable UN, EU and national reception standards
- Supported SCRM and institutions accommodating UASC and supporting vulnerable children and adults with over **90,970** non-food relief items (clothing & hygiene parcels, bed linen, beds, etc.)

Coordination and Communication

- Under the **Refugee Coordination Model**, UNHCR co-chaired:
 - **6** Refugee and Migrants Theme Group meetings of the UN Country Team and
 - **2** Refugee Protection Working Group meetings, as well as
 - sectoral, Belgrade and other local coordination meetings
- Produced close to **80** updates on the UNHCR programme in Serbia
- Maintained strong social media presence, including **5,000** Facebook followers; **7,800** twitter account engagements; **16,600** visits/**291,000** page views [to the UNHCR Serbia website](#) as well as **144** interviews to electronic and print media
- Presented filmmaker Aleksandar Aleksić with an international [award](#) for his short film “Anywhere”
- Undertook regular **Cross Border Missions** with UNHCR colleagues and partners in Croatia, Bosnia and Herzegovina, North Macedonia, Romania as well as with colleagues in Priština
- Supported the SCRM in reporting on the situation of **refugees and asylum-seekers-against Agenda 2030** indicators through the [Migration Profile](#)

2. SOLUTIONS FOR REFUGEES

Free Legal Aid

- UNHCR and partners provided free legal counselling and legal aid to **5,137** refugees

Local Integration

- UNHCR and partners, provided **1,509** Serbian language lessons to over **568** adult asylum seekers
- Produced a [video](#) promoting Serbian language lessons to prospective students
- Supported the local integration of **925** refugees
- Supported **201** refugees with financial assistance, **206** with one-off grants, **146** with other material support and **84** with non-food items
- Supported **279** refugees in obtaining documents
- Supported **169** refugees with Serbian language, IT trainings, digital marketing course, driving course and sewing course, enhancing their employment/business opportunities
- Referred **17** elderly refugees to homecare services
- Supported **38** refugees in securing employment including **3** as **Integration Assistants**, providing support to other asylum seekers in the integration process, i.a. through **19** workshops
- Supported the opening of two new refugee owned/employing businesses in Belgrade
- Established a **joint UNHCR/SCRM Local Integration Team**, updating governmental and UNHCR records on refugees and ensuring that all have individual integration plans
- Facilitated participation of asylum-seekers and refugees (incl. UASC) in **33** joint events with local population
- Supported **25** UASC to take part in the **32nd Belgrade Marathon** and another **25** UASC to take part in day excursions, summer and winter sports camps together with their guardians.
- Supported asylum seeking women to [exhibit](#) their [handicrafts](#)
- Supported the celebration of World Roma Day in „Branko Pešić“ School with **15** UASC refugees
- Enabled participation of **3** refugees in Novi Sad PRIDE Festival and **7** asylum-seekers in Belgrade PRIDE March
- Organised *Games without Borders* for local and refugee/migrant children to jointly mark World Refugee Day
- Published **10** local integration [stories](#) and [videos](#)
- Supported the Government in preparing experiences, pledges and contribution related to the [Global Refugee Compact](#) for the 1st [Global Refugee Forum](#) on 17-18 December 2019 in Geneva

Regional Housing programme (RHP)

- Supported **1,676** housing solutions to **5,360** refugees by – together with the OSCE -monitoring RHP beneficiary selection and sustainability
- Assisted **417** refugees on housing in Countries of Origin, through legal advice, power of attorney for acquisition of documents, compiling of documents and submitting demands for housing care, etc.
- Supported vulnerable refugees to obtain **294** documents free of charge
- Assisted **196** Roma refugees to access labour, social, status and other rights
- Supported **72** Roma refugees to access to RHP or other housing programmes

Resettlement

- Supported the successful resettlement of **8** refugees to third countries
- Submitted **2** new refugees for resettlement

3. PREVENTION AND REDUCTION OF STATELESSNESS

Free Legal Aid

- UNHCR and partners facilitated the issuance of **1,686** ID cards
- Supported the obtaining of **271** registry certificates
- Supported **164** administrative/court procedures, including **3** through cross-boundary cooperation
- Followed up on **204** procedures initiated in 2018 or earlier but not yet completed
- Supported **131** persons in having their nationality granted/confirmed

Capacity Building

- UNHCR signed a two years' MoU with the MOPALSG and the Ombudsman to ensure that all new-borns, including those whose parents lack documents or legal status, obtain immediate birth registration and access to nationality
- Supported Praxis to publish **5** [case studies](#) presenting legal problems in registering birth of children of undocumented parents, to submit a [Report](#) on the Implementation of the UN Human Rights Committee's Recommendations on the improvement of the situation of Roma in Serbia and an [alternative report](#) to the Committee on Economic, Social and Cultural Rights with special reference to the issue of statelessness
- Organized **12** awareness-raising workshops for schoolchildren on the prevention and elimination of child, early and forced marriages (CEFM)
- Joined the National Coalition against Child Marriages
- Supported the Government in preparing pledges for the High Level Segment marking five years of the ten year global campaign to end statelessness by 2024 ([#IBelong](#)) on 7 October in Geneva

4. SUPPORT FOR INTERNALLY DISPLACED PERSONS (IDP)

Free Legal Aid

- UNHCR and partners provided **1,368** IDP with free legal aid

Voluntary Return

- UNHCR and partners organised **8** Go and See Visits, **7** return-informative meetings and participation of **3** IDP representatives in **1** Task Force meeting in Kosovo⁴, and registered **80** families for return to Kosovo⁵, while continuing daily cross-boundary cooperation on returns

Local Integration

- UNHCR and partners supported the local integration of **2,553** IDP (incl. **1,082** Roma)
- Supported **514** in collecting documents
- Referred **797** to Centres for Social Work (CSW) for one-off grants, **643** for: financial social assistance, **437** for other material support and **418** to Food Banks and **330** to the Red Cross for non-food items
- Referred **37** elderly IDP to homecare services

Advocacy & Capacity Building

- Participated in the [Skopje Initiative for Durable Solutions for Internally Displaced Persons from Kosovo](#)⁶ with the OSCE and relevant institutions from Priština, Belgrade, Skopje and Podgorica
- UNHCR and partners trained **197** local social protection workers and SCRM Trustees in **25** municipalities on *Anti-Discrimination Regulations of Importance for Refugees and IDPs* and *informing the local community and improving media relations*

⁴ References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999)

⁵ *ibid*

⁶ *ibid*

- Extended national UN Volunteer (UNV) contracts for **15** Roma youth and further strengthened their position in cooperation with the Association of Roma Coordinators
- Trained **15** new Roma youth in **5** two-day workshops and employed them as UNV for **6** months in local-self-governments
- Supported **45** young Roma volunteers from 2018 and 2019 projects to create a network and to implement the project "Local Voices for Global Change" funded by European Youth Initiative Fund at **5** different locations in Serbia
- Engaged **10** staff in **10** CSW and supported access of vulnerable refugees and IDPs to the social protection system of **10** key municipalities under tripartite MoU to *Support to the Local Integration of IDPs, Refugees and Asylum-Seekers* with MOLEVSA and Amity
- Supported the Ombudsman to prepare and present a [Special Report of the Protector of Citizens on the Implementation of the Strategy for Social Inclusion of Roma with Recommendations](#)
- Supported A 11 to organized a conference "[20 Years of Internal Displacement in Serbia – Experiences and Lessons for the Future](#)" as well as an **antidiscrimination training** for Social Welfare Centres and to publish and distribute a manual on the access to economic and social rights and personal documents "[How to realize your rights? A guide for realizing human rights](#)"
- Supported A 11 to file a [Submission](#) on follow-up document to the United Nations Human Rights Committee, with special reference to the position of Roma IDP community, to form a coalition of 12 CSOs and trade unions who filed a [Submission](#) to the UN Committee on Economic, Social and Cultural Rights with one chapter designated to IDP issues and to attend the 65th session of Pre-Sessional Working Group of the UN Committee on Economic, Social and Cultural Rights presenting a [Report](#)
- Supported A 11 to organize an [exhibition](#) of photographs produced by internally displaced children from "Stara škola" in Belgrade and to produce a short [documentary film](#) to raise awareness about conditions in the last collective centre "Salvatore" in Bujanovac and to create a website devoted to IDPs in Serbia – [IRL20](#)

Inclusion of Roma IDP children

- UNHCR and partners provided **1,344** classes of learning support to Roma IDP children, monitored school attendance and performance
- Supported **332** Roma IDP children in homework and studying; provided school books/materials for **293** children, school meals for **252** children and monthly bus tickets for secondary-school children and distributed over **300** New Year's parcels to Roma children
- Supported partner Indigo to sign cooperation agreements with **8** educational institutions, supporting the inclusion of Roma IDP children, engaging **19** volunteers, **3** assistants for cooperation with families and **6** associates for children's attendance and performance monitoring and trained **187** teachers
- Organised **30** workshops for **173** Roma IDP parents, outings and "outdoor education" for **117** Roma IDP children, **18** empowerment workshops for **54** Roma IDP girls, **17** inclusion workshops for **155** primary school children, a gathering on Goč Mountain for **29** Roma IDP children and **8** teachers from **4** primary schools
- Organised **4** advocacy meetings for introduction of free meals/transport for disadvantaged pupils, and a two-day seminar for primary school authorities, social welfare centres and local self-government representatives on coordination in the prevention of school drop-outs
- Intervened with the National Education Inspector to combat discrimination or segregation of Roma pupils

5. MAIN STATISTICAL TRENDS OF COUNTRY SITUATION

Total (observed) arrivals - 2019:

30,216 ↑

Total (observed) arrivals - 2018:

16,165 ↑

Total (observed) arrivals of unaccompanied/separated children - 2019:

3,777 ↑

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

1,956 ↑

Total occupancy of government centres - end December 2019:

5,199 ↑

Total occupancy of government centres - end December 2018:

4,205 ↑

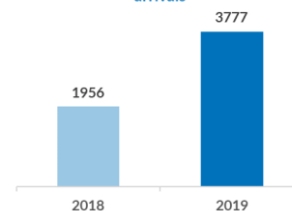
Total presence of asylum-seekers/migrants- end December 2019:

5,833 ↑

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

4,468 ↑

UASC among the total observed arrivals



Asylum

Intentions to seek asylum - 2019:

12,937 ↑

Intentions to seek asylum - 2018:

8,436 ↑

Applications for asylum submitted - 2019:

252 ↓

Applications for asylum submitted - 2018:

327 ↓

Substantive first-instance decisions - 2019:

113 ↑

Substantive first-instance decisions - 2018:

50 ↑

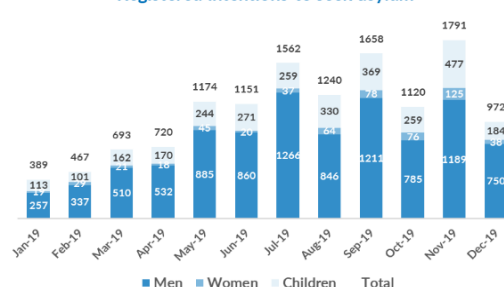
Positive decisions - 2019:

35 ↑

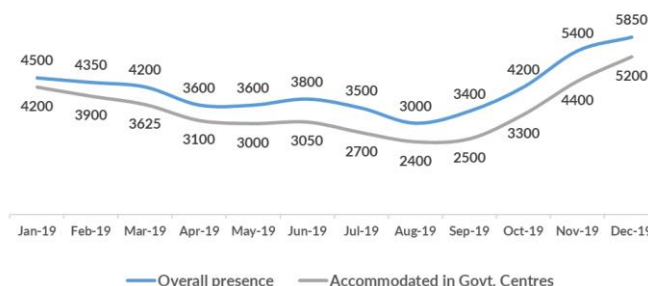
Positive decisions - 2018:

25 ↑

Registered intentions to seek asylum

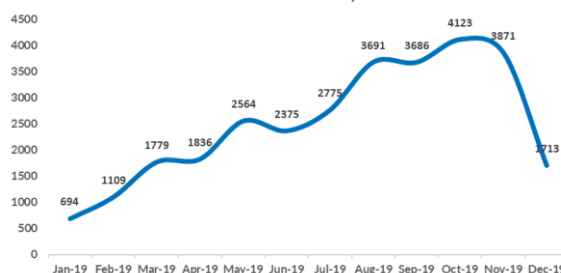


New asylum-seekers and migrants - presence and shelter

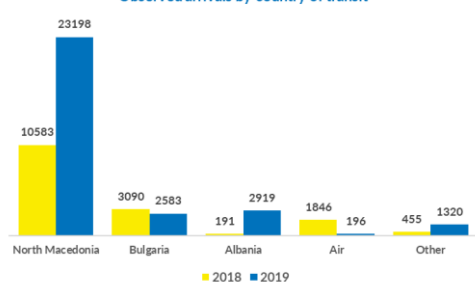


Observed new arrivals - demographics and country of transit

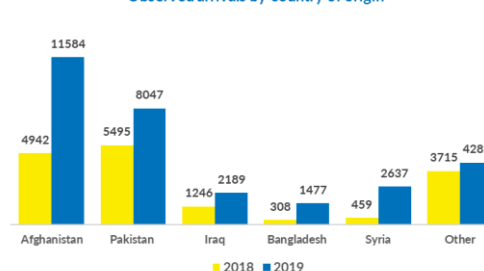
Observed arrivals trend by month



Observed arrivals by country of transit



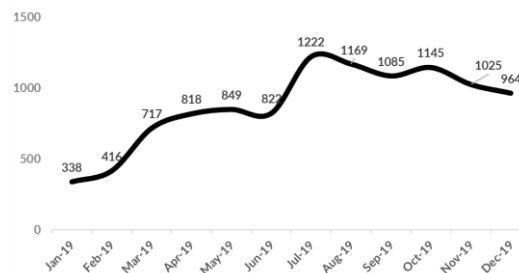
Observed arrivals by country of origin



Reported collective expulsions into Serbia

Total collective expulsions - 2019:	10,584 ↑
Total collective expulsions - 2018:	10,432 ↑
Collective expulsions from Hungary - 2019:	2,867 ↑
Collective expulsions from Hungary - 2018:	1,055 ↑
Collective expulsion from Croatia - 2019:	3,317 ↓
Collective expulsions from Croatia - 2018:	6,541 ↓
Collective expulsions from Romania - 2019:	1,937 ↑
Collective expulsions from Romania - 2018:	835 ↑
Collective expulsions from BiH - 2019:	2,453 ↑
Collective expulsions from BiH - 2018:	2,001 ↑

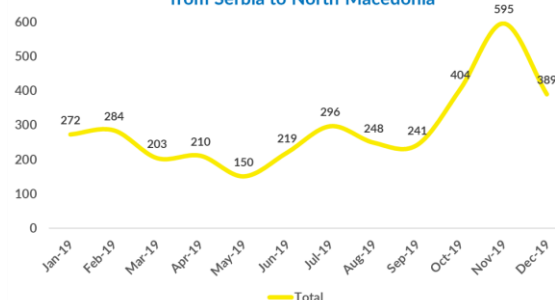
Reported collective expulsions into Serbia



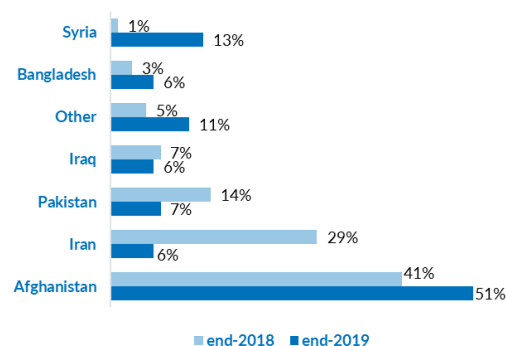
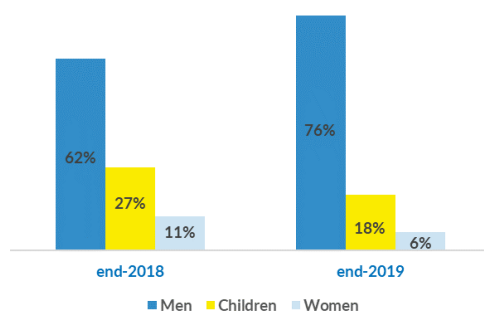
Reported irregular movements from Serbia to North Macedonia

Irregular movements to N. Macedonia - 2019:	3,511 ↓
Irregular movements to N. Macedonia - 2018:	8,261 ↓

Pushbacks & irregular movements from Serbia to North Macedonia

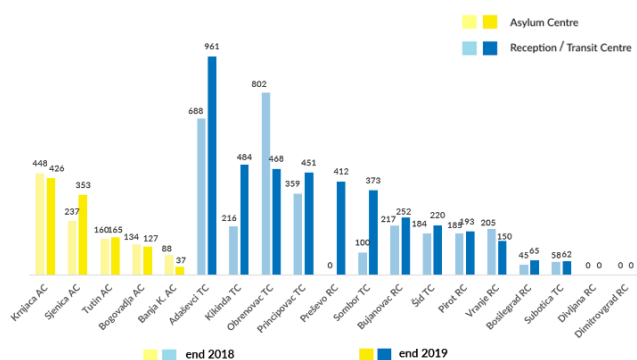


Profile of asylum-seekers and migrants

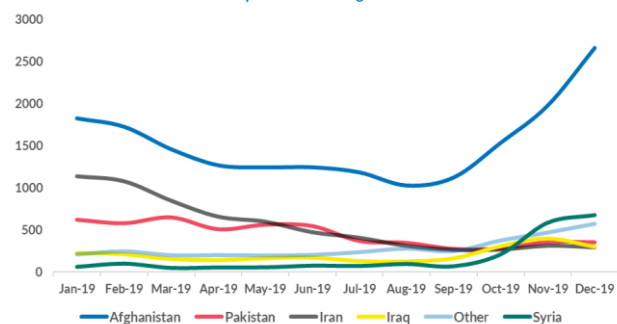


Occupancy of Asylum, Reception and Transit Centres

*please also see [Site Profiles](#)



Presence of top nationalities in government centres



UNHCR Serbia, January 2020