

Serbia

November 2017

KEY INDICATORS

549

Registered intentions to seek asylum in Serbia

32%

of registered refugees and migrants were minors

15

Applications for asylum

0

Persons granted refugee status

0

Persons granted subsidiary protection



- The number of **new arrivals decreased: 643** were encountered and assisted in November (as compared to 1,017 in October). 55% were adult men, 12% adult women and 33% children, incl. 68 unaccompanied or separated children. 27% came from Pakistan, 24% from Iraq, 23% from Afghanistan, 11% from Iran, 3% from Syria and 12% from other countries. 49% arrived to Serbia from Bulgaria, 40% from the former Yugoslav Republic of Macedonia, and 11% from other countries.
- The **number of departures and testimonies of collective expulsions** remained stable - **929** in November (as compared to 1,064 in October) - of which 366 from Croatia, 319 from Romania and 244 from Hungary, with many alleging to have been denied due access to asylum procedures and some to have been maltreated.
- Authorities continued ensuring that over 81% of school age refugee/migrant children attended primary and an increasing number secondary formal **education** in Serbia.
- In another **tragic accident**, on 21 November right on the border between Croatia and Serbia, a five years old girl from Afghanistan was hit by a passing train and killed on the spot. The little girl had entered Croatia irregularly with her mother and six siblings and the accident happened as they were reportedly expelled back from Croatia into Serbia. Serbian authorities and humanitarian partners have been supporting the family during these difficult times.
- In coordination with the Serbian Commissariat for Refugees and Migration (SCRM), UNHCR, DRC and NGO partners undertook **comprehensive distribution of winter NFIs for all the adults** accommodated in official accommodation centres.
- UNHCR Serbia published the November 2017 monthly **Snapshot**, outlining the key trends and statistics relating to Serbia situation as at end-November.

Update on Achievements

Operational Context

4,326 new refugees, asylum-seekers and migrants were counted in Serbia on 30 November, out of which **3,969** (92%) were housed in 18 governmental centres. Another 150 refugees/migrants were reportedly staying rough in Belgrade city centre, up to 100 in the Western border area and up to 100 in the North.

At least 68% of residents in governmental centres were from so-called **refugee-producing countries**: Afghanistan (52%), Iraq (14%) and Syria (2%). **34% were children**, 15% adult women and 51% adult men.

According to available information, **250 unaccompanied and separated children** were accommodated in governmental facilities, comprising 6% of the total number of refugees/migrants/asylum-seekers in governmental shelters.

In November, **549** individuals registered **intentions to seek asylum in Serbia**. 53% were made by men, 15% by women and 32% were registered for children. Most applications were made by citizens of Afghanistan (26%), Iran (22%), Iraq (21%) and Pakistan (21%), as well as other nationalities (10%). One person's asylum claim was rejected, no persons were awarded protection, and the total number of positive first-instance decisions by the Asylum Office in 2017 remains 13.

219 asylum-seekers were **admitted into procedures** in the so-called **"transit-zones"** of Hungary in November. Twenty-eight migrants were assisted through assisted voluntary return in November, and five refugees were assisted through resettlement to third countries.



Working with adolescents on prevention of SGBV, Principovac Transit Centre, Šid (Serbia), ©UNHCR, 28 Nov 2017

Achievements



PROTECTION

Achievements and Impact

- More than 20 UNHCR staff and 100 partner staff continued conducting protection monitoring activities covering 23 sites throughout Serbia. They informed refugees/migrants of their rights and of services available, including of the risks associated with trafficking and smuggling. Through protection monitoring, data is gathered on individual cases, irregular population movements, push-backs and collective expulsions, as well as protection incidents.
- UNHCR continues to strengthen its individual case management system. To date, 45 accounts for UNHCR staff and 54 accounts for partner staff have been created.
- UNHCR conducted screening to assess international protection needs with the aim to identify potential solutions. In November, UNHCR identified 29 cases with protection needs and vulnerabilities.
- SGBV cases are routinely identified and reported by UNHCR and partner staff through protection monitoring. In November, UNHCR identified 5 new cases followed up on 12 SGBV cases.
- In order to assess immediate risks and potential durable solutions, UNHCR has been supporting the national authorities with carrying out systematic best interest assessments (BIA), with 1 child covered in the Preševo Reception Centre in November.
- UNHCR Serbia continues cross-border exchanges with neighbouring UNHCR operations to establish and improve operational cooperation and information-sharing. In November, a cross-border mission was held with Bosnia and Herzegovina colleagues.
- During the first half of the *16 Days of Activism against Gender Based Violence*, UNHCR Serbia - together with partners and authorities - organized separate Focus Group Discussions with adult males, adult females, adolescent males and adolescent females in Principovac, Kikinda and Krnjača centres, which discussed safety in the community, GBV, as well as challenges faced by women and girls. In addition, four Country Cultural Sessions were organized to equip frontline workers and authorities in Belgrade, Pirot and Presevo with cultural knowledge on Afghanistan, Syria, Iraq and Pakistan.
- UNHCR donated specialised equipment worth over USD 146,000 to the Ministry of Interior. The equipment - scanners, manual biometric terminals, computers, and cell phones – will help the Asylum Office to provide for enhanced access to/and effective and efficient asylum procedures for refugees in Serbia.
- UNICEF-supported child-friendly spaces (CFS) in Krnjača, Bujanovac, Preševo, Vranje and Dimitrovgrad remained operational, in cooperation with DRC. CFS and Youth Corners were operational in Kikinda, Obrenovac and Divljana, in partnership with SOS CV. In addition, Divac Foundation was operating a CFS in Sjenica supported by UNICEF.



*Sharing a snack with a friend, Preševo RC (Serbia),
@UNHCR, November 2017*

- Since the beginning of 2017, 3,381 children received assistance in UNICEF-backed family support hubs, CFSs and mother and baby corners (MBC).
- UNICEF continued to support the social welfare system in Preševo, Bujanovac, Belgrade (including Obrenovac), the Šid area (covering Adaševci and Principovac), Kikinda, Sjenica, and Kanjiža.
- UNICEF continued to work with centres for social work to identify and support UASCs, as well as other at-risk children.
- Since the beginning of 2017, social workers identified and interviewed 4,416 at-risk children, including UASCs, and made necessary referrals to the police (to obtain intention to seek asylum (ISAC) documents), health services when necessary, and for accommodation in relevant facilities, including children's homes. A new modality of support has been introduced, shifting from support provided to individual CSW by UNICEF to centralised support provided by Ministry of Labour, Employment, Social and Veteran Affairs (MoLEVSA). This led to a gap period in November, when outreach teams were not operational, during which a lower number of at-risk children were identified.
- Humanitarian Centre for Integration and Tolerance (HCIT) was present in the Northeast and Northwest, providing legal advice, practical information, referrals, protection border monitoring and identification of vulnerable individuals likely in need of international protection and filling out Protection Incident Reports on collective expulsions. HCIT also monitored the process of admission into Hungary, the deportations, cases of denied access to territory and/or asylum procedure, etc.
- HCIT supported persons of concern in accessing local institutions, such as Health Care Centers, Municipal Offices (for the registration of new born babies), and with transportation services in these cases, especially when it comes to EVIs, etc.
- HCIT interpreters regularly provided assistance (free of charge) to doctors in hospitals, Health Care Centers, Police stations and Misdemeanor Courts.
- During the reporting period, HCIT provided 338 persons likely in need of international assistance with legal advice (189 in the North, 149 in the West/East). They were counseled about their legal options in Serbia. In addition, some 559 PoCs received practical service/information, were advised, referred and assisted through various activities. HCIT encountered (identified for the first time) 78 UASC, among them 46 UAMs.
- Save the Children (SC), together with partner organizations in Serbia, reached a total of 910 new beneficiaries (incl. 308 children, of which 160 unaccompanied children). Since the beginning of the response, SC in Serbia reached 84,257 beneficiaries, of which 34,312 children.
- SC continued running Child Friendly Spaces (CFSs) and Youth Corners, working with Group 484 in Bogovađa AC and with the Centre for Youth Integration (CYI) in Refugee Aid Miksalište and Obrenovac, Preševo and Vranje Reception Centre (RC). Experienced teams provided psychosocial support (PSS) through tailor-made, innovative activities, information, referrals to services of NGOs and/or state-run institutions and direct assistance.
- CFS teams from Bogovađa AC, run by SC and Group 484, conducted extracurricular activities in November, bringing together refugee/migrant children and their families and the local community in Bogovađa. On November 7, in a school in Bogovađa, parents from the local community were introduced to Group 484 and SC's work, and familiarised with refugee/migrant/asylum-seeking children's life in this asylum centre. On November 11, 21 children from Bogovađa AC, accompanied by their parents, and 17 local children from years 1 to 4, accompanied by two teachers, enjoyed a visit to Belgrade Zoo together.
- In Belgrade, together with Praxis, SC continued managing outreach teams which provided protection, monitoring, legal assistance and referrals in parks and public spaces, focusing particularly on protection of unaccompanied and separated children.

- In partnership with the Ministry of Labour, Employment, Veteran and Social Affairs (MoLESVA), SC launched a child safeguarding assessment of refugee hosting sites, with the goal of creating a safer environment for child refugees and migrants accommodated in Serbia. In November, a team composed of representatives from SC and the MoLESVA visited reception and asylum centres in Preševo, Vranje, Bujanovac, Bosilegrad, Tutin, Sjenica, Banja Koviljača, Bogovađa, Niš, Pirot and Dimitrovgrad, interviewing centre management, the staff working with children, the social workers and the parents. In parallel, the team was conducting participatory workshops with children in Preševo, Obrenovac, and Jesuit Refugee Service's Safe House. The teams will complete field visits by the end of the year, while the report, presenting ensuing recommendations, is expected to be finalised in February 2018.
- Belgrade Center for Human Rights (BCHR) continued with regular presence in Asylum Centers and Reception Centers on the Southern border. BCHR legal officers conducted five visits to Preševo Reception Centre (RC) and five visits to Bujanovac RC, four visits to Banja Koviljača Asylum Centre (AC), Bogovađa AC, Tutin AC and Sjenica AC. BCHR provided legal counselling to refugees and migrants in Krnjača AC during 13 visits.
- Two clients were assisted with obtaining UNHCR cash assistance and one client will be provided with the one-time UNHCR cash assistance for rent deposit. Following the Directive on Criteria for Establishing Priority Accommodation of Persons Recognized the Right to Refuge or Granted Subsidiary Protection and the Conditions for the Use of Temporary Housing, BCHR was informed that assistance was granted to one client for whom the application was previously made.
- BCHR initiated family unification procedure for one client from Kazakhstan (finalization is pending on the provision of supporting documents). The same client was advised on matters pertaining to opening a private business in Serbia.
- During the reporting period, Asylum Office granted one BCHR client from Afghanistan a refugee status. BCHR legal teams counselled 288 persons (237 male, 51 female), including 41 minors.
- Info Park Mobile Team in Belgrade city centre identified fewer new arrivals in November compared to October. Info Park Hub provided information in 2,276 instances, supported 640 women with a drop-in shelter and referred 430 cases to specialized organizations. Supported by the International Rescue Committee (IRC) Vulnerability Fund, Info Park provided transport to official accommodation centres in 95 instances, and accommodation in Belgrade city for the newly registered individuals in 14 instances.
- Info Park remained part of the Migration Emergency Response Fund (MERF) programme aimed at providing the refugees in Belgrade with emergency assistance – notably food and protection services. As part of International Rescue Committee (IRC) MERF programme, Info Park stepped up its protection activities, introducing in-depth protection interviews, winterization assessments, etc.
- Info Park joined the global UN Secretary General's campaign "16 Days of Activism" against violence against women and girls. With the aim of shedding light on the high incidence of SGBV against female refugees/migrants, Info Park shared some of their personal stories on its blog.
- Supported by Catholic Relief Services (CRS), Philanthropy distributed cash cards for families and vulnerable individuals – 2,876 beneficiaries in total in the following centres: Preševo, Bujanovac, Vranje, Dimitrovgrad, Bosilegrad, Pirot, Divljana, Tutin, Sjenica, Krnjača, Adaševci, Principovac, Bogovađa, Banja Koviljača and Kikinda. Philanthropy also organised distributions for Atina's beneficiaries (women and children, victims of trafficking and/or SGBV) and unaccompanied minors in "Vasa Stajić" institute and the JRS' Integration House in Belgrade. The total amount of distributed assistance was approx. USD 120,408. In addition, in all above-mentioned centres, Philanthropy and CRS provided 8,000 RSD for each family and 3,000 RSD for vulnerable individuals for winterization assistance, amounting in total to USD 34,607.

- Caritas teams for psychosocial support provided assistance to refugees in Preševo, Bujanovac, Bogovađa and Krnjača, on a daily basis, Monday to Friday. The teams provided animation activities for children, occupational activities for adults and psychosocial counselling.
- In Principovac, Bogovađa, Obrenovac and Krnjača, Caritas organized recreational and sport activities for children and adults.
- DRC/ECHO teams continued their protection activities in the areas of Preševo, Vranje, Bujanovac, Krnjača, Obrenovac, Sombor, Principovac, Adaševci, Kikinda and Eastern Serbia (Dimitrovgrad, Divljana, Bosilegrad and Pirot). In November, information was provided to 339 beneficiaries, and protection response for 251 beneficiaries.
- DRC provided a set of vocational/occupational activities (sports activities, hairdresser and sewing) in the following centres: Principovac, Adaševci, Kikinda, Sombor, Divljana, Pirot, Krnjača, Obrenovac, Preševo and Vranje. In the reporting period, a total of 2,279 persons was reached with these activities.
- In Obrenovac RC, DRC provided cash cards to 653 persons. In Sombor TC, DRC provided cash cards to 107 persons.
- SOS CV Child Protection team in Adaševci continuously supported 25 families and children at risk in Adaševci and 17 in Principovac, with 308 direct services in Adaševci and 333 in Principovac, through Case Management and preventive workshops including services of translation, practical information, psycho-social support and referrals to other institutions/organizations.
- SOS CV Child Protection team in Preševo supported 15 families and children with 612 direct services through Case Management and preventive workshops.
- Group for Children and Youth “Indigo” implemented its activities in Niš, Bujanovac, Preševo, Vranje, Pirot and Bela Palanka. Indigo worked with unaccompanied and other vulnerable children, providing psychological first aid, identifying and referring them to other actors, organising educational and recreational activities and monitoring their involvement in everyday life in accommodation centres.
- In total, Indigo provided 7,331 services to the children in Preševo, Bujanovac, Vranje, Niš, Bela Palanka and Pirot (1,116 information, 24 referrals to doctors, 10 referrals to CSW, 4 referrals for legal aid, 116 referrals to other actors, 119 PFA, 444 participants in psychosocial workshops, 688 participants in recreational activities, NFIs et al and 520 services related to informal educational activities).
- Since 1 December 2016, in Bujanovac, Preševo and Vranje, BCM/CRS has been providing educational activities called *Serbian language and Euro-Balkan Culture and Traditions*, which are held three times a week in Bujanovac and Preševo, while in Vranje they are held five times a week. In addition, BCM provides educational support through teaching Serbian language to all children who have been enrolled into four public schools in Vranje, Bujanovac and Preševo. In Preševo RC, BCM/CRS cultural mediators escort the children to school and back to the Centre.
- IOM mobile teams were present in all reception/transit centres – Subotica, Sombor, Kikinda, Principovac, Adaševci, Belgrade area, Obrenovac, Divljana, Dimitrovgrad, Bosilegrad, Pirot, Preševo, Vranje and Bujanovac and touring all five asylum centers, providing information and counselling on assisted voluntary return (AVR), as well as raising awareness on risks of human trafficking and migrant smuggling. All necessary technical and logistic support was provided to migrants who expressed their willingness to return to their country of origin - contacts with relevant embassies of the countries of origin, transfer of migrants to the embassies, assistance for the issuance of travel documents, travel arrangements, assistance for the movement, including transit airport assistance and assistance upon arrival to the country of origin.
- IOM continued supporting the transportation of migrant children to schools. This assistance included escort/transportation of children residing in targeted reception centres to and from school and facilitation of communication among parents, teachers and social workers/psychologists employed in

their respective schools. IOM teams were conducting this activity in five locations: Dimitrovgrad, Pirot, Divljana, Bujanovac and Vranje. Total number of children who were transported/escorted to their respective schools in November was 86 (20 children in Divljana RC, 16 children in Bujanovac RC, 20 children in Vranje RC and 30 children Pirot RC).

- Within the third component for Social Cohesion under the joint UN project *Open communities – successful communities*, IOM implemented four focus group discussions with service providers in reception and asylum centers in Serbia in order to identify the needs, the challenges and the perceptions of service providers in relation to the needs and interests of migrants. Focus group discussions were held in Šabac and Niš with 46 representatives of relevant state and local self-governments institutions, international and civil society/non-governmental organizations.
- In the scope of the IOM project *Support to strengthening migration and asylum management in Serbia*, in the area of asylum, the following activities took place: (1) on-the-job training: on line mentoring process for employees; group mentoring meetings with guest lecturers and support provided to Asylum Office in the development of the report on country of origin (reports submitted for Afghanistan and Iraq); (2) E-curriculum: the Handbook was developed, including the initial outlines for the e-course; the on-line platform of Migration Training Centre has been launched; the reconstruction of the Migration Training Centre was initiated.
- AVR framework has been coordinated between IOM and SCRM, with a detailed outreach plan for information and individual counselling in all asylum centres, as well as in reception/transit centres. In November 2017, twenty eight migrants returned to their countries of origin (Iraq, Pakistan and Azerbaijan) with AVR. A total of 226 migrants returned to their country of origin since January 2017.
- Initiative for Development & Cooperation (IDC)/Arbeiter Samariter Bund (ASB) volunteer teams dedicated a total of 105 volunteer days. IDC supported the realization of a sports day in Višnjićevo, Šid, by providing transport, sports equipment and T-shirts for the team of children from Principovac TC.
- Psychosocial Innovation Network (PIN) worked with 125 different persons (72 males, 53 females; 57 minors and 68 adults). Majority of beneficiaries were from Afghanistan (61), followed by Iraq (17), Iran (13), Cuba (9), Libya (8), Syria (7), China (2), Russia (2), Kuwait (2), Macedonia, Nigeria, Tunisia and Pakistan (1 per country).
- PIN was providing PSS and conducting psycho-educational, creative and occupational workshops in different locations in Belgrade – PIN premises, Centre for Minors “Vasa Stajić”, as well as in PIN’s premises in Sjenica and Tutin (in the vicinity of ACs). PSS services were provided once per week to beneficiaries accommodated in Banja Koviljača and Bogovađa ACs. PIN was regularly visiting the beneficiaries at Slankamen Rehabilitation Centre.
- PIN organized and accompanied beneficiaries to psychiatric examinations on 11 occasions. In addition, PIN continued organizing Art workshops for both male and female groups.
- Praxis continued providing information to refugees/migrants/asylum-seekers in Belgrade about the current situation, available legal pathways and available services (accommodation, transportation to asylum/reception centres, legal assistance, medical care, food, NFIs, etc.). In November, Praxis provided support to a total of 865 newly arrived refugees/migrants/asylum-seekers, 601 adults and 264 children in Belgrade and Obrenovac. Out of the total number of children, 125 were potential UASCs. Praxis also identified vulnerable cases (families with children, pregnant and lactating women, UASCs, the ill, the elderly, persons who have exhausted all resources and are at risk of turning to smugglers, etc.) and referred them to other organizations for targeted assistance. A total of 1,062 persons, 424 new arrivals and 638 beneficiaries identified earlier were referred to different organizations/institutions for targeted assistance. Praxis also provided protection by presence and escorted refugees to the Police Station for registration – of all the referrals, a total of 266

refugees/migrants/asylum-seekers were referred to the Police Station in Savska Street for registration. When there was no organized transportation provided, Praxis also provided transportation assistance to a total of 214 refugees/migrants/asylum-seekers by covering the costs of train/bus tickets to asylum or reception centres and taxi to the police station in Belgrade. Praxis was also doing protection monitoring and recording the cases of violation of refugees' rights along the route.

- Around 250 children and youth took part in outdoor activities led by NEXUS and CARE in Preševo RC (outdoor sports, playing with toys, social games).
- Novi Sad Humanitarian Center (NSHC) team, supported by CARE, organized recreational activities in "Miksalište" in Belgrade, in which 120 beneficiaries, mostly teenage boys and men, took part.
- As part of the project *Welcome initiative for Migrant Youth*, CARE's partners successfully implemented workshops with young boys in centres where CARE is engaged. NEXUS from Vranje organized 36 workshops in Preševo RC. Each workshop lasted 45 minutes and included 6-8 participants. Four trainers and one Farsi translator were engaged in leading the workshops, and were welcomed by the participants. NEXUS' activists provided logistical support and transportation. In the same period, NSHC organized 14 workshops in Miksalište premises in Belgrade. Each workshop lasted one hour and included 7-11 participants. Three trainers and one Farsi translator were engaged in facilitating the workshops.
- Through outreach activities supported by CRS, Atina's mobile team provided assistance and support to 121 women and girls in the field, while 71 women, girls and boys were assisted through long-term support program which included GBV case management, safety and individual planning through counselling and full participation of the beneficiaries, referral, follow-up, PSS and protection monitoring. Atina's mobile team had 13 urgent interventions on the field.
- With the support of CRS, NGO Atina conducted empowerment workshops for 142 women and girls in five locations – Krnjača, Bogovađa, Maternal home, Bujanovac and Preševo.
- With the support of CRS, Atina has been running three Shelters for persons from the refugee population who have been identified as survivors of GBV, human trafficking, or are particularly vulnerable. During the month of November, NGO Atina provided shelter for seven persons from among the refugee population.
- International Rescue Committee (IRC)/Divac Foundation team continued running social cafés in Krnjača and Obrenovac in full capacity. A total of 9,200 hot beverages were prepared, and a total of 82 workshops were held. There were six art and craft workshops in Krnjača and 16 in Obrenovac, where the beneficiaries made a billiards table by themselves. The sewing course continued in Krnjača five times a week, and also IT course and English lessons. In Obrenovac, the workshops included music, "Meet Serbia" and "Meet Europe" workshops and environmental workshops. Sports activities were organized on a daily basis including cricket training twice a week in Obrenovac TC in cooperation with the Cricket Federation of Serbia. Hundreds of people participated on a daily basis in various board games including billiards, table soccer, cards, jigsaw puzzles, etc. Movie projections were organized twice a week in both centers.
- Group 484 and Divac Foundation were implementing the project *Support to refugees in AC Tutin and AC Sjenica*. The following activities were organized in Sjenica and Tutin: sports activities in both ACs, Serbian language classes in a certified facility for education in Tutin and arts & crafts/Serbian language workshops in Sjenica. In Tutin, 10 adults and 4 children attended the Serbian language classes. There were 10 classes in November. In Sjenica, 27 children and 20 women participated in arts & crafts workshops. 14 workshops were held in November – making paper ornaments, decoupage, painting on canvas, painting with different techniques and making carnival masks for children.

- With the support from UNICEF, Divac Foundation has been running a CFS in AC Vesna in Sjenica open five days per week. The team also organized language workshops, creative workshops, and musical workshops, movie projections for children and sports activities.
- UNFPA CO Serbia held two days' GBV trainings, one in Belgrade and one in Niš. In total, 56 participants, representatives of governmental institutions, international organizations and the civil society attended the trainings and contributed to the analysis and identification of more effective methods to respond to GBV. Training was aimed at providing participants with access to same information and at familiarizing them with the Standard Operational Procedures for the Protection of Refugees and Migrants from GBV, in order for them to understand the risks and to enable the victims of GBV to receive adequate support in accordance with their needs.
- With support from UNFPA, NGO Atina organized 12 empowerment workshops, in three locations, for the total of 97 female beneficiaries.
- Through outreach activities supported by UNFPA, Atina's mobile team provided assistance to 37 women, girls and boys through the long-term support programme which includes GBV case management, and had eight urgent interventions in the field, when five cases of GBV were identified and 6 women, 2 girls and 2 boys who survived physical/psychological/sexual violence.
- Crisis Response and Policy Centre (CRPC), provided the following services in Belgrade and other locations: information dissemination (in Pashto, Arabic, Farsi, Urdu, Kurdish, English, etc.), interpretation, cultural mediation and orientation, psycho-social aid, identification and referrals on EVIs, advocacy and referral to legal, medical and other aid, escort and transport to different facilities, etc. Services were provided both independently and in cooperation with other actors and with support from UNHCR and UNICEF. CRPC team provided different services for more than 5,000 beneficiaries. A total of 127 possible UASC cases were identified and referred to CSW.
- CRPC provided escort for medical cases in Obrenovac RC. CRPC also assisted in cultural mediation and support to PoCs accommodated in this RC. This activity is supported by UNHCR.
- With the help of UNHCR, CRPC conducted a total of 52 assisted and independent visits to centres in Serbia (Krnjača, Bogovađa, Banja Koviljača, Tutin, Sjenica, Obrenovac, Divljana, Principovac, Adaševci, Subotica, Sombor and Kikinda).
- Supported by UNHCR, CRPC provided interpretation and cultural mediation services to beneficiaries in state-run centres (Bogovađa, Krnjača, etc.), to SCRMs, medical staff and representatives of other local institutions and organisations.
- With the help of UNHCR, CRPC provided assistance in logistics, transport and escort for ISAC beneficiaries to Bogovađa AC in seven instances.
- Supported by UNHCR and UNICEF, and in cooperation with UNHCR/DRC, on site-medical teams, accommodation centre's staff, City Centre for Social Work and other actors - interpretation/CM, escort, advocacy and transportation to secondary medical, children and other facilities were provided by CRPC team in 62 instances.
- With support from UNICEF and CRPC, UASCs from Krnjača AC were involved in sports activities. Two arts & crafts workshops for UASCs from Vodovodska Centre for Foreign Minors and two arts & crafts and two outdoor cultural mediation sessions for pupils of "Branko Pešić" Primary School were organized.
- CRPC continued with the profiling surveys of the new arrivals to Serbia.
- CRPC assisted in referral and logistics activities for Krnjača AC's medical cases, providing further escort, advocacy, interpretation and other services, including mediation in use of public transport and Belgrade city orientation.

Identified Needs and Remaining Gaps

- Security in some of the accommodation centres remains a concern, with many incidents reported and infiltration by smugglers. Further support is needed to improve security in these locations.
- The gap in transportation to asylum centres from Belgrade remains significant. More support is needed in this regard.
- More support is needed given the lack of safe accommodation for victims of SGBV.
- Further efforts are needed in the identification of potential victims of human trafficking, as well as of people at risk of trafficking and abuse in the context of smuggling.
- More support is required to ensure separation between adults and UASC in accommodation centres.



EDUCATION

Achievements and Impact

- To support the inclusion of refugee and migrant children into the official education system, Save the Children supported an additional professional engaged to assist the Ministry of Education (MoE) in coordination with schools and other relevant education actors, and in the assessment of schooling needs and capacities.



“Support for Refugee Families and Unaccompanied Children” Conference (left to right): Mr. Vladimir Cucić, Commissioner for Refugees and Migration of the Republic of Serbia, H.E. Mr. Zoran Đorđević, MoLESVA, Ms. Nevena Čalovska, SOS CV Serbia and Mr. Michel Saint Lot, UNICEF Representative

- Together with a local partner Centre for Interactive Pedagogy, and in cooperation with MoE, SC was conducting research on inclusion of refugee and migrant children into schools.
 - In accommodation centres where they are operational, SC and its partners adjusted their non-formal educational programme to support the children enrolled in schools in adapting and in overcoming the challenges they have, and also continued running a non-formal educational programme for those who have not yet started attending school.
 - SC continued supporting the refugees and migrants in learning on the move by providing free access to Coursera, an e-platform offering different courses.
- Supported by Christian Aid, Philanthropy continued with sewing courses in Preševo and Bujanovac. Philanthropy also continued with animated movie courses in Bujanovac RC and computer workshops in Preševo RC.
- On 22 November, SOS CV organized a Conference “Support for Refugee Families and Unaccompanied Children”.
- SOS CV donated support to one High School in Šid, one school in Divljana and one school in Preševo.
- In cooperation with Philanthropy, SOS CV organized joint recreational activities in school "Sremski front" primary school in Sot village near Šid.
- On the occasion of International Day of Tolerance, SOS CV supported a visit of refugee parents to schools in Šid municipality. In a school in Bela Palanka, SOS CV mobile team organized two workshops. In "Vuk Karadžić" Primary School in Preševo, SOS CV held an educational and creative workshop for children.
- In Preševo, in cooperation with MoLESVA, SOS CV organized workshops on the issue of “Strong Families” and an exhibition of works by SOS CV beneficiaries.

- SOS CV mobile team held two workshops entitled “My Anger” in “Branko Pešić” school in Zemun.
- SOS CV continued the sewing and carpentry workshops in Preševo RC and Principovac TC.
- SOS CV continued English classes in Adaševci and Principovac TCs and Preševo RC, and with the informal education classes in Obrenovac TC (English and Serbian classes, geography, biology, mathematics, sculpture, etc.).
- SOS CV continued outdoor sports activities in Preševo, Obrenovac, Kikinda and Divljana accommodation centres.
- Within the CFS in Adaševci TC, SOS CV Serbia delivered 178 services to children and youth, and within the MBC SOS CV Serbia delivered 647 services. Within the Youth Corner in Adaševci, SOS CV delivered 176 services and had 1,279 participants. SOS CV ICT spot in Adaševci provided Wi-Fi connections, and a charging station, and had 1,914 participants at ICT activities, while Principovac ICT spot had 1,525 visits.
- Within CFS in Principovac TC, SOS CV provided 316 various activities, and within the MBC SOS CV Serbia delivered 375 services.
- SOS CV ICT spot Krnjača provided Wi-Fi connections and a charging station and had 2,717 visits by adults and children, including to IT workshops.
- Within the Family Room in Preševo RC, SOS CV Serbia delivered 286 services, SOS CV ICT Corner Preševo had 1,899 visits, while ICT spot in Bujanovac RC had 2,401 visits, including to ICT workshops.
- Indigo continued with informal educational activities in Divljana and Pirot RCs. Activities were focused on assisting the children in doing homework and following the school curriculum, as well as on learning Serbian and English. In Divljana, on average, 12 children attended the non-formal educational activities, while in Pirot, 15 children, on average, attended these activities.
- PIN continued conducting Serbian language classes at PIN’s premises for Arabic, Farsi and Spanish-speaking beneficiaries. English language classes for Spanish-speaking beneficiaries continued regularly once a week.
- PIN conducted regular IT and psycho-educational workshops at PIN’s premises in Belgrade, Sjenica and Tutin, with the aim of expanding the knowledge and developing different practical, intrapersonal and interpersonal skills of children and young refugees. In addition, PIN organized 14 classes with beneficiaries enrolled in “Ivo Andrić” primary school, with the aim of assisting them with different school subjects.
- Carpentry workshop in Preševo RC, launched by CARE and its partner NEXUS, was running very well and 6-8 refugees/migrants, on average, attended classes that were being held every Monday, Tuesday, and Thursday from 11 a.m. till 2 p.m. (four classes each day). With the support from the instructor and NEXUS staff, participants began making simple pieces of furniture such as shelves, tripods, tables, coat hangers, etc.
- UNICEF continued to implement programmes which are enabling access of refugee and migrant children to education by supporting the Ministry of Education, Science and Technical Development (MoESTD) and its regional school administrations. Support was provided to monitor and support schools which have enrolled refugee and migrant children: capacity building of professionals working in formal and non-formal settings, implementation of non-formal education programmes in cooperation with DRC and SOS CV and provision of material support to schools.



Carpentry workshop in Preševo RC, @CARE, November 2017

- Since the beginning of 2017, 770 children have been reached directly through non-formal education, 667 children have been reached directly through formal education and 520 children have been reached indirectly through technical assistance provided by UNICEF to CSOs running non-formal education programmes.
- Nine Regional School Administrations of MoESTD have been supported through the engagement of 10 school mentors (two for Belgrade), provision of laptops and fuel coupons. Mentors and regional school advisors supported schools to develop school and pupil support plans, monitor their performance, to assess the needs for further capacity building, and to provide monthly reports for school attendance, progress made and challenges.
- In November 2017, UNICEF continued implementing trainings. A total of 267 representatives, from 83 primary and secondary schools from municipalities hosting government centres for refugees and migrants, completed the trainings on quality of education in diverse classrooms.
- 52 schools working with refugee and migrant children received school grants from UNICEF.
- A workshop for the development of training for accelerated learning of Serbian language was implemented in cooperation of MoESTD, DRC and UNICEF.
- Non-formal education activities aimed at the development of key competences for life-long learning continued, including activities which are supporting regular and safe school attendance (escorting children to schools, participating in the development of school support plans, running of homework clubs and implementation of different local actions to develop a supportive school and local community environment for the inclusion of refugee and migrant children into the education system.
- UNHCR started temporary assistance to 12 older children from Bogovađa AC to attend a school for Adult Functional Education 11 km away from the AC.
- Two creative workshops were organised by CRPC at “Branko Pešić” Primary School in Zemun, with 31 participants from both refugee/migrant and domicile population.
- CRPC continued providing escort to Krnjača AC’s children in the new schoolyear.

Identified Needs and Remaining Gaps

- Enrolment into secondary-level education, which is not obligatory under national legislation, remained more challenging than enrolment into obligatory primary-level education, implying the need for stronger support for both prospective students and potential schools and relevant authorities.
- Adaptation of children to the environment in schools was still on-going. Some children who skipped school more often than the others. UNHCR and partners focused on working with their families, providing them with support and explaining the importance of education and regular attendance.
- Some children accommodated in Sjenica AC and those accommodated at Centre for Minors “Vasa Stajić” in Belgrade did not have the necessary schoolbooks.



HEALTH

Achievements and Impact

- Médecins du Monde (MDM) continued to provide primary health care in Adaševci TC, seven days a week, from 08:00 am to 04:00 pm; MDM team in Adaševci consists of a medical doctor, a nurse, a psychologist and a cultural mediator; complemented by a driver and a car for medical referrals.
- MDM continued its fruitful partnership with the Public Health Centres in Kikinda and Sombor. Medical assistance was provided by a medical team (doctor and nurse) from the public health centres, with

the support of MDM in Sombor and Kikinda TCs, five days a week (Mon-Fri), and the weekend was covered by the PHC emergency department.

- In the Northern border, MDM was outreaching in both Transit Zones - Horgoš and Kelebija - with its mobile clinic (doctor, nurse and a driver), two times per week (Tuesday and Friday), in coordination with other stakeholders.
- In November, MDM provided 1,255 consultations (totalling 27,688 consultations in Jan-Nov 2017 – 682 in Adaševci TC, 285 in Kikinda TC, 141 in Sombor TC and 147 in Horgoš & Kelebija).
- MDM teams provided Sexual and Reproductive Health (SRH) and Family Planning (FP) counselling for 128 patients, 24 ante-natal care (ANC), and 119 referrals to primary and secondary health institutions.
- MDM Mental Health and Psychosocial Support (MHPSS) teams, composed of a psychologist and a cultural mediator, were present in Adaševci TC (7days/week), Sombor TC (Monday to Friday) and Kikinda TC (5days/week). In November, the psychologists attended to 79 new refugees/migrants (30 women, 49 men), providing PFA and first assessment of the general condition of the beneficiaries, 72% of whom were assessed to be in need of follow-up and continuous psychological support. The psychologist provided 81 individual counselling sessions, five referrals to psychiatric care and 12 group psycho-education and support sessions involving 84 participants. MDM psychologists observed that migrants suffer from consequences of psychological distress, showing signs of depression, anxiety and PTSD.
- In the field, MDM MHPSS team also referred beneficiaries to other stakeholders' services, who provided additional services.
- 124 refugees/migrants participated in MDM's Health Promotion sessions in Adaševci TC, held twice a week. The topics for the sessions were chosen based on the assessment of the needs of refugees/migrants in the Centre, and in cooperation with SCRM: hand hygiene, dental hygiene and body and head lice. MDM chose interactive and short-format training, with practical demonstrations and video materials in Farsi/Arabic, which also encouraged discussions among/with the attendees.
- MDM initiated a series of Health Education sessions for actors working with refugees/migrants. In November, one session on prevention of respiratory diseases was provided for 10 SCRM staffers working in Adaševci TC.
- In collaboration with International Aid Network (IAN), MDM organized a training in Sombor entitled "Early identification and documentation of torture among refugees, migrants and asylum-seekers", for professionals working in the Northern area. A total of 25 participants from relevant institutions/organizations active in TCs Sombor, Kikinda and Subotica and the surrounding areas actively participated in and benefited from this training (incl. Sombor PHC, SCRM staff from Sombor, Subotica and Kikinda TCs, Red Cross Kikinda and Sombor, DRC, MSF, SOS CV and UNHCR).
- UNHCR/DRC medical teams engaged through 9 Primary Health Centres provided 8,783 health-care services, including screening of refugees for body lice and other infectious in the following 10 centres: Krnjača AC (two medical doctors and three nurses), Bogovađa AC (one medical team), Banja Koviljača AC (one medical team), Preševo RC (two medical teams), Bujanovac RC (one medical team), Vranje RC (one medical team), Obrenovac TC (2 medical teams), Divljana RC (one medical team), Pirot RC (one medical team) and Bosilegrad RC (one medical doctor). UNHCR/DRC medical teams also conducted referral and follow-up of specific individual cases in need of specialized health-care services, in close cooperation with DRC Medical Officer, based in Preševo, and the DRC Medical Team in Belgrade. Medications, both basic and more advanced, were provided regularly through contracted state pharmacies in the above-mentioned centres, as well as in Tutin AC.
- Two psychologists were engaged through Primary Health Centres Obrenovac and Pirot by DRC in order to provide mental health support to persons of concern (PoCs) residing longer within

Obrenovac, Pirot, Bela Palanka and Dimitrovgrad RCs. The psychologists also conducted referral of PoC in need to the institutions of the formal system, in close cooperation with the UNHC/DRC medical teams.

- SOS CV Serbia continued funding the psychiatrist in Šid Health Centre in support to refugees identified to be in need of this kind of assistance by SOS CV staff in Principovac and Adaševci TCs.
- 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 4,384 instances, while, CRS cultural mediators/interpreters provided translation assistance (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 and Niš, Health Centre (HC) Šid, General Hospital (GH) Sremska Mitrovica, 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 3,488 instances. CRS legal adviser provided legal assistance in the aforementioned locations in 17 instances. The project is funded through the MADAD RTF which is implemented by IOM with CRS as implementing partner for the health component within the project.
- BCM/CRS provided psychological assistance 304 times to refugees/migrants/asylum seekers instances in Šid, Bujanovac, Preševo and Vranje.
- IDC/ASB medical teams were present in three reception centers: Principovac TC seven days a week, covering first shift from 8 a.m. to 4 p.m., Subotica TC five days per week (Tuesday, Wednesday, Thursday from 3 p.m. until 11 p.m. and weekends from 10 a.m. to 6 p.m.) and in Dimitrovgrad RC covering first shift from 9 a.m. to 5 p.m. five days a week. IDC/ASB medical teams provided medical treatment for 1,141 patients in total.
- Through UNFPA/DRC joint project, 48 gynecological examinations were performed, of which 20 were pregnancy-related examinations. Six serological tests were also performed. A total of 1,000 condoms have been distributed so far, in dispensers available in sanitary blocks and in medical areas where available. 225 hygiene kits were delivered to refugee/migrant women accommodated in Dimitrovgrad, Pirot, Divljana, Bosilegrad, Subotica, Sombor, Bogovađa and Banja Koviljača.

Identified Needs and Remaining Gaps

- NSTR



FOOD SECURITY AND NUTRITION

Achievements and Impact

- As part of the OXFAM MERF programme, Info Park organized an emergency food distribution in Belgrade city centre, primarily for those willing to be officially registered and accommodated.
- In Preševo and Bujanovac RCs, Caritas provided 16,460 portions of cooked lunch, 16,460 breakfasts, and 2,180 cups of yogurt, 22,500 cups of tea, 39,980 fruit portions and 23,760 bottles of water. Food distribution was organized in partnership with Philanthropy, who were covering the distribution of dinner. 16,460 dinners were distributed.
- Philanthropy provided 15,530 hot meals for dinner in Bujanovac and Preševo RCs.
- Philanthropy continued with joint cooking events in Bujanovac RC twice per week. This activity was supported by Christian Aid.

- In Krnjača AC, Caritas provided 12,600 fresh pastries, 1,560 litres of milk for children, 4,200 portions of warm soup and 8,400 cups of tea.
- In their tent in Adaševci TC, Operation Mobilization (OM) volunteers were serving tea and coffee 8:30 am to 9:00 pm.
- SOS CV provided 120 meals a day (breakfast and lunch) in Bosilegrad RC on a daily basis.
- ASB was providing cooked meals for refugees/migrants in Dimitrovgrad RC in November.
- IDC distributed nutrition supplement vitamin packages of mixed dried fruit (dried plum and dried apple) to the refugees/migrants in Principovac and Adaševci TCs. A total of 1,600 packs of dried apple and dried plum were distributed.
- CARE continued with cooked meals provision in Adaševci and Principovac. The total number of cooked meals (breakfast, lunch and dinner) that were delivered to refugees was 63,720. Distribution was supported by CARE's partner organization NSHC.
- In partnership with NSHC, and through START Network, CARE also provided supplementary food (fruit, milk, cookies, baby food in jars – for toddlers and biscuits enriched with vitamins), for vulnerable groups of refugees/migrants as additional nutrition. NSHC delivered: 27,210 cartons of milk (250 ml), 24,662 packs of cookies (50gr/75gr packs), 5,510kg of fruit and 2,005 jars of baby food in the centres in Adaševci, Krnjača, Principovac and Belgrade city centre (Miksalište).
- In partnership with NEXUS from Vranje, CARE also provided supplementary food for vulnerable groups of refugees/migrants as additional nutrition in Pirot, Bosilegrad and Divljana. NEXUS delivered: 11,608 pieces of fruit, 1,352 packs of cookies (250 gr), 5,856 cartons of milk (250 ml) and 480 jars of baby food.
- In partnership with IMPULS from Tutin, CARE provided supplementary food for vulnerable groups of refugees/migrants as additional nutrition in Sjenica and Tutin. Impuls delivered the following: 621 jars of baby food, 6,750 cartons of milk (250 ml), 6,750 packs of cookies, 1,879 kg of fruit and 7,560 bottles of water (0.5 l).
- UNICEF-supported MBCs were operational in Belgrade city centre (with NSHC), Preševo, Bujanovac and Vranje RCs and Krnjača AC (with DRC), in Sjenica AC (with the Balkan Center for Migrations), as well as in Kikinda TC and Divljana RC (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 in emergencies (IYCF-E) support, through medical teams providing health service for the whole population, was on-going.
- Since the beginning of 2017, 1,481 infants (under 2) accessed UNICEF-supported MBC services, including health and nutrition services.
- Since the beginning of 2017, 961 mothers benefited from UNICEF-supported IYCF-E counselling at MBCs.
- In centres where support to mothers and children is ensured by UNICEF, the screening of all children aged 6-59 months with Mid-Upper Arm Circumference (MUAC) for undernutrition is part of routine work.
- UNICEF continued to have consultations with partners on reviewing currently distributed food in order to have age-appropriate food for children, according to national recommendations.
- UNHCR's partner HCIT distributed 666 litres of water in the North.

Identified Needs and Remaining Gaps

- NSTR



WATER AND SANITATION

Achievements and Impact

- Caritas was providing regular laundry services to refugees/migrants/asylum-seekers accommodated in Krnjača, Preševo, Adaševci and Kikinda.

Identified Needs and Remaining Gaps

- NSTR



SHELTER AND NFIS

Achievements and Impact

- Together with SCRM, UNHCR updated the [Assessment](http://www.unhcr.rs/CentreProfiling/overview.php) of Government Centres, which, on <http://www.unhcr.rs/CentreProfiling/overview.php>, is now also available as an interactive app.
- UNHCR and partners undertook comprehensive distribution of winter and other Non-Food Relief Items in 15 government centres. UNHCR, in coordination with SCRM, directly and with partners CRPC, HCIT and Amity/Sigma plus distributed 1,097 blankets, 400 sets of bed linen, 1,072 plastic bags, 16 backpacks, 699 hygiene kits, 30 rubber mats, 1,846 pairs of socks, 904 adult T-shirts, 50 children's T-shirts, 845 pairs of footwear, 9 baby kits, 46 raincoats, 362 tracksuits, 389 winter hats, 389 pairs of gloves, 401 winter jacket, 379 scarves, 2,040 pairs of underwear, 245 items of children's clothing, 174 items of women's clothing and 235 items of men's clothing and 15 rechargeable torches.
- During two night patrols, Info Park neighbourhood watch managed to identify two locations in the "refugee district" in Belgrade where refugees/migrants sleep rough. Authorities tried to resolve the issue and encourage those sleeping rough to be accommodated in official centres, but refugees and migrants kept returning to the same locations again.
- SC donated 500 bed linen sets to the transit centre in Obrenovac.
- SC also donated 2,100 baby blankets to SCRM for reception and asylum centres around Serbia, 1,000 baby blankets to SOS Children's Villages, 500 to CYI and 2,575 to DRC.
- In Adaševci TC, OM continued to provide a tent for 120 people at a time to relax, play (incl. table tennis), talk etc., serviced by six volunteers from Serbia and around the world. The tent was open to receive visitors each day 8:30 am to 09:00 pm.
- DRC constructed partition walls in the accommodation pavilion of Preševo RC. This activity was realised in order to create better conditions for accommodation of families. The common room in Pavilion 1 was divided into five separate rooms. Handover of works to the SCRM was held on 10 November 10.
- Renovation works in Phase II (full scope reconstruction of bathrooms and water/sewage installation, new roof construction on the part of the building and partial fencing around the Centre) in Vranje RC were completed by DRC. Handover of works took place on 30 November.
- In Pirot RC, DRC completed the renovation of pellet warehouse and boiling room. Works were carried out to create conditions for storage of pellet and in order to increase the efficiency of the operation of the boiling room and the entire heating system. The handover took place on 21 November.
- In Obrenovac RC, DRC completed the works on the renovation of pavilions KN 6 (social activities, warehouse) and KN 36 (dining room), while the works on pavilion KN 101 (infirmary) were still

ongoing. Handover of KN 6 and KN 36 pavilions to the SCRM was realised on 14 November. Handover of KN 101 is planned for the first week of December.

- DRC was working on replacing the windows on pavilion no.12 in Obrenovac RC. This activity is being realised at the request of SCRM and is considered urgent – considering the upcoming period of cold weather and current state of existing windows that are completely dysfunctional and defective. Works will be finalised in the first week of December.
- In Kikinda TC, DRC completed the rehabilitation of the sanitary block. Handover to SCRM took place on 13 November.
- Upon SCRM request, DRC provided adequate NFIs and hygiene packages for 2,849 persons in Preševo RC, Eastern Serbia, Subotica TC, Kikinda TC, Sombor TC, Krnjača AC, Principovac and Adaševci TCs, Banja Koviljača AC, Bogovađa AC and Obrenovac TC.
- Within the CFS and MBC in Adaševci TC, SOS CV Serbia distributed 8,065 hygiene items and diapers, 3,663 items in Principovac TC, 2,458 hygiene items in Preševo and 2,771 hygiene items in Kikinda TC.
- IOM continued with the improvement of standards in targeted reception/asylum centers. Works were ongoing in Tutin AC and Kikinda TC through implementation of the project “EU support to Serbia and FYRoM in managing migration/refugees crisis/Balkan route” under MADAD RTF. IOM finalized construction works in Tutin AC related to the construction of Annex B to the existing building. Procurement of furniture/supplies and delivery of landscaping works were ongoing. Refurbishment of dining room in Kikinda TC is expected to be finalized in early December, along with the procurement of furniture and other relevant supplies/equipment.
- ASB provided the centres in Principovac, Sombor, Subotica, Kikinda, Obrenovac, Dimitrovgrad and Pirot with hygiene utilities and equipment.
- Since the beginning of 2017, UNICEF, in cooperation with SCRM, both through its partners DRC, HCIT, SOS CV and NSHC and through direct distribution reached 9,095 children with basic supplies and health and hygiene items.
- HCIT distributed NFIs provided by UNHCR and UNICEF in the “Transit Zones” with Hungary. 251 persons benefited from the distribution.

Identified Needs and Remaining Gaps

- Up to 400 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, with the onset of increasingly colder temperatures.
- Lack of heating at the Centre for Minors “Vasa Stajić” remained unresolved during November which, due to low temperatures, became a pressing issue for children and UASCs accommodated at this Centre.



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

- Supported by Christian Aid, Philanthropy organized eight joint sports workshops for local children from the village Sot near Šid and refugee/migrant children from Principovac TC.



Basketball Court in Šid (Serbia), @UNDP, November 2017

- Within the *Enhancing Local Resilience to the Migration Crisis* project, UNDP completed construction works on the renovation of two basketball courts and Open Space Gyms in the Municipality of Šid (USD 72,000) and the City of Sombor (USD 58,200). By upgrading these public spaces, UNDP enabled joint activities of local and refugee/migrant population and contributed to intercultural exchange and community cohesion in the host communities.

- UNDP completed the construction and the furnishing of the new block of the Emergency

Medical Department in Bosilegrad Municipality, bolstering the responsiveness of Bosilegrad Primary Health Centre for the provision of emergency medical services to 8,000 local residents and refugees/migrants accommodated in Bosilegrad Reception Centre. Overall value of this investment amounted to USD 119,000.

- UNDP completed the construction of a new water reservoir with the total volume of 1,000 m³ and the reconstruction of the previously non-functional reservoir at the “Losi izvori” Water Spring in Preševo municipality. Both reservoirs are now successfully connected to Preševo water supply system, increasing the quantity of potable water by threefold. Preševo municipality provided co-funding for this investment totalling USD 309,000 in value. Its water supply system is now stabilized and supplied with a sufficient quantity of water for both local residents and refugees/migrants accommodated in Preševo RC.
- Construction of a new Asylum Centre facility in Tutin imposed additional demands on available quantities of water. In order to assure compliance with legal requirements and uninterrupted water supply for the Velje Polje settlement, UNDP constructed a new 200 m³ water reservoir in the total value of USD 68,280. Construction works were completed and related mechanical and electrical equipment was installed. This activity was realized within the *Enhancing Local Resilience to the Migration Crisis* Project.
- The IOM/UNDP/UNOPS/WHO Project *Open Communities – Successful Communities*, Component 2 (Communal Infrastructure and Local Services) was in full swing of its implementation. In order to ensure adequate quality of health, social, education-based and child-care services, through small-scale community infrastructure improvements, UNDP commenced the reconstruction of the roof of the Social Welfare Centre of the City of Subotica (EUR 96,000), construction of an extension of the Kindergarten Maja in Tutin (EUR 45,000), adaptation of the CSW premises in Dimitrovgrad (EUR 15,000) and reconstruction of the sports hall of the Primary School “Dušan Radović” in Pirot (EUR 41,500). Upon completion of construction works, better conditions will be created for the provision of applicable services to more than 16,900 beneficiaries per year.
- To further enhance services in municipalities impacted by the migration flows, local service providers received additional human resources and equipment-based support, within the framework of *Open Communities – Successful Communities* Project. In November, a total of 16 persons were engaged to support Kikinda, Šid, Bela Palanka and Lajkovac primary health centres, Vranje Institute of Public Health, Bosilegrad, Kanjiža and Sombor public utility companies (PUC) and Pirot, Kikinda and Sjenica social welfare centres. Bosilegrad Emergency Response Team also received a new vehicle, while PUC “Usluga” received new waste management equipment.

- To explore all the natural resources and potentials for further improvement of the water supply in Preševo, UNDP undertook hydrogeological research on the Toplik Water Source. In parallel, exploratory works for the construction of the new well commenced. This intervention will improve access to potable water for some 38,000 citizens of Bujanovac Municipality, including refugees/migrants accommodated in the Reception Centre. Both activities are implemented under the *Open Communities – Successful Communities* Project.
- In Preševo, DRC completed the reconstruction of the roof and construction of ramp for people with disability of the CSW building. This activity was realised as support to the local community. Handover to the final project beneficiary was held on 30 November.
- Divac Foundation initiated a new project in November – *Support to local communities affected by high transit migration in Serbia*. The aim of the project is to support the local communities and create common space for refugees and local citizens in areas of high transit migration in Serbia. The Ana and Vlade Divac Foundation will consolidate the knowledge, information and resources in an effort to maximize the synergies for handling pressures at high transit migration spots. The Project will be implemented in three municipalities – Preševo, Subotica, and Šid – with total financial support amounting to USD 70,000. The main project objective is to support community-initiated voluntary and civil society initiatives that will contribute to resolving the burning issues of local population, while creating space for refugees and local people to interact and engage. Ana and Vlade Divac Foundation organized info sessions in Šid (24 November), Subotica (27 November) and Preševo (30 November), in order to present the open call for proposals for informal groups of citizens and local CSOs. The open call is publicized under the slogan “We can too” and will be open until 20 January 2018.
- Within the project “*Help on the Route - Fostering protection of human rights of migrants passing through Macedonia and Serbia*”, and in cooperation with MoLEVSA, Divac Foundation organized another two conferences in November, one focusing on family and gender-based violence within the refugee/migrant population, and the other focusing on UASCs. Representatives of the public and civil sectors had an opportunity to exchange experiences and provide common recommendations for dealing with specific cases. Recommendations from these Conferences will be shared with relevant stakeholders, and a fourth conference will be organized in Pirot.
- Divac Foundation also organized a media breakfast in order to disseminate the recommendations of the network „Help on the route“ and the recommendations from the conferences. Thirteen media outlets participated.
- BCHR assisted two clients with obtaining/extending the validity of their work permits. One client from Burundi was enrolled in training which could potentially lead to employment.
- BCHR mediated in a dispute between an employer and a refugee employee.



Inside the new block of Emergency Medicine Department in Bosilegrad (Serbia), @UNDP, November 2017

Identified Needs and Remaining Gaps

- NSTR



DURABLE SOLUTIONS

Achievements and Impact

- NSTR

Identified Needs and Remaining Gaps

- NSTR

Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee and Migrant Theme Group (RMTG)**, which meets under the joint chairmanship of UNHCR & IOM. The RMTG coordinates the 4 sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the MoLESVA & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by SCRM, MoLESVA & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by MoH & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Public Administration and Local Self-Governance & UNDP). The RMTG met on 24th November in Belgrade.