

SERBIA

INTER-AGENCY OPERATIONAL UPDATE

APRIL 2017

KEY FIGURES

(APRIL 2017)

552

Registered intentions to seek asylum in Serbia

52%

of registered refugees and migrants were minors

0

Applications for asylum

0

Persons granted refugee status

0

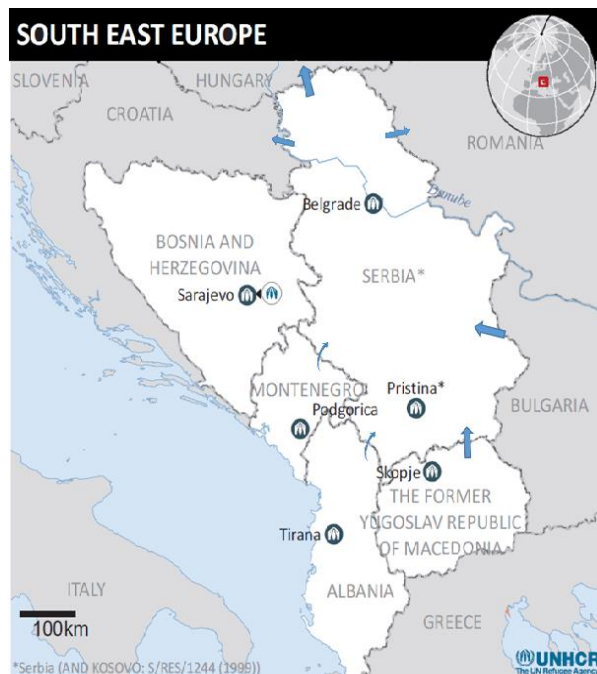
Persons granted subsidiary protection

PRIORITIES

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

Highlights

- The number of new refugees, asylum-seekers and migrants in Serbia continued to stabilize. **7,364** were counted on 30 April. 5,985 (i.e. 81%) were accommodated in 18 governmental centres across the country, while the rest were counted squatting mainly in Belgrade City.
- Based on all available information, 43% of those accommodated were children, 42% adult men, and 15% adult women; 57% originated from Afghanistan, 19% from Iraq, 13% from Pakistan, 6% from Syria and 5% from other countries.
- The newly opened Transit Centre in Kikinda in the North welcomed its first asylum-seekers on 5 April.
- On 27 April, ten smuggling victims from Afghanistan and Pakistan, of whom four were already unconscious, were found in an abandoned vehicle in Niš. Most, including four UASC, had to be hospitalised in Nis, due to the cramped, suffocating conditions they had been transported in. One survivor remained hospitalized, as others were placed in government shelters.
- On 28 April, authorities gathered 108 foreign nationals (107 male) who were planning to irregularly enter Croatia from Sid and its vicinity and transported them to the Reception Centre in Preševo, where they were duly received, registered, aided and accommodated, with the support of UNHCR. 88% were from Afghanistan, almost all Pashtu speaking, and only 12% from four other countries. 63% were unaccompanied or separated boys (UASC). Below 2% reported to have been in Serbia for less than six months, below 5% for 6-7 months, 46% for 8-11 months, and over 47% for one year or longer already. Below 5% had requested asylum in Serbia, while many carried documents showing that at one time or another they had been accommodated in a governmental centre.



UPDATE ON ACHIEVEMENTS

Operational Context

Fearing prolonged detention in Hungary before being pushed-back into Serbia, more refugees and migrants tried to re-enter the EU through Croatia and now also Romania, while spontaneous returns to Greece through FYR Macedonia also increased. Romanian authorities reported 9 irregular entries from Serbia in Jan, 36 in Feb, 327 in March and 613 in April.

A total of 189 asylum-seekers were admitted regularly into Hungary in April. During the same period, 20 asylum-seekers informed UN and partners to have been denied access to asylum procedures in Hungary, 262 stated to have been denied access to asylum procedures in Croatia and 41 to have been denied access to procedures in Romania, but instead been collectively expelled back into Serbia, with some alleging maltreatment.

On 10 April, UNHCR in Geneva issued a press release calling for temporary suspension of transfers of asylum-seekers to Hungary from other European countries under the Dublin Regulation (an EU instrument determining which European state is responsible for examining an asylum seeker's application), qualifying the situation for asylum-seekers in Hungary, already a concern for UNHCR, as becoming worse since the introduction of mandatory detention for asylum-seekers. The Press Release is available [here](#).

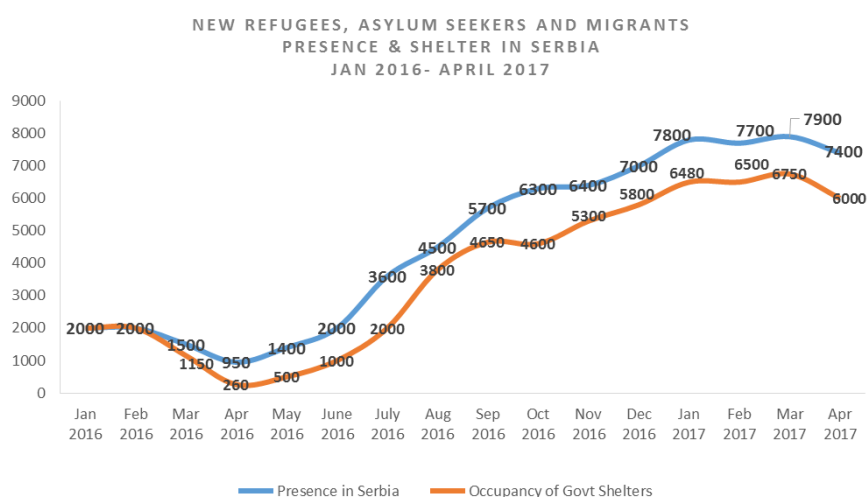
Around 820 UASC were counted in government centres on 30 April, and up to 200 in Belgrade city centre.

Authorities started closing temporary emergency shelters in rub halls. Relocations from Sid Transit Centre (TC) began on 25 April and at least 180 single men and boys have been transferred to other Centres by the end of April, allowing for the closure of one of the two rub halls there. The other two centres that still use rub halls to accommodate refugees/migrants are Adaševci and Principovac Transit Centres (TCs), also in the West.

Security incidents in and around TCs that host high numbers of unregistered migrant men remained a concern. In response to one, citizens and local authorities petitioned the Government to close the TC in Šid.

Online [assessment](#) of the now 18 shelter sites in Serbia against applicable UN, EU and national reception standards, was posted on the UNHCR website in conjunction with the Shelter Coordination meeting hosted by authorities on 7 April, and instantly received thousands of hits.

In April, 552 intentions to seek asylum in Serbia were registered. 43% were made by men, 5% by women (down by 4% compared to March) and 52% were registered for children (up 4% comp. to March). Most applications were made by citizens of Afghanistan (63%), Pakistan (20%), Iraq (3%), Syria (3%), Sri Lanka (2%) and other nationalities (9%). One [negative] first-instance decision [one rejection] was recorded in April. In the period Jan-Apr 2017, no positive decisions have been made by the Asylum Office on submitted asylum applications.



Achievements



Achievements and Impact

- Belgrade Center for Human Rights (BCHR) conducted four monitoring visits to Preševo and Bujanovac Reception Centres (RC), three monitoring visits to asylum centres in Banja Koviljača, Bogovađa, Sjenica and Tutin and twelve visits to Krnjača AC. BCHR paid several visits to Adaševci Transit Centre (TC) and places of informal gatherings of refugees/migrants in Belgrade for the purpose of legal counselling. BCHR requested SCRM to allow the legal team to the newly established TC in Obrenovac, but the request was refused.
- The National Preventive Mechanism against torture conducted four monitoring visits in April: to Sombor TC, Bosilegrad RC, Krnjača AC, Dimitrovgrad RC and Niš Establishment for Youth.
- BCHR legal teams counselled 324 persons (217 male and 107 females, of which 97 UASCs; Afghanistan 164; Iraq 61; Cuba 31; Iran 19; Pakistan 18; Syria 14; Ghana 5; Sudan 3; Sri Lanka 4; Cameroon, Morocco, Ghana 2; Russia, Palestine, Egypt, Nigeria and Burundi 1 each). Twenty-six asylum-seekers assigned a power of attorney to BCHR's lawyers in order to have a legal representative in the asylum procedure. Three BCHR's clients were interviewed in the asylum procedure. One asylum application was dismissed and 9 procedures were discontinued. BCHR submitted one appeal.
- On 11 April, BCHR held a lecture on refugee law and developments in Serbia at the Law Faculty of Union University in Belgrade. The lecture was attended by 20 students, many of whom showed great interest in this topic.
- UNICEF-supported child-friendly spaces (CFS) were operational in Preševo, Bujanovac, Šid, Dimitrovgrad and Krnjača with the Danish Refugee Council (DRC). Since the beginning of 2017, 1,288 children received support in the UNICEF-supported family support hubs, child-friendly spaces and mother and baby corners (MBC).
- UNICEF continues to support the social welfare system in Preševo, Bujanovac, Belgrade, Šid and Subotica. Centres for Social Work (CSW) continued to provide support to refugee/migrant children and to ensure the identification and protection of unaccompanied and separated children (UASC).
- During April, UNICEF-supported centres for social work to identify and support 311 UASCs (Belgrade: 173, Bujanovac: 21, Preševo: 27, Šid: 50 and Subotica: 40). The social workers interviewed the identified children and made the necessary referrals to the police (to obtain intention to seek asylum documents), health services when necessary, and for accommodation in relevant facilities, including children's homes.
- Jesuit Refugee Service (JRS) continued field work and provision of basic psychosocial support for refugees/migrants in Belgrade city centre, and accompanied them to the police station for registration.
- Within the final preparations for the start of an Integration House for vulnerable groups of refugees "Pedro Arrupe" in Belgrade, JRS signed a Cooperation Agreement with the Centre for Protection of Victims of Human Trafficking and the City Centre for Social Welfare. The official start of the Centre and provision of services for UASCs up to the age of 14 will be 3 May.
- UNHCR's partner Group for Children and Youth "Indigo" implemented its project activities in Niš, Bujanovac, Preševo, Pirot and Divljana. In Preševo and Bujanovac, Indigo worked mostly with unaccompanied and other vulnerable children, providing psychological first aid (PFA), identifying and referring them to other actors, organising educational and recreational activities and following their involvement in everyday life in the camps. In April, there were two new relocations of 265 people, including 115 UASCs from the North to Preševo RC. Indigo provided 618 services to children in Bujanovac and 1,477 services to children in Preševo. Together with UNHCR and CSW, Indigo



Playground in Sombor TC (Serbia), @UNHCR, April 2017

conducted 9 best interest assessment (BIA) interviews, 15 protection incident reports (PIR) and 1 Family Separation Report (FSR). In Preševo and Bujanovac, Indigo referred 23 cases to the doctors, 12 cases to CSW and 21 children were referred for the distribution of NFIs.

- Indigo continued providing interpretation services (Arabic, Farsi and Urdu) in Preševo and Bujanovac (4,533 interpretation services to adults and 2,697 interpretation services to children).
- In Doljevac (near Niš), Indigo continued assisting a woman and her two sons, who survived a car accident on 29 December 2016. Indigo provided information, psychological first aid, and NFIs. Moreover, Indigo monitored 2 UASCs in the Youth Upbringing Institution in Niš. One of them was transferred to Banja Koviljača AC, and the other UASC is still in the UASC RC and his condition is closely followed by the specialists in Niš Clinical Centre and the Indigo psychologist.
- Indigo continued with educational activities in Divljana and Pirot RCs. Activities with the younger group were focused on the knowledge of the world around us, Serbian and English language. With the older group, Indigo worked on Serbian and English language skills, as well as geography, biology and communication skills.
- As a part of the first Europe-wide consultations with UASCs, organised by UNICEF, UNHCR and IRC, Indigo organised three focus groups (two in Preševo and one in Bujanovac) with UASCs about their situation and treatment on arriving in Europe without family members.
- At the initiative of UNICEF, Indigo performed a mapping of 50 UASCs in Preševo and 20 UASCs in Bujanovac, assessing their educational background, language skills and interests.
- Annex 3 for Belgrade (as a part of Gender Based Violence in Emergencies (GBViE) Standard Operating Procedures (SOPs)) has been developed by UNFPA and sent to governmental institutions and civil societies for comments.
- UNFPA is in the process of starting to lead a recently established Sub-Working Group on SGBV WG at the national level.
- Atina's mobile team provided assistance and support to 55 women and girls in the field, while 20 women, girls and boys were assisted through the long-term support programme.
- During the month of April, mobile teams had 15 urgent interventions in the field – 10 cases of GBV were identified - 9 women, 6 girls, 2 boys and 2 men who survived physical, psychological, sexual violence and/or forced marriage. Thirteen empowerment workshops for 115 beneficiaries were conducted in five locations and six workshops were conducted in Krnjača AC for 42 women.
- Atina finalized the first stage of gathering data for a research on GBV and interviewed 160 girls and women (16 years of age and older).
- Save the Children (SC), together with partner organizations in Serbia, reached a total of 533 new beneficiaries; 190 were children, of which 138 UASCs. Since the beginning of the response, SC in Serbia reached 79,676 beneficiaries, out of which 32,816 children.
- SC/CIM Child Protection teams provided support to children in Preševo RC, and a 24/7 support in the drop-in centre in Miksalište in Belgrade, by running a CFS and a Youth Corner and organizing innovative psychosocial support activities. In Bogovađa AC, SC/Group 484 run a CFS and a Youth Corner, and conduct activities providing psychosocial support to children and their parents, as well as legal counselling.
- SC/Praxis run outreach teams providing protection, monitoring and legal assistance in parks and public places in Belgrade. The teams also assist in the voluntary relocation of people sleeping rough in Belgrade, focusing on protection of UASCs.
- SC cooperates with the Centre for Foster Care and Adoption (CFCA) to strengthen specialized fostering for UASCs. CFCA has developed a training package for specialized fostering of UASC, and three 2-day trainings have been scheduled for May. As a result, three refugee children were placed into foster families. SC commissioned a study on the implementation of UN Guidelines for Alternative Care of Children in Serbia.
- SOS CV organized a sports competition in volleyball in Adaševci TC and provided the winners with medals and a trophy.



*Workshop on domestic violence, Preševo RC (Serbia),
@UNHCR, 6 April 2017*

- SOS CV participated, together with other organizations, in the organisation of a football competition in Krnjača AC and provided prizes for the participants.
- SOS CV Child Protection team in Adaševci TC continuously supported 44 families and children under risk with 462 services. Protection team in Principovac TC continuously supported 59 families and children under risk with 649 services. The team in Belgrade provided 1,038 different kinds of services to children in Belgrade, including translation, practical information, psycho-social support and referrals to other institutions and organizations.
- SOS CV Child Protection team in Preševo and Bujanovac supported 50 families and children with 1,645 services.
- SOS CV started with implementation of Case Management procedures.
- Caritas teams of psycho-social support were providing assistance to refugees in Preševo, Bujanovac, Bogovađa, Krnjača and Miksalište in Belgrade on a daily basis, Monday to Friday. These teams were providing animation activities for children, occupational activities for adults and services of psycho-social counselling. The activity in Miksalište was implemented in cooperation with the social workers of Belgrade CSW and directed mostly at minors and families with children. These activities are funded by the German Ministry of Foreign Affairs.
- Caritas was also extending psycho-social support in Preševo, providing a women's corner for socializing, listening and advising, with sewing machines, computers for occupational workshops and basic musical instruments for children's workshops. Caritas psycho-social support team members were also active in the non-formal education activities in Preševo, responsible for organizing classes for the 3rd grade.
- In Krnjača AC, Caritas was organizing sports activities, guided by an animator, mostly for men and boys in the camp, in order to decrease social tensions between them. This activity is funded by the German Ministry of Foreign Affairs.
- Caritas organized a football tournament in Krnjača, in cooperation with Divac foundation and SOS CV. The



Afghan traditional dance, Adaševci TC (Serbia), @UNHCR, April 2017

- tournament started on 3 April, while the final game was held on 12 April. There were 12 teams of refugees which participated in the tournament.
- In Principovac TC, Caritas organized animation activities for children. This activity is funded by the German Ministry of Foreign Affairs.
- Psychosocial Innovation Network (PIN) provided PFA and psychosocial support counselling to 182 persons (147 male, 35 female; 126 minors and 56 adults). Majority of people were from Afghanistan (138), followed by Iran (12), Syria (11), Iraq (8), Pakistan (5), Cuba (4), Nigeria, Somalia, Sudan and Uzbekistan (1 each).
- psychological and occupational workshops in different locations in Belgrade – Centre for Minors “Vasa Stajić”, Primary School “Branko Pešić” in Zemun, Belgrade city centre

(Park area, Miksalište) and PIN premises, as well as in rented accommodation in Sjenica and Tutin (close to ACs). PIN continued with providing PSS to the beneficiary accommodated in Slankamen on a weekly basis. In addition, in April, PIN started organizing weekly musical workshops for beneficiaries (predominately UASCs) in Belgrade.

- PIN continued with regular research activities focused on mental health screening, integration capacities and difficulties and the evaluation of support system in Serbia.
- Crisis Response and Police Centre (CRPC) provided the following services in Belgrade: information dissemination (in Pashto, Arabic, Farsi, Urdu, English, French and Spanish), interpretation, cultural mediation and orientation, psycho-social aid, identification and referrals on EVIs, advocacy and referral to legal, medical and other kinds of assistance, free Wi-Fi and phone charging access, escort and transport to different facilities, NFI distribution etc. Services were provided both independently and in cooperation with other actors. CRPC team provided different services to a total of 5,774 beneficiaries/visits (national structure: Afghanistan (65%), Pakistan (13%), Iraq (5%) and Syria (5%); age/gender structure: 62% men, 7% women, 31% children. Of the total number of children, CRPC identified 8% (136) possible UASC cases who were referred to CSW.
- With the help of UNHCR, CRPC provided assistance in logistics, transport and escort for 105 ISAC beneficiaries to Preševo, Dimitrovgrad, Divljana, Bogovađa, Adaševci, Sjenica and Banja Koviljača centres.

- With the help of UNHCR, CRPC continued providing free Wi-Fi in Obrenovac TC and assisted UNHCR visits to Obrenovac TC (Monday-Friday). In coordination with CSW, IOM, DRC/UNHCR, CRPC assisted in escort, transport, cultural mediation and support to refugees/migrants accommodated in this TC.
- One profiling research (340 respondents) and one counting exercise were conducted by CRPC in April, in order to assess the structure and the current needs of the population situated in the barracks behind the train station.
- With the help of UNHCR, CRPC conducted a total of 47 assisted and independent visits to one of the centres in Serbia (Krnjača AC, Obrenovac TC, Bogovađa, Banja Koviljača, Tutin and Sjenica ACs, Principovac, Adaševci, Šid and Kikinda TCs).
- A total of 16 AVR claims were referred to IOM by CRPC during April.
- 114 UASCs from Krnjača AC participated in sport activity (football) and 7 UASCs from “Vasa Stajić” participated in Arts & Crafts workshops organized by CRPC in Belgrade in April.
- With the help of UNICEF, a new leisure occupational and CM activity will be conducted by CRPC with “Vasa Stajić” UASCs on a weekly basis. A total of 9 children participated in April (going for a walk, bowling, etc.).
- With the help of UNICEF and International School of Belgrade (ISB), and in order to promote intercultural communication and cultural mediation, 7-10 UASCs from Krnjača AC were accompanied to ISB premises for a sport activity, which is going to be held once a week until the end of current schoolyear.
- Upon CRPC complaint, Commissioner for Protection of Equality declared there was an act of discrimination committed by a train ticket distributor in Belgrade, who refused to sell tickets to refugees.
- Until 13 April, in cooperation with Caritas and with support from CCFD – Terre Solidaire, Group 484 continued providing psychosocial support to children and teenage refugees/migrants accommodated in Preševo RC six times per week. The activities included recreational, creative and educational workshops.
- Between 31 March and 2 May, Info Park conducted a protection monitoring of breakfast distribution in Belgrade barracks, supported by Oxfam and organized by two volunteer organizations – Bridge to Idomeni (Italy) and EMMAUS (Bosnia). Every morning, between 2,000 and 4,000 food units were distributed to 1,000 migrants in a safe and dignified manner. Meanwhile, Info Park field team was able to assess the protection issues and needs of the migrants, especially UASCs.
- Thanks to Kruševac-based Alternative Centre for Girls, Info Park finalized the first workshops entitled “Girls Talk”. These workshops are aimed at empowering young women and girls refugees and migrants who are Info Park’s beneficiaries. During eight workshops, more than 35 of them had a chance to openly talk about these and other issues they wanted to address.
- Info Park’s free internet zone for refugees and migrants in Belgrade is growing. As of April, they can use five desktop PCs, two tablets and two smartphones. Six more computers are upcoming.
- In April, Info Park provided 2,353 information services to 583 unique beneficiaries.
- Praxis continued providing information to refugees/migrants/asylum-seekers in Belgrade about the current situation, available legal pathways and available services (accommodation, transportation to accommodation centres, legal assistance, medical care, food, NFIs, etc.). Praxis provided support to a total of 446 newly arrived refugees/migrants/asylum-seekers (308 adults and 138 children) in Belgrade. Out of the total number of children, 98 were potential UASC (71%). 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 182 persons (72 new arrivals and 110 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 – a total of 87 refugees/migrants/asylum-seekers were referred to the Police Station in Savska Street. When there was no organized transportation provided, Praxis also provided transportation assistance to a total of 35 persons by covering the costs of train/bus tickets to asylum or reception centres, mainly bus tickets for Kikinda, Subotica, Sjenica and Lajkovci, as well as train tickets for Šid. Praxis was performing protection monitoring and recorded the cases of violation of refugees’ rights along the route.
- Approximately 40-50 people visited ADRA’s Community Center (CC) in Borča regularly (of which 35% females, 65% males). CC working hours are Monday-Friday, 10-18h. During April, ADRA/IRC assisted more than 250 persons from Krnjača AC. Out of this number 183 (49 girls and 134 boys) children, including UASCs, received direct support (PSS: 7%, recreational (football, volleyball, table tennis, table football): 81%, educational (Serbian/English/German language, IT classes, literacy training classes in Farsi-Dari): 100%, occupational activities (jewelry making, guitar

classes, fun days): 75%, referral (in one instance to NGO Atina), workshops on human rights, legal advising and sharing information on their rights: 16%. Out of this number, 25 persons regularly visited CC (five days a week), and up to 70 schoolchildren, who had the support of interpreters/cultural mediators/educational psychologists/volunteers, regularly attended public schools. Approximate number of visits to CC per day was 40.

- ADRA organized a Youth socio-therapy club with a group of adolescents (7 Kurds and 2 Iranians; 6 male and 3 female), aged 13 to 21 years. The Club met four times in April.
- ADRA/IRC organized workshops on legal issues and trafficking. The leaflets on trafficking were printed in 6 languages (Serbian, English, Arabic, Farsi, Pasto and Urdu).
- DRC/ECHO teams continued their protection activities in Preševo, Subotica, Belgrade, Šid and Eastern Serbia (Dimitrovgrad, Divljana, Bosilegrad and Pirot). In Preševo RC, DRC Protection Team assisted authorities in conducting disinfection and treatment of infected PoCs, who had arrived from Šid, and distributed needed NFIs.
- DRC Protection Team conducted assessment of vocational training needs in: Šid, Preševo, Bujanovac, Vranje, Eastern Serbia, Sombor and Kikinda.
- In April, DRC Protection Team provided information to 1,210 beneficiaries, and protection response for 646 beneficiaries.
- DRC/UNICEF teams in Preševo continued to provide assistance in the CFS (to 102 children and 15 mothers/caregivers on average per day) and MBC (to 47 children and 42 mothers on average per day). 7 UASCs were referred to CSW. 61 workshops were organized in Preševo, of which 14 were creative, 8 were educational and 21 were recreational. On average, 18 children attended each workshop. When it comes to structured non-formal education, DRC team in Preševo facilitated 35 classes/workshops (3 in Art, 7 in the English Language, 9 in Maths, 10 in the Serbian Language and 6 in “World around us”). On average, 41 children per day attended the non-formal educational activities.
- Activities in Preševo Sports Centre, organised once per week by DRC, continued in April. DRC/UNICEF Recreational Facilitator was escorting a group of children once per week to the Preševo Sports Centre and was organizing sports activities, mainly football, where refugee children attending recreational activities had the opportunity to interact with the local children. Additionally, due to improved weather conditions, recreational activities were also organized outdoors on a daily basis.
- DRC/UNICEF teams in Bujanovac RC continued to provide assistance in the CFS (to 77 children and 12 mothers/caregivers on average per day) and in MBC (to 35 children and 27 mothers on average per day). During the reporting period, 52 workshops were organized in Bujanovac, of which 14 were creative, 9 were educational and 16 were recreational. 13 children on average attended each workshop. Regarding structured non-formal education in Bujanovac, 41 classes/workshops were facilitated (3 in Art, 8 in the English Language, 10 in Maths, 12 in the Serbian Language and 8 in “World around us”). 17 children on average attended each workshop.
- DRC/UNICEF teams in Šid TC continued to provide assistance in the CFS (to 84 children and 10 mothers/caregivers on average per day) and in the MBC (to 20 children and 13 mothers on average per day). 10 UASCs were referred to CSW. During the reporting period, 39 workshops were organized in Šid, of which 9 creative, 7 educational and 14 recreational. On average, 9 children attended each workshop.
- DRC/UNICEF continued to provide assistance in the CFS in Krnjača AC (44 children and 23 mothers/caregivers on average per day). 70 workshops were organized in Krnjača, of which 17 creative, 16 educational and 20 recreational. On average, 17 children attended each workshop. Child Protection Officers, in cooperation with Belgrade CSW, continued to provide support to children (UASCs and children with families), who are attending formal education in different schools in Belgrade. CPOs conducted meetings with parents, updated lists of children who are attending formal education and made sure that children were attending classes.
- DRC/UNICEF team in Dimitrovgrad RC continued to provide assistance in the CFS (to 30 children and 6 mothers/caregivers per day) and MBC (to 7 children and 5 mothers on average per day). 38 workshops were organized in Dimitrovgrad, of which 10 creative, 7 educational and 11 recreational. On average, 10 children attended each workshop.



Unaccompanied minor watching the trains, Šid (Serbia), @UNHCR, April 2017

- Humanitarian Center for Integration and Tolerance (HCIT), was present 7 days a week in the North and in the West of the country, and continued counselling/informing and referring persons likely in need of international protection to proper institutions. HCIT protection teams provided 1,472 practical and service information to asylum-seekers/refugees/migrants staying both in the West and in the North of the country, including those sleeping rough and those in the “Transit Zones”. In addition, in 436 cases, foreign nationals were counselled on their legal options in Serbia and on the right to seek asylum in Serbia, the procedure to follow, rights and obligation, especially those returned from the containers on the Hungarian side of the “transit zones”.
- HCIT also documented six protection incidents where asylum-seekers were victims of violence that happened in Belgrade (in the barracks and near the train station) and in the West (in Šid and near the Croatian border). In the majority of reported cases, it was determined that asylum-seekers were attacked and robbed by other foreign nationals (including serious injuries by knife, beating and robbing). In some cases, asylum-seekers were attacked by masked, armed groups of unidentified men, who took away their belongings.
- HCIT documented and noted a significantly lower number of expulsion cases during April in the North (from Hungary), and a higher number of expulsions from Croatia (22 from Hungary and 246 from Croatia).
- HCIT identified 47 UASCs in April. Majority of newly identified UASCs were referred to locally competent CSW. However, in several cases referral was not possible since the boys ran away after the initial conversation.
- HCIT provided assistance (interpretation for CSW staff and counselling) to 7 UASCs who were temporarily accommodated in the Safe House for children (CSW) in Novi Sad.
- HCIT representatives assisted in birth registration of a baby born of an Afghan couple in Subotica General Hospital on April 14th. Since the parents lost all their documents in Greece, and did not even possess a confirmation of their expressed intent to seek asylum, the whole procedure was done according to their statements and with the help of HCIT Farsi interpreter and legal advisers. For the newborn baby, HCIT provided a full NFI parcel from the UNICEF programme.
- HCIT provided assistance to the injured young man from Algeria, accommodated in the Clinical Centre of AP Vojvodina. The man had been electrocuted at the train station in Šid, while trying to enter a cargo train headed to Croatia.
- IDC volunteer teams realized 70 volunteer days in the field as support to medical teams and in different volunteer activities. One IDC/ASB volunteer team was engaged in Miksalište in the realization of integration workshops in the Serbian language for refugees/migrants/asylum-seekers.



Cricket match in Obrenovac TC, Belgrade (Serbia), @UNHCR, April 2017

- IDC volunteer teams distributed equipment for social activities in Principovac and Sombor. Board games and sports equipment were distributed in the framework of “Spring Games” event, when IDC volunteers engaged children from accommodation centres in different creative workshops and sports activities. An intercultural workshop in cricket was held, with the support of cricket players from the Cricket Federation Serbia. IDC volunteers were taught how to play cricket and a game of cricket between refugees and volunteers took place, using equipment donated by individual donors from the Cricket Federation of Serbia.
- In partnership with NSHC, CARE continued to provide support to refugees squatting in Belgrade city. 544 beneficiaries participated in activities through the Activity Corner in Miksalište.
- With support from TDH, NSHC provided services 7/7 to 582

children and 144 mothers at the MBC in Miksalište, Belgrade; 114 beneficiaries benefited from psychological first aid and support activities.

- With support from IRC, NSHC provided 1,817 protection services 7/7 to 497 refugees in Belgrade and Subotica. Services included identification and referrals, information and counselling, protection mitigation measures, etc. IRC team also provided protection and other services to 138 children and mothers at MBC.
- Through outreach activities supported by CRS, Atina’s mobile team provided assistance and support to 200 women and girls in the field, while 70 women, girls and boys were assisted through long-term support programme, which

included SGBV case management, safety and individual planning through counselling and full participation of the beneficiaries, referral, follow-up, PSS, and protection monitoring.

- With the support of CRS, Atina carried out trainings for 34 professionals (23 women and 11 men) in Belgrade and Banja Koviljaca - a 4-day training on human trafficking and SGBV in a refugee situation. Participants had an opportunity to get to know the cultural and traditional background of the refugees, different forms of SGBV, the normative and legal framework of these criminal offences, the indicators for identification, as well as the referral mechanisms and available resources in cases of human trafficking and SGBV. The training featured lectures from Prof Dr Slobodan Savić from the Forensic Medicine Department and judge Radmila Dicić, concerned with recognition and reaction to SGBV.
- Supported by Catholic Relief Services (CRS), Philanthropy distributed 1,922 cash cards worth 5,000 RSD each to families and 1,053 cash cards worth 3,000 RSD each to vulnerable individuals in nine reception and four asylum centres for 4,293 vulnerable refugees and migrants.
- CRS/Balkan Centre for Migration (BCM) teams provided translation assistance (Arabic and Farsi) to refugees/migrants/asylum-seekers and partner organisations (Philanthropy, Save the Children, Atina, UNHCR, Indigo, DRC, UNICEF, IOM, MDM and IDC) and authorities (Clinical Centre Niš, Health Centre (HC) Šid, General Hospital (GH) Sremska Mitrovica, HC Bujanovac, HC Preševo, GH Vranje and IPH Vranje, Šid Court, Higher Court Sremska Mitrovica, Šid police inspectors, Police in Preševo & Bujanovac, Information & Security Agency, CSWs Bujanovac & Preševo, Public Prosecutor in Vranje, Public Defense Attorney Bujanovac and Asylum Office in Preševo) in 2,380 instances, in Šid, Belgrade, Bujanovac and Preševo. The CRS/BCM teams provided legal assistance in the aforementioned locations in 37 instances.

Identified Needs and Remaining Gaps

- The main challenge for child protection actors was how to help the UASCs cope with increased pressure from their parents to continue their journey. Moreover, as the weather improved, more and more UASCs were leaving accommodation centres either on their own or with the help of smugglers, in order to continue their journey. During April, 59 UASCs left Preševo RC on their own and 6 UASCs departed Bujanovac RC.
- As the possibility of reaching their country of destination apparently decreased with the introduction of the new Hungarian law, feeling of helplessness, resignation, fear and anger among refugees-migrants became more prominent. In addition, the information about having to leave the barracks located in Belgrade centre and rumours about the possibility of deportation for those who refuse to relocate aggravated the situation additionally. PIN noted problems with alcohol abuse among refugees/migrants in Belgrade centre, more conflicts and concern for overall safety among those located in this area.
- Prolonged stay in improvised shelters (barracks) in Belgrade resulted in elevated protection risks - substance abuse, SGBV, health risks, etc.

Education

Achievements and Impact

- UNICEF-supported Toy Libraries for children from 3 to 6 years of age are operational in the Bujanovac RC (in cooperation with DRC) and in Principovac TC (in cooperation with SOS CV), providing additional early learning opportunities for around 60 children on a daily basis.
- UNICEF-supported programmes for the development of digital competencies for youth are being implemented in Šid RC (in cooperation with DRC) and in Principovac, Adaševci, Bujanovac and Preševo (in cooperation with SOS CV). Programmes supporting the development of basic math and science and cultural expression competencies for children 8 and 9 years old are being implemented in cooperation with DRC in Preševo and Bujanovac.
- With UNICEF's support, 80 children, between 7 and 18 years of age, were attending 9 primary schools and one secondary school in Belgrade.

- Refugee Aid Serbia (RAS) opened its education centre located in Savamala in Belgrade, which currently implements two English workshops Monday to Friday for all ages and levels of knowledge, with an average of 20 students per workshop. The workshops are attended by families from Krnjača AC and by single males from the barracks behind the train station. RAS will soon initiate math and science workshops and is slowly increasing its capacity for workshops to include art therapy, arts and crafts and music lessons.
- SC launched a global partnership initiative with Coursera giving refugees and migrants (13+) an opportunity to learn on the move by using an E-platform to access different courses. Courses are free of charge for refugees and verified certificates are provided after completion. 23 minors and young people accommodated in Preševo RC have already enrolled.
- Non-formal education programmes are ongoing in Preševo RC and Refugee Aid Miksalište (SC/CIM), as well as Bogovađa AC (SC/Group 484). In Preševo, the curriculum includes mathematics, geography, biology, Serbian, English and German, with an experienced teacher from Afghanistan for biology. In Bogovađa AC, the teams are teaching mathematics, geography, Serbian and English language, while working with the local schools to promote enrolment of children into formal education and organizing joint activities with the local schools.
- SC/ADRA were supporting transportation of 30 children accommodated in Krnjača AC to 4 primary schools in Belgrade. Transportation support improved attendance and prevented early drop-outs.
- SOS CV started sewing workshops in Preševo RC and conducted art workshops and English classes in Adaševci and Principovac TCs.
- Within the CFS in Adaševci TC, SOS CV Serbia delivered 1,769 services to children, youth and adults within 231 different activities, which included recreational, creative and educational activities and, within MBC, 1,878 services to mothers and babies. Within the Youth Corner in Adaševci TC, SOS CV delivered 172 services to 1,547 youth and adolescents and SOS CV ICT spot provided Wi-Fi 3,048 connections and 336 charging station users, and had 1,641 visits by adults and children, which included use of basic IT workshops (including in cooperation with UNICEF).
- Within CFS in Principovac TC, SOS CV provided 1,376 services to children within 330 various activities, which included recreational, creative and educational activities and, within MBC, 625 services to mothers and babies.
- Within the Family Room in Principovac, SOS CV Serbia delivered 121 services to 1,435 participating children, youth and adult mothers. SOS CV ICT spot Principovac provided Wi-Fi 1,252 connections and 524 charging station users; ICT Corner in Principovac had 1,285 visits by adults and children, which included use of basic IT workshops.
- SOS CV ICT spot at Šid train station provided 1,820 Wi-Fi connections.
- SOS CV ICT spot Krnjača AC provided 2,600 Wi-Fi connections and 316 charging station users, and had 1,541 visits by adults and children, which included use of basic IT workshops.
- SOS CV ICT spot in Miksalište in Belgrade provided 3,208 Wi-Fi connections.
- Within the Family Room in Preševo RC, SOS CV Serbia delivered 201 services to 1,475 children, youth and mothers.
- In cooperation with UNICEF, SOS CV continued with ICT workshops in Adaševci, Principovac, Bujanovac and Preševo.
- Within the Youth Corner in Preševo, SOS CV delivered 114 services to 666 youth and adolescents. ICT spot Preševo provided 2,760 Wi-Fi connections and 212 charging station users and ICT Corner Preševo had 2,295 visits by adults and children, which included use of basic IT workshops. In Bujanovac, 988 connections were provided and 110 charging station users; ICT Corner Bujanovac had 3,056 visits by adults and children, which included use of basic IT workshops.
- Through the Super Bus, SOS CV mobile team organized 81 outdoor educational, recreational and creative activities for 485 children and young people and 154 adults in Divljane, Bosilegrad, Dimitrovgrad and Pirot.
- CRPC continued assisting CSW in providing escort for Krnjača's UASC to "Branko Pešić" school in Zemun.
- With the help of UNICEF, and supported by CSW and Vasa Stajić Children's Home, CRPC organized a field trip to Zasavica Nature Park on 26 April for 43 UASCs from "Vasa Stajić" and Krnjača AC.
- UNHCR, CSW and CRPC provided escort and supported participation of 14 UASCs from Krnjača AC in the 30th Belgrade Marathon on 22 April.



Educational workshop organized by RAS in Savamala, Belgrade (Serbia), @RAS, April 2017

- Group 484 continued with providing psychosocial and educational support to refugee/migrant children and youth accommodated in Bogovađa AC. Activities were based on creative, educational and recreational workshops, but focusing on education, and were implemented six times per week in purposefully equipped CFS in Bogovađa AC. With the purpose of working on the integration of children in the social and cultural environment, Group 484 started with joint activities of local school-age children from Bogovađa and children from the AC. So far, these activities have been held at the Elementary School in Bogovađa, in partnership with SC.
- As of 10 April, new round of English language classes is underway at Info Park in Belgrade, 4 PM Monday to Friday is reserved for women and 5 PM for men.



Refugee and migrant children and youths from Krnjača AC, learning English and Serbian at UNICEF-supported 'Branko Pesic' Primary School, @UNICEF/UN058500/Vas

- ADRA/IRC/StC organized regular transport for 47 schoolchildren to 7 public schools and back to Krnjača AC. ADRA interpreters were present in 4 public schools, serving a total of 64 children every working day.
- With support from IRC, NSHC ran a Sewing Workshop at Adaševci TC. It provided sewing trainings and a variety of occupational and social activities for women accommodated in this TC, six days per week. In April, 50 women completed the sewing training, while there were 1,028 visits to the Workshop during the month. Bed sheets, pillow cases and towels produced in this workshop are used in accommodation centres in Serbia.
- Life Skills Workshops supported by CRS and conducted by NGO Atina represent comprehensive non-formal education created

in line with the interests of the youth, as a mixture of natural and social science lessons. The lessons are providing beneficiaries with basic knowledge of math, chemistry, biology and geography, giving them a chance to learn about major historical events and personages, and also about natural phenomena. Education is adjusted to gender, age, culture, and the different experiences, and some activities are carried out in several sessions. Twenty life-skill educational groups and individual workshops for 79 girls and 34 boys were conducted in three locations – Preševo, Bujanovac and Atina's Reintegration Center. Workshops were implemented through Atina's project supported by CRS. Five workshops were conducted in Preševo RC for 42 girls (31 from Iraq and 11 from Afghanistan) while in RC Bujanovac 31 girls (9 Afghanistan, 6 Syria, 16 Iraq) and 31 boys participated (14 Afghanistan, 5 Syria, 12 Iraq) in 7 life skill educational workshops. Two educational group workshops were conducted at Atina's Reintegration center for 6 girls (2 Ghana, 1 Cameroon, 3 Afghanistan) and 3 boys (1 Iran, 2 Afghanistan) and 6 individual workshops for 3 girls (2 Ghana, 1 Cameroon) and 3 boys (1 Iran, 2 Afghanistan). Workshops were implemented through Atina's project supported by CRS.

Identified Needs and Remaining Gaps

- Sustainable access to formal education is yet to be ensured for refugee/migrant/asylum-seeking children.
- Having in mind the fact that an estimated 1,900 of the total refugee/migrant/asylum-seeking population present in the country are school-age children, who will hopefully enrol at schools in September, authorities and partners agreed to have a meeting concerned with education in the month of May.



Health

Achievements and Impact

- UNHCR/DRC medical teams engaged through Primary Health Centres provided 11,047 health-care services in the following centres: Krnjača AC (3 medical teams), Bogovađa AC (one medical team), Banja Koviljača AC (one medical team), Preševo RC (two medical teams), Bujanovac RC (two medical teams), Obrenovac TC (2 medical teams), RC "Divljana" in Bela Palanka (one medical team), Pirot RC (one medical team) and Bosilegrad RC (one medical team)

since 1 April). UNHCR/DRC medical teams also conducted referrals and follow-up of 626 specific individual cases in need for specialized health-care services, in close cooperation with the DRC Medical Officer, based in Preševo, and the DRC Medical team in Belgrade. In addition, medical teams conducted screening of all refugees for body lice and other infectious diseases, as well as chronic diseases. Medications, both basic and advanced, were regularly provided in these centres, as well as in Tutin and Sjenica ACs.

- WHO continued to support the Institute of Public Health (IPH) of Serbia, the Ministry of Health, relevant health institutions and partner NGOs, in coordination of healthcare provision. Regular refugee and migrant health coordination meeting was organized on 27 April. Main issues in April remained parasitic skin infections caused by poor living conditions among refugees and migrants who are squatting outside of state-run shelters.
- With increased enrolment in schools for refugee and migrant children, Ministry of Health ordered for all children enrolled to receive pediatric checkups with mandatory immunization. All key stakeholders are currently working on a solution to provide vaccines for the rest of the children staying in accommodation centres in Serbia.
- UNICEF-supported mother-and-baby corners were operational in Belgrade, Dimitrovgrad, Preševo, Bujanovac and Šid. In Reception Centres where only a few children are 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, is on-going. Since the beginning of 2017, 531 infants (under 2) accessed UNICEF-supported mother and baby care centre services, including health and nutrition services. 290 mothers benefited from UNICEF-supported IYCF counselling at family support hubs, child-friendly spaces and mother-and-baby corners.
- In centres where UNICEF is present the screening all children aged 6-59 months with Mid-Upper Arm Circumference (MUAC) for undernutrition is part of the routine work.
- UNICEF continues to have consultations with partners on reviewing currently distributed food in order to have more age appropriate food for children.
- On 21 April, UNFPA and WHO had a joint field visit to transit centres in Šid and Adaševci, with the representatives of IPH Dr Milan Jovanovic Batut, to assess the current epidemiological situation and the organizations providing health services in the centres. The mission noted the need for more awareness on sexual and reproductive health, the need for increased self-hygiene and the need for additional efforts that would ensure vaccination for of all the children on the territory of Serbia, not just those who have been born in Serbia. The mission participants also concluded that hygiene conditions at Šid Transit Centre were unsatisfactory and the decision of the SCRM to significantly decrease the number of people accommodated in this centre was welcomed.
- Within the UNFPA/DRC project “Strengthening access and quality to family planning and reproductive health services for all”, there were 102 intervention in April, of which 56 were pregnancy-related.
- On 26 April, DRC organized a Reproductive Health Workshop, attended by UNFPA and other organisations, which was an opportunity to understand the refugee/migrant women’s point of view, with regards to reproductive health services and needs.
- 6,000 condoms were provided in accommodation centres with support from UNFPA.
- SOS CV Serbia hired a psychiatrist in the Health Centre Šid to support refugees/migrants/asylum-seekers identified by SOS CV in Principovac and Adaševci TCs.
- CRPC cooperated with UNHCR/DRC, on site-medical teams, Krnjača AC staff and other actors, providing interpretation/CM, escort, advocacy and transportation to secondary and other medical facilities - 416 cases/rides provided.
- IDC/ASB medical teams were covering daily shifts in 4 accommodation centres (Subotica, Šid, Principovac and Dimitrovgrad). During April, IDC/ASB medical teams had 1,938 medical interventions in total.
- The CRS/BCM medical teams provided medical assistance in Šid, Belgrade, Bujanovac and Preševo in 5,884 instances and psychological assistance in 239 instances.



IDC medical team in Subotica TC (Serbia), April 2017

Identified Needs and Remaining Gaps

- While primary and emergency healthcare is widely available, there are gaps in financing secondary care services and the Ministry of Health is working on finding a solution for sustainable financing of hospital care for refugees and migrants.
- CRPC noted a need for improved access to dental care for refugees/migrants in Belgrade.



Food Security and Nutrition

Achievements and Impact

- UNHCR and partners DRC and HCIT distributed 340 kg of high-energy biscuits and 1,602 litres of water, mainly in the north and in the south.
- Within the MBC in Adaševci TC, SOS CV Serbia distributed 1,316 food items (jarred food). Within the MBC in Principovac TC, SOS CV Serbia distributed 2,174 food items (jarred food and milk), in cooperation with UNICEF on both locations.
- Within the Family Room in Preševo RC, SOS CV Serbia distributed 1,998 food items, juice, biscuit and sweets.
- SOS CV provided 120 meals a day (breakfast and lunch) in Bosilegrad RC on a daily basis.
- In Preševo, Caritas provided 30,680 portions of cooked lunch, 30,680 pieces of fresh breakfast pastries and 30,680 bottles of yogurt, with financial support from CRS. Caritas also provided 15,000 cups of tea hot tea in its container at Preševo RC, with the support of German Ministry of Foreign Affairs.
- In Krnjača AC, Caritas provided 21,600 fresh breakfast pastries, 1,440 litres of milk, 10,800 portions of warm soup and 4,500 cups of tea, with the support of the German Ministry of Foreign Affairs and Caritas network.
- In Subotica TC, Caritas provided 100 food packs, with the support of the German Ministry of Foreign Affairs.
- Tzu Chi Foundation was providing fresh breakfast pastry and bread for dinners at Obrenovac TC for more than 900 refugees/migrants each day.
- Within the UNICEF/DRC MBC in Preševo RC, 37 children per day received complementary food, 29 received supplementary food, 33 UHT milk, while 7 mothers per day received IYCF counselling. Within the Bujanovac RC MBC, 22 children per day received complementary food, 20 received supplementary food, 23 received UHT milk, and 5 mothers per day received IYCF counselling. Within Dimitrovgrad RC MBC, on average 5 babies received complementary food, and 5 babies received UHT milk. Within Šid TC MBC, 14 children per day received complementary food, 7 received supplementary food, 4 UHT milk, while 3 mothers per day received IYCF counselling.
- ASB was providing cooked meals for refugees/migrants/asylum-seekers in Dimitrovgrad reception centre.
- CARE/ECHO, in partnership with NSHC, provided 170,175 meals (3 meals per day) in Adaševci, Šid and Principovac TCs.
- In partnership with NSHC, CARE distributed food supplement items (milk, biscuits and fruits) to children, pregnant women and breastfeeding mothers at Adaševci, Šid, Principovac, and Krnjača: 50,340 packages of milk, 47,705 packages of biscuits, 12,419 kg of fruits, and 4,040 jars of baby food.
- In partnership with NSHC, CARE delivered 200 packages of powdered infant formula for babies under six months of age, for distribution according to national recommendations for nutrition of children under two years of age in an emergency.
- Philanthropy provided 6,330 hot meals in Bujanovac RC and 25,945 hot meals in Preševo RC, and continued with daily distribution of fresh fruit in these centres.



Breakfast distribution in Obrenovac TC, Belgrade (Serbia),
@Tzi Chi, April 2017

- Philanthropy introduced food supplements (milk, yogurt, fresh fruit and energy bars) for children and pregnant and lactating women in Bujanovac and Preševo.

Identified Needs and Remaining Gaps

- NSTR



Water and Sanitation

Achievements and Impact

- NSTR

Identified Needs and Remaining Gaps

- Issues with maintenance and improper use of sanitary facilities continued in Obrenovac TC and other centres, especially in the West.



Shelter and NFIs

Achievements and Impact

- On 7 April, Shelter Coordination Meeting, organized by the Serbian Commissariat for Refugees and Migration (SCRM) and the Ministry of Labour, Employment, Veteran and Social Affairs (MoLESVA), took place in Belgrade. The meeting was attended by the representatives of international and non-governmental organizations, representatives of the Delegation of the European Union and ECHO, as well as representatives of foreign embassies. Participants were able to see a presentation on the current situation regarding the dynamics of rehabilitation and adaptation works on reception facilities for refugees/migrants/asylum-seekers and to discuss the needs/challenges in different locations. Representative of MoLESVA stated that the main works on future Vranje Reception Centre were finalized, and that works were pending on auxiliary facilities, the infirmary, etc.
- In Preševo RC, DRC completed the replacement of doors on the rub halls. Construction work was funded by UNHCR.
- In Sombor TC, DRC's implementing partner Housing Centre completed the construction of a playground for children, playground for sports activities, access paths between the sleeping pavilion, the sanitary block and the dining area, and two medical containers were connected to a water supply and sewerage. The construction was funded by ECHO.
- In Vranje RC, small reparation works were conducted by DRC in order to eliminate malfunctions of this refurbished facility.
- DRC finalized the tender procedure for rehabilitation works in Obrenovac TC, pending approval of the Ministry of Defence to start the works.
- With support from Christian Aid, Philanthropy refurbished a space for occupational activities in Preševo RC.
- NGO Atina managed 3 shelters for refugees/migrants/asylum-seekers who have been identified as survivors of gender-based violence, human trafficking, or are particularly vulnerable. During the month of April, NGO Atina provided shelter for 4 persons.
- RAS carried on distributing NFIs to single men and boys living in the barracks behind the train station in Belgrade. RAS distributed 250 pairs of shoes, 300 winter jackets, 300 jumpers, 200 trousers, 350 sweatpants, 1,200 pairs of socks, 600 pairs of underwear, 1,000 t-shirts, 700 blankets, 1,000 hygiene kits (consisting of toothbrushes, toothpaste, bars of soap and wet-wipes) and 200 razors.

- Having identified urgent needs, JRS organized a distribution of NFIs in Belgrade city centre. In cooperation with SCRM, JRS also distributed NFIs in Banja Koviljača AC and Sombor TC.
- UNHCR and partners SCRM, CRPC, HCIT and Amity/Sigma plus distributed 756 blankets, 153 plastic bags, 1,019 hygiene kits, 1,457 pairs of socks, 569 adult T-shirts, 49 children's T-shirts, 1,267 pairs of footwear, 31 pieces of winter clothing for adults (donated by Zara), 65 items of children's clothing (Zara & Youngone donations), 16 baby kits, 241 raincoats, 58 winter jackets, 97 tracksuits, 22 knitted hats, 38 pairs of gloves, 261 scarves, 1,223 pairs of underwear, 487 items of women's clothing and 964 items of men's clothing (Zara), 470 sets of bed linen, 29 backpacks, 5 plastic sheets, 26 synthetic/rubber mats, and 13 rechargeable torches.
- CRPC also distributed blankets in Belgrade, donated by MSF.
- Since the beginning of 2017, 2,317 children were reached by UNICEF, through its partners DRC (in Preševo, Bujanovac, Belgrade and Šid), HCIT (in Kelebija and Horgoš), and NSHC (in Belgrade) and through direct distribution, with basic supplies and health and hygiene items.
- SC distributed summer clothes, covering the needs of both boys and girls 13 to 18 years old in Divljana, Bosilegrad, Dimitrovgrad, Pirot, Sombor and Subotica.
- SC continued distributing baby blankets to the most vulnerable families with babies in the communities affected by the refugee and migrant crisis.
- Within the CFS in Adaševci TC, SOS CV Serbia distributed 136 NFIs, 14,369 within the MBC and 25 by the Protection team. Within the CFS in Principovac TC, SOS CV Serbia distributed 392 NFIs, 2,327 within the MBC and 512 were distributed by the Protection team.
- Within the Family Room in Preševo RC, SOS CV Serbia distributed 17,862 NFIs and 112 were distributed by the Protection team in Preševo and Bujanovac. NFI distribution included hygiene packages for women and babies, clothes and footwear.
- In Krnjača AC, Caritas provided 458 sweatshirts for adults, 1,000 pairs of underwear for men and 450 shirts for men. Provision of these items is funded by the German Ministry of Foreign Affairs and Caritas network.
- In Obrenovac TC, Caritas provided 1,000 sweat suits for adults, 380 pairs of socks for women and 281 sweatshirts for adults. Provision of these items is funded by the German Ministry of Foreign Affairs and Caritas network.
- In Šid and Principovac, Caritas provided 200 sweat suits for adults, 200 sweat suits for children, 360 pairs of socks for children, 120 pairs of socks for women, 40 shirts for men, 70 shirts for women, 90 shirts for children, 100 pairs of underwear for women, 340 pairs of underwear for children and 200 pairs of sneakers for children.
- Tzu Chi Foundation provided 3 cricket sets, 1 volleyball set and 1 basketball set for Obrenovac TC protégés' outdoor sports activities.
- At Preševo RC, DRC provided adequate NFIs for 601 persons, within the ECHO funded project. In Preševo RC, DRC provided non-food items for 240 children, and in Bujanovac RC for 129 children, within the UNICEF funded project. There is an increased need for NFIs, mainly due to the changing of the season and need to switch to weather-appropriate clothes and footwear.
- At Šid TC, DRC provided adequate NFIs for 45 persons, within the ECHO funded project, and NFIs for 176 children, within the UNICEF funded project.
- At Krnjača AC, upon request from SCRM, DRC provided adequate NFIs for 307 persons, within the ECHO funded project, and NFIs for 136 children, within the UNICEF funded project.
- DRC provided adequate NFIs for 27 persons in Pirot, Dimitrovgrad and Divljana RCs, within the ECHO funded project.
- At Bogovađa AC, and upon SCRM request, DRC provided adequate NFIs for 136 persons, within the ECHO funded project.
- With support from Terre des hommes, NSHC provided winter and hygienic items (clothes, shoes, underwear, soap, diapers, etc.) to 1,920 refugees in Belgrade and Subotica (778 children, 164 women and 978 men).



Pirot Reception Centre, Eastern Serbia, @UNHCR, April 2017

Identified Needs and Remaining Gaps

- Adequate accommodation for longer-term shelter and services, in and outside camps, for at least 7,000 refugees, migrants and asylum-seekers is needed, as well as more temporary accommodation/voucher schemes needed for contingency.



Support to local communities

- On 19 April, at Belgrade City Hall, UNDP organized a delivery of three vehicles to public institutions key for provision of services to the local citizens and refugees/migrants located in the Capital. The City of Belgrade's CSW, Institute for Biocides and Medical Ecology and the Public Utility Company (PUC) "Beogradski vodovod i kanalizacija" (Belgrade Waterworks and Sewage), received a new passenger vehicle, a pickup and a water truck, respectively, in the total value of 100,000 USD. The First Secretary of the Embassy of Japan Mr. Masayoshi Yamato, State Secretary of the Ministry of Public Administration and Local Government (MPALSG) Ivan Bošnjak, Deputy Belgrade Mayor Andrija Mladenović and Assistant Commissioner for Refugees and Migration Ivan Gerginov participated in the official handover ceremony. The vehicles have been procured within the Government of Japan-funded project, implemented by UNDP, in cooperation with the MPALSG and the Serbian Commissariat for Refugees and Migration (SCRM). The three receiving public institutions bore the brunt of the migration crisis in Belgrade, which served as the main transit hub for a large number of refugees and migrants coming from the South and East to the Capital, while several thousands are still accommodated in two accommodation centres in Krnjača and Obrenovac and scattered around locations near the bus and train stations downtown. The PUC "Beogradski vodovod i kanalizacija" is in charge of hygiene and water supply, the Institute for Biocides is responsible for prevention and treatment of infectious diseases, while the CSW team provides social services and looks after unaccompanied minors, whether they are staying in accommodation centres or in other locations.
- On 5 April, at the UN House, UNDP organized a meeting to present the Master Plan for Water Supply for Preševo Municipality to potential international donors (Embassy of Japan, USAID, Embassy of Norway and Embassy of the Czech Republic) and Serbian Government representatives (MPALSG, SCRM and Government of Serbia Coordination Body for Municipalities Preševo, Bujanovac and Medveđa). The goal of the meeting was to familiarize the donor community with the urgent nature of water supply situation in Preševo, a municipality that faced the full impact of the large number of refugees/migrants. The passage of over 800,000 individuals through this small border community with a population of approx. 35,000 citizens, as well as prolonged duration of the stay of some 800-1,000 of migrants still accommodated at the local Reception Center, caused the local water supply system to be prone to failure, with the danger of long-term interruptions in the supply of water, both for the local citizens and the migrants. The Water Supply Master Plan has been developed with the support of the Government of Japan, in cooperation with the Jaroslav Černi Institute for Development of Water Resources. With the support of USAID, the first and most urgent upgrades are being developed. However, the sustainable upgrade requires additional funding in the range of at least 1.5–2 million USD. Preševo Mayor Ardita Sinani and UNDP Deputy Resident Representative Steliana Nedera called for the potential donors' assistance for this municipality, for the benefit of all the people living in Preševo.
- Within the USAID-funded project, UNDP is in a preparation of the local kindergarten "Maslačak" reconstruction in Bašaid, Kikinda. In line with the Local Action Plan, intercultural workshops will be organized in the kindergarten



The official handover of three donated vehicles for the Belgrade's public institutions @UNDP, April 19, 2017

premises for children from the local community and migrant population. The reconstruction is part of UNDP activities that aim to strengthen social cohesion and bring closer the host and the displaced population.



IDC handover of medical vehicle donated to Šid Health Centre (Serbia), April 2017

- Also within the USAID-funded project, UNDP has procured five waste containers (of 5m³ volume) for the city of Sombor, in order to improve the waste management and alleviate the pressure on public services impacted by the migration crisis and an increased number of people residing in Sombor. This donation is in line with priority needs expressed by the City, within the exercise carried out by the Working Group for Local Community Support, co-chaired by MPALSG and UNDP.
- IDC handed over one vehicle, donation from Arbeiter-Samariter Bund Landesverband Hessen, to the Health Care Centre in Šid, as support to the local community in overcoming the impacts of refugee situation.

Identified Needs and Remaining Gaps

- Protracted stay of refugees and migrants is an ongoing challenge to the quality and coverage of local services.
- There is an increased need for implementation of intercultural exchange activities to bridge the distance among local and refugee/migrant communities.

Working in partnership

- The internal coordination mechanism of the UN system in Serbia is the **UN Refugee and Migrant Theme Group (RMTG)**, which meets weekly under UNHCR chairmanship. The RMTG coordinates the 4 sectorial working groups (WGs): a) Refugee Protection WG (Co-chaired by the Ministry of Labour, Employment Veteran and Social Policy (hereinafter: MoL) & UNHCR), b) the WG on Shelter/NFI/WASH (Co-chaired by Serbian Commissariat for Refugees and Migration (SCRM), MoL & UNHCR), c) WG on Health/Food/Nutrition (Co-chaired by the Ministry of Health & WHO) and d) WG on Local Community Support (Co-chaired by the Ministry of Local Self-Government & UNDP). The RMTG met on 7 and 28 April.
- The **Refugee Protection Working Group (RPWG)**, Co-chaired by UNHCR and the MoL, met on 27 March in Belgrade. It is the key coordination mechanism for protection agencies/NGOs operational in the country. RPWG has over 80 members and meets on a monthly basis. Under UNHCR lead, RPWG has given rise to six sub-working groups (SWGs) on: a) Child Protection, b) Communication with Communities, c) Non-Food Items (NFIs), d) Smuggling/Trafficking, e) Sexual and Gender-Based Violence (SGBV), and f) Collective Expulsions and Ill-Treatment of Refugees.
- The monthly **Partners' Briefing**, where UNHCR/UNRC, Ministry of Foreign Affairs and Ministry of Labour/Chair of Government WG on Mixed Migration update the diplomatic corps/donors and NGOs on the refugee/migrant situation and the response of UN agencies and their partners in the previous period, took place on 27 February at the UN House in Belgrade.

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