



REGIONAL REFUGEE AND MIGRANT RESPONSE PLAN FOR EUROPE

**EASTERN MEDITERRANEAN AND
WESTERN BALKANS ROUTE**

January to December 2016 (Revision May 2016)

Cover image:

Two young girls walk through a makeshift camp near the village of Idomeni, Greece. © UNHCR/Achilleas Zavallis

REGIONAL PLAN HEADLINES

Period	January to December 2016
Overview of arrivals¹	856,723 from Turkey to Greece in 2015 156,782 from Turkey to Greece in 2016
Population planning figures	Up to 248,000 people²
Target beneficiaries	Refugees and migrants on the Eastern Mediterranean and Western Balkans route
Financial requirements	USD 669,867,115
Number of partners	60

1 All data as of 5 June 2016; data accessible at: <http://data.unhcr.org> and <http://data.unhcr.org/mediterranean/country.php?id=502>

2 This figure takes into consideration the 156,000 people who have arrived from Turkey in Greece in 2016, including those who have moved onwards during the first quarter of the year. It also factors in the number of foreseen populations movements from and to Greece until the end of the year.

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ACRONYMS AND ABBREVIATIONS

ADRA	Adventist Development and Relief Agency
AFAD	Disaster and Emergency Management Agency (Turkey)
ARSIS	Association for the Social Support of Youth
AVRR	Assisted Voluntary Return and Reintegration
BCHR	Belgrade Centre for Human Rights
CWC	Communication with Communities
CRC	Croatian Red Cross
DGMM	Directorate General of Migration Management (Turkey)
DRC	Danish Refugee Council
EASO	European Asylum Support Office
ECD	Early Childhood Development
EU	European Union
FRONTEX	European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union
FRS	First Reception Service
GIZ	Gesellschaft für Internationale Zusammenarbeit
HCIT	Humanitarian Centre for Integration and Tolerance
HEB	High Energy Biscuits
HIA	Hungarian Interchurch Aid
HIV / AIDS	Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome
IASC	Inter-Agency Standing Committee
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IDP	Internally Displaced Person
IEC	Information, Education and Communication
IFRC	International Federation of Red Cross and Red Crescent Societies
IMC	International Medical Corps
IOM	International Organization for Migration
IRC	International Rescue Committee
IYCF	Infant and Young Child Feeding
JRS	Jesuit Refugee Services
KSPM-ERP	Ecumenical Refugee Programme (KSPM) of the Church of Greece
MBCF	Mother and Baby Care Facilities
MDM	Médecins du Monde
MoFSP	Ministry of Family and Social Policies (Turkey)
MoH	Ministry of Health
MoL	Ministry of Labour Social Policy and Veterans (Serbia)
MSR	Member States of Relocation

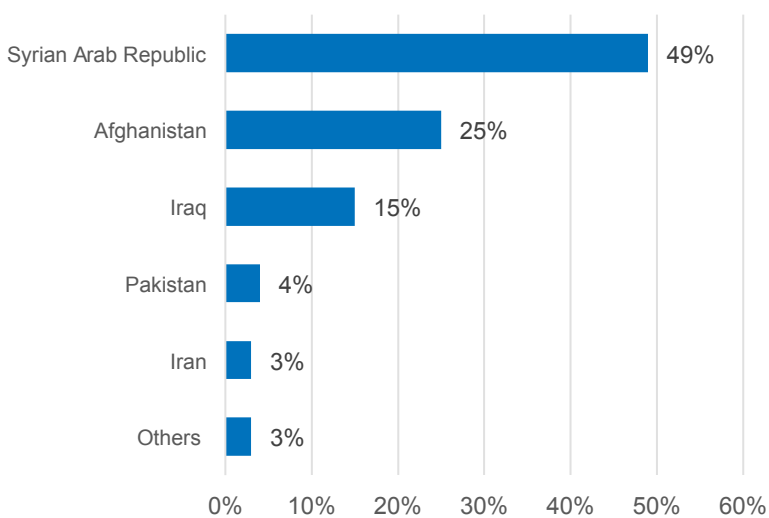
MYLA	Macedonian Young Lawyers' Association
NFI	Non-Food Item
NGO	Non-Governmental Organization
NOSTOS	'Nostos' Organization for Social Integration
OB/GYN	Obstetrics and Gynaecology
OHCHR	Office of the High Commissioner for Human Rights
PHAME	Public Health Aspects of Migration in Europe
PGMM	Provincial Directorate of Migration Management
PIC	Legal-informational centre for Non-Governmental Organizations
PSEA	Prevention of Sexual Exploitation and Abuse
PRAKSIS	Projects of Development Social Support and Medical Cooperation
RAP	Refugee Aid Point
RHU	Refugee Housing Units
RIC	Reception and Identification Centre
RMRP	Refugee and Migrant Response Plan
RSD	Refugee Status Determination
RTG	Refugee Theme Group (UN)
SCI	Save the Children International
SGBV	Sexual and Gender-Based Violence
SLOGA	Slovenian Development and Humanitarian NGO Platform
SOP	Standard Operating Procedures
SRCM	Serbian Committee for Refugees and Migrants
SRH	Sexual and Reproductive Health
STI	Sexually Transmitted Infection
TCG	Turkish Coast Guard
UASC	Unaccompanied or separated children
UN	United Nations
UNDP	United Nations Development Programme
UNCT	United Nations Country Team
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNOPS	United Nations Office for Project Services
UNV	United Nations Volunteers
WAHA	Women and Health Alliance International
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization
WRC	Women's Refugee Commission
WRTC	Winter Reception and Transit Centre

Regional Response Dashboard³

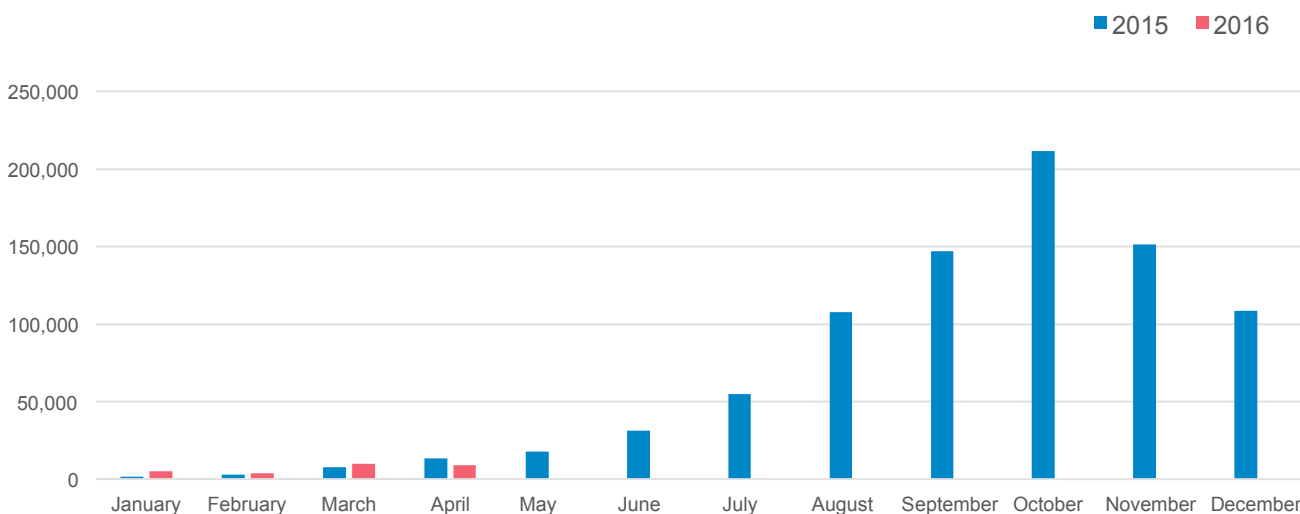
Demographics



Top 5 Nationalities of Sea arrivals

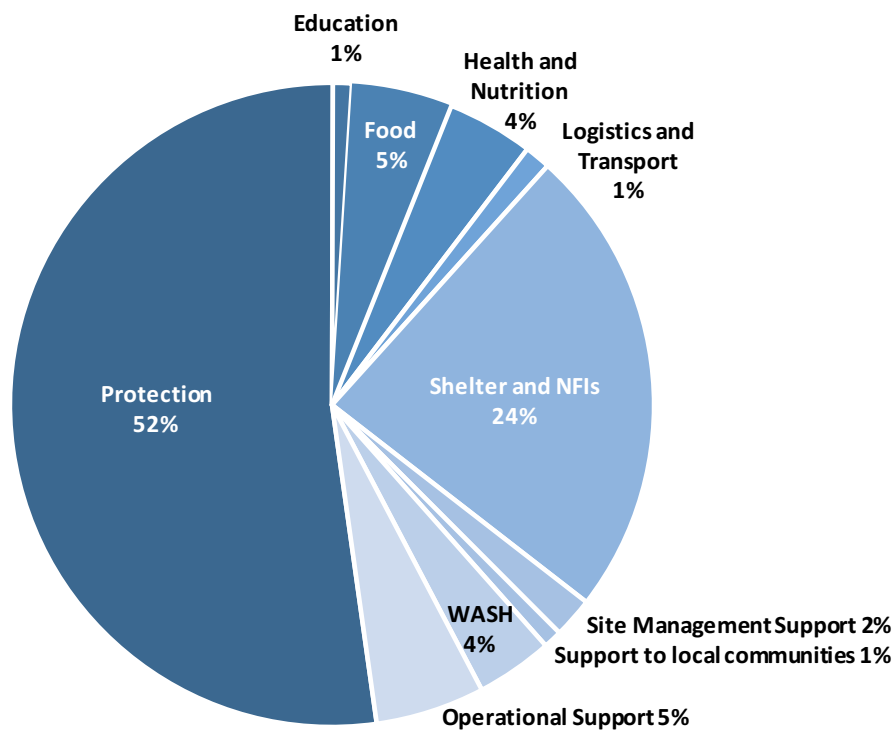


Comparison of monthly Mediterranean Sea arrivals

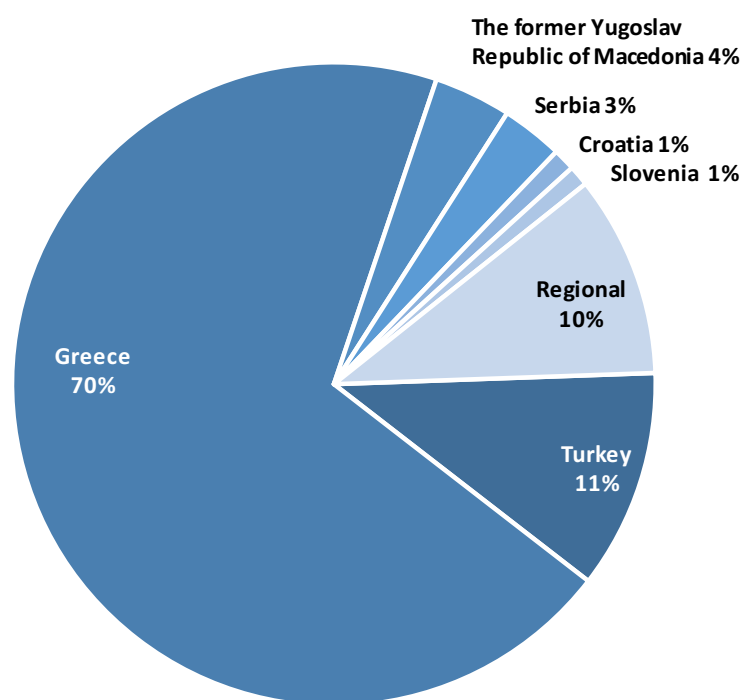


³ Figures are based on data of sea arrivals to Greece. Data as of 15 May 2016; available at: data.unhcr.org

Requirements by Sector



Requirements by Country





Regional Strategic Overview

Background and Context

The regional Refugee and Migrant Response Plan (RMRP), involving 60 partners, was launched in January 2016 following the large-scale population movements registered throughout Europe in 2015, when one million refugees and migrants undertook the perilous journey across the Mediterranean Sea. The vast majority crossed the Aegean Sea by boat from Turkey to Greece. Many lost their lives: in total, 3,771 people died or were reported missing in the Mediterranean Sea in 2015.

Despite worsening weather conditions brought on by the onset of winter, the movements did not subside during the first quarter of 2016, with some 171,132 arrivals by sea from January to March 2016, including 151,452 to Greece in the same period. To date, 156,782 people have arrived in Greece, and 2,814 have been reported dead or missing in 2016.⁴ The vast majority of these people are in search of safety and protection; 90 per cent of those arriving to Greece come from the world's top 10 refugee-producing countries, primarily from the Syrian Arab Republic (Syria), Afghanistan and Iraq.

Throughout this crisis, refugees and migrants arriving in Europe have not intended to stay in Greece, the first country of arrival for long, but instead aim to contin-

ue their journey onwards. The Western Balkans route became an important transit axis, with thousands of people travelling through Greece, the former Yugoslav Republic of Macedonia, Serbia, Croatia and Slovenia before reaching their final destination in Europe. The transient nature of the population movement required humanitarian partners to develop a flexible and pragmatic response to ensure the most effective and protection-centred approach. From a light operational footprint, humanitarian partners managed to quickly deploy staff and resources to ensure a 24/7 presence at border crossing points. In Greece, the initial response focused on the islands in the Aegean Sea, where, in early 2016, up to 2,000 people in need of immediate assistance and protection arrived on a daily basis. Along the Western Balkans route, efforts were devoted to ensuring access to adequate and safe accommodation, as well as protection-centred assistance.

Circumstances started to change drastically as of mid-February 2016 with the progressive establishment of border restrictions between the former Yugoslav Republic of Macedonia and Greece, followed by further restrictions along the Western Balkans route, leading to an effective closure of the route on 8 March 2016 for non-EU citizens without requisite documentation. On 18 March, the EU and Turkey agreed on measures to halt the movement of refugees and migrants traveling from Turkey to the EU (henceforth the EU-Turkey statement). In essence, the agreement aims to ad-

⁴ This figure refers to all deaths in the Mediterranean Sea, as reported by various coast guard authorities; data as of 5 June 2016.



A young boy from Syria seen near the Idomeni border crossing on the Greek-the former Yugoslav Republic of Macedonia border. © UNHCR/Achilleas Zavallis

dress the flow of refugees and migrants crossing the Aegean from Turkey to the Greek islands irregularly after 20 March 2016.

These developments have had a significant impact on the numbers of refugees and migrants arriving, with a decrease in the number of people along the Western Balkans route and an increase in the number of people remaining in Greece, in particular on the mainland. While the measures adopted in March have significantly reduced the number of daily arrivals (from an average of 2,200 arrivals in mid-February 2016 to an average of 120 in late April 2016) in Greece, nearly 54,000 refugees and migrants are currently dispersed across Greece in sites on the mainland and the islands.

Unmet needs remain significant, as living conditions in the sites in Greece, both on the islands and the mainland, have deteriorated as a result of congestion and the rapid nature in which sites were established on the mainland. The affected population include many people with specific needs, such as unaccompanied or separated children (UASC), single women, pregnant or lactating women, the elderly, people with disabilities, as well as the sick and injured. The number of children in these movements has been on the rise, reaching 38 per cent of the total arrivals from Turkey to Greece in 2016.

In this context, humanitarian partners have redefined their engagement from a response primarily targeting people on the move to focusing on a static population in Greece and on protection activities in countries in the Western Balkans, recognizing, however, that a limited number of people will continue to move onward, but in a clandestine manner. There is a risk that these people will increasingly rely on smuggling and trafficking networks, exposing themselves to greater protection risks, which will be even more challenging to address considering the clandestine nature of the movement.

The present revised RMRP outlines this shift in priorities, as well as operational and financial readjustments. It presents a framework that will enable the humanitarian community to adequately respond to the protection needs of refugees and migrants. The main strategic goals as outlined in the RMRP in January 2016 are maintained in this revision of the document. Emphasis is placed on: ensuring consistent border and protection monitoring, especially in light of the increase in clandestine movements; strengthening existing national protection and response mechanisms; and promoting access to fair and efficient status determination procedures, relevant services and assistance.

2016 Scenarios and Assumptions

Following the change in circumstances, scenarios and planning figures have been modified accordingly. Assumptions outlined below take the relevant legal frameworks and political developments as of end of May 2016 into account.

Greece

As of 25 May 2016, over 54,000 people are in Greece (46,000 on the mainland and 8,400 on the Greek islands). The average number of daily arrivals has decreased significantly, ranging from 120 to 374 persons during the month of April. Based on the average daily rate of arrivals, it is expected that up to 92,000 may have arrived in Greece by the end of the year, resulting in an estimated population of up to 100,000 people in need of protection and assistance. This number factors in readmissions to Turkey, family reunification under the Common European Asylum System (Dublin II regulations), relocation, assisted voluntary returns, asylum claims and potential irregular movements.

Based on the current demographics of arrivals, it is expected that the population in Greece will be primarily composed of children and women (38 per cent and 22 per cent respectively), including 49 per cent Syrians, 25 per cent Afghans, 15 per cent Iraqis and 10 per cent other nationalities.⁵

With the limited possibility for onward movement, an estimated 10 per cent of the population, composed of primarily other nationalities as mentioned above, are expected to express the wish to return voluntarily, with the assistance of IOM. It is further expected that irregular departures from Greece will continue, despite the official closure of borders along the Western Balkans route (please see 'Fragmentation of Routes' section below for more information).

Given the rapidly evolving context, numerous external factors may impact the current rate of arrivals, as well as the procedures and mechanisms in place. As per trends seen in 2015 and early 2016, it is more likely that people are transferred to facilities on the mainland in the event that the rate of arrivals increase, rather than remaining on the islands.

Turkey

In 2016, as in 2015, Turkey remains the main point of departure for refugees and migrants seeking entry into Europe. Measures outlined in the EU-Turkey Joint Action Plan (further explained in the Turkey country chapter) relating to the improvement of asylum and migration management in Turkey culminated in the EU-Turkey statement of 18 March and the development of measures to stop the arrival of refugees and migrants traveling from Turkey to the EU.

As a result, the current refugee and migrant population in Turkey can be broadly divided into four different groups:

1. Registered Syrian refugees in Turkey⁶ ;
2. Refugees and migrants of other nationalities in Turkey;
3. New refugee and migrant arrivals in Turkey attempting to enter Europe;
4. Refugees and migrants who have been returned/readmitted from Greece.

In order to ensure complementarity with the Regional Refugee and Resilience Plan (3RP), targeted beneficiaries in Turkey under the present RMRP only include: people being apprehended, rescued or intercepted while attempting to cross into Europe; people on the move transiting Turkey in an attempt to reach the EU; people readmitted to Turkey from Greece; and Syrian refugees identified for resettlement of Syrian refugees in Turkey. While outreach efforts will be undertaken to communicate the dangers of irregular movement, in particular smuggling and trafficking, to all refugees and migrants in Turkey, such efforts will specifically target common departure points along the Western coast, satellite cities, as well as other urban areas fur-

5 See <http://data.unhcr.org/> for more information

6 The 2.749 million Syrian refugees registered in Turkey fall under the auspices of the 3RP plan and are therefore not considered in the RMRP.

ther inland⁷. In total, up to 200,000 people of concern will be targeted in Turkey by the present response plan.

Western Balkans

Despite the formal closure of the Western Balkans route since 8 March 2016, irregular movements into and out of the Western Balkans continue. Border monitoring indicates that smuggling networks have adapted to new circumstances and are adjusting routes accordingly. Continued irregular movement has been noted to this effect; since April 2016, 100-200 daily arrivals have continuously been reported in Hungary and Austria. This further suggests that only a fraction of people moving through the Western Balkans remain in these countries. It is therefore expected that until the end of the year, 1,200 people would remain in need of assistance in the former Yugoslav Republic of Macedonia. In Serbia and Croatia, a maximum of 2,000 people may remain in each country, while it is expected that not more than 1,100 people will remain in Slovenia.

Italy

Sea arrivals continue to be reported in Italy in 2016. As of 25 May 2016, 37,785 sea arrivals have been recorded in Italy since the beginning of the year. To date, sea arrivals in Italy predominantly originate from West, East and North Africa, with 15 per cent of arrivals originating from Nigeria, 10 per cent from Gambia, 9 per cent from Somalia, 8 per cent from Côte d'Ivoire, Eritrea and Guinea respectively. While the current scale and nature of arrivals in Italy does not differ greatly from 2015, arrivals will continue to be monitored closely.

Fragmentation of routes

The change in circumstances following the closure of the Western Balkans route and the EU-Turkey statement in March, as well as the absence of viable and easily accessible solutions for those remaining on the Greek mainland are leading to a fragmentation of routes, albeit on a relatively small scale.

Sharing a land border with both Turkey and Greece, Bulgaria has thus far been a less preferred alternative route for refugees and migrants. This is partly due to the Rhodope mountain range, which forms a natural barrier along the Bulgaria-Greece border, and partly due to the land border controls between Bulgaria and Turkey. Bulgarian authorities have thus far reportedly apprehended up to 2,800 individuals in 2016 for irregularly transiting Bulgarian territory.⁸

Increased arrivals have been noted in Hungary, primarily via Serbia. Since the beginning of the year, a total of 12,602 regular entries and apprehensions have been recorded.⁹ Between 4 March and 21 April 2016, 6,418 people were apprehended for irregular entry into Hungary; 2,937 people had approached the transit zone; and 2,560 people had sought asylum at the transit zones in Röszke and Tompa. The number of people entering through these transit zones has been limited to 30 per day, causing several hundred people to accumulate on the Serbian side of the border each day.

It is possible that isolated direct movements from Turkey and Greece to Italy across the Mediterranean Sea may occur. Recent trends indicate the high adaptability of smuggling and trafficking networks. It is therefore expected that routes will diversify and adapt to existing barriers to movement. New restrictions will likely result in refugees and migrants resorting to dangerous smuggling and trafficking networks, which will expose them to serious protection incidents and limit the opportunities humanitarian actors will have to interact with the population on the move and address their needs.

⁷ Known departure points include: Assos, Bademli, Behramkale and Dikili for Lesbos; around Çeşme for Chios; Didim for Farmakonisi; Agathonisi and Bodrum for Kos; as well as Izmir and Istanbul as general departure points.

⁸ Data as of 19 April 2016

⁹ Data as of 22 May 2016. The number of people approaching the transit zones and seeking asylum at the transit zones are based on UNHCR estimates.

2016 Response Strategy

The inter-agency response strategy to the crisis in Europe has been revised to take into account the new circumstances following the border closure along the Western Balkans route, and the entry into force of the EU-Turkey statement. From a response solely targeting people on the move, the overall strategy is now focusing on a largely static population, with the majority residing in urban areas, while at the same time recognizing that people still continue to move in a clandestine manner through Europe, exposing them to significant protection risks.

The regional RMRP remains the framework for an inter-agency response to the refugee and migrant flows into Europe through the Eastern Mediterranean and Western Balkans route. It is both a strategy and an appeal document that covers the needs of an adjusted and integrated response in Europe for 2016. It represents a coherent and predictable package of interventions based on standardized approaches and comparative advantages of involved partners. The financial requirements have been adjusted to reflect the change in circumstances, yet they still cover the whole of 2016. While a significant amount of voluntary contributions have been received (USD 328.8 million¹⁰), the present document presents the comprehensive requirements to implement inter-agency planned activities in 2016.

Alongside cooperation with governments, the RMRP is implemented in close cooperation with the European Commission and relevant EU Agencies, including the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the EU (FRONTEX) and the European Asylum Support Office (EASO).

Recognizing the primary leadership and responsibility of host governments, the strategic goals are:

1. To design and implement a response that supports, complements and builds existing government capacity in transit and destination countries to ensure effective and safe access to asylum, protection and solutions, as well as manage migration in an orderly and dignified manner, while protecting the human rights of all refugees and migrants.
2. To ensure that refugee and migrant women, girls, boys and men have access to protection, basic services and assistance in a participatory manner, with particular attention to specific needs and vulnerabilities. Protection-centred assistance should be delivered in a manner that respects the principle of non-discrimination; age, gender and diversity; is appropriate to the specific characteristics of the situation; and takes into account the needs of the local communities.
3. To strengthen national and local capacities and protection systems, and ensure safe access to longer-term solutions for refugees and migrants, in particular through reinforced alternative legal pathways to protection, such as relocation, family reunification and resettlement.
4. To strengthen partnership and coordination within the humanitarian community and with governments, both in setting common goals and in reinforcing or establishing (when needed) national-level coordination structures and information analysis, that ensure an efficient and coordinated response, including coordinated channels for citizen engagement to support the reception and integration of refugees and migrants.

10 Inter-agency funding snapshot as of 19 May 2015

The response strategy recognizes that a coordinated and comprehensive response is required. It also recognizes that while legal and physical restrictions have been put in place at borders along the former route, the motivation of refugees and migrants to reach further into Europe will not abate. There are therefore considerable risks that people remaining in countries along the previous route may approach smuggling networks to facilitate their onward travel, further exposing them to human rights violations and exploitation.

Overall, a nuanced and flexible approach is still needed to ensure that access to protection, basic services and assistance, as well as legal alternatives and assisted voluntary return are made available to people, in accordance with legal status.

In light of these challenges, the strategy aims to protect and assist refugees and migrants, while at the same time support governments in further developing and operationalizing a sustainable, comprehensive and cooperative framework for concrete action in the areas of refugee protection and migration management, consistent with international and European standards.

As the operational context has been rapidly and continuously changing, partners recognize the need for the plan to remain flexible and aligned with operational realities. In this context, further revisions will be carried out as deemed necessary; in particular should large movements be noted in other parts of Europe, such as along the Central Mediterranean route.

The majority of the refugee populations now entering Greece are from Afghanistan, Iraq and Syria. Up-to-date information on the number and demographics of arrivals and other information relating to the refugee situation in Europe are available at <http://data.unhcr.org> and <http://migration.iom.int/europe/>.

There are existing response plans covering the needs of refugees, internally displaced people (IDPs) and host communities in many of these countries of origin – notably the Syrian Humanitarian Response Plan, available at <http://www.unocha.org/syria>; the Regional Refugee and Resilience Plan (3RP) covering refugee and host community needs in Egypt, Iraq, Jordan, Lebanon and Turkey, available at <http://www.3rpsyriacrisis.org/>; the Solutions Strategy for Afghan Refugees (SSAR), available at <http://www.unhcr.org/pages/4f9016576.html>; and the IOM Response Plan for the Mediterranean and Beyond, available at <http://www.iom.int/IOM-Response-Plan-for-the-Mediterranean-and-Beyond-Oct2015.pdf>.

The RMRP is designed to complement these existing plans, seeking synergies while avoiding overlaps. For instance, while there are Turkey chapters in both the 3RP and the RMRP, the 3RP covers protection and assistance for Syrian refugees in Turkey only, while activities outlined in the RMRP will cover four main target groups, including people intercepted, rescued and apprehended; people on the move transiting Turkey; people readmitted to Turkey from Greece; and Syrian refugees to be resettled to the EU.

Where relevant, the RMRP has also been developed to facilitate implementation of the medium to long-term durable solutions under the United Nations Development Assistance Framework (UNDAF), including integration and advancing refugee and migrant-related development agenda.

Protection Strategy

With the changed circumstances, a fully-fledged multi-sectoral response will mainly be relevant for Greece, for which a detailed strategy and activities are presented in the corresponding country chapter.

As this situation remains primarily driven by protection-related concerns, humanitarian imperatives and protection and protection principles¹¹ are at the centre of the response and will be applied in all sectors of intervention. In this context, partners will continue to ensure a coherent and predictable protection response, recognizing the primary responsibility of governments to protect refugees and migrants. This will continue to be carried out in support of local and regional authorities and with the participation of the refugees and migrants concerned, while at the same time strengthening national asylum and migration systems.

As such, the RMRP works towards an overall protection vision whereby countries and institutions in Europe (EU and non-EU) demonstrate responsibility, solidarity, and predictability through strong and effective common asylum systems that are accessible to people in need of international protection and through a functioning set of migration policies and systems that ensure the protection of the human rights of all refugees and migrants, irrespective of their status.

The main elements of the protection response include:

- **Protection monitoring and advocacy:** Through permanent presence in key strategic points, partners will be on hand to monitor general access to territory and asylum procedures and the human rights of refugees and migrants. UN engagement – including through fora such as the UN Country Team – will be proactive. Protection monitoring will continue to be carried out at detention centres, reception centers and other locations, with a view to ensuring compliance with all aspects of international refugee and human rights law. This will also include child rights monitoring. Partners will undertake advocacy on the basis of such monitoring and act on human rights concerns that arise. Qualitative and quantitative gender- and age-disaggregated data, as well as other risk criteria, will be regularly collected, analysed and reported on and used to inform planning and operations. While solidarity has been equally impressive in countries of arrival, transit and destination, continued arrivals have put strain on affected communities and their willingness to accept refugees and migrants. Efforts will be expanded to promote a more positive image of refugees and migrants and their potential contribution to the societies in which they settle.
- **Strengthening national asylum systems:** UNHCR, together with the relevant EU institutions, UN and other partners, will capitalize on the efforts displayed so far to assist affected countries to strengthen and maintain national asylum systems in line with international standards, including procedural standards and child protection standards.

¹¹ Including international law, in particular the nine core international human rights treaties and the 1951 Geneva Convention relating to the status of refugees, together with the 1967 Protocol, as well as established best practices relating to protection delivery. International humanitarian standards will be pursued to uphold the safety, dignity and rights of refugee and migrants, including the SPHERE Standards, and standards and guidelines outlined in the IASC Gender Handbook for Humanitarian Action (2006) and the IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action (2015).

- **People with specific needs:** People at risk or with specific needs, in particular sexual and gender-based violence (SGBV) survivors, unaccompanied and separated children (UASC), people with disabilities and victims of trafficking, will continue to be prioritized to ensure their safe and predictable access to adequate services. Identification mechanisms and referral pathways will be established where required. Assistance will be tailored to meet these needs. Personnel in contact with refugees and migrants will be trained to identify signs of abuse, violence and exploitation and be in possession of the required skills and interviewing techniques particularly for children and individuals who have gone through abusive experience.
- **Child protection and assistance:** Children, including those traveling without family members or care-givers, will have access to protection and assistance that safeguards their best interests. Efforts will be pursued to respond to the various needs of children, to ensure the protection of their rights and to assist with family tracing. The standardized approach through the Child and Family Support Hubs (the 'Blue Dots') will continue to be introduced at strategic locations where refugees and migrants are accommodated, making a set of interventions and services available to children and their families. Child-sensitive and child-rights focused training and tools will be provided to relevant personnel (police, coast guards and border agents, social workers, volunteers) and contextualized technical support organized adequately. Additional support will be provided for longer-term institutional capacity of governments to meet agreed international and European standards.
- **Family reunification and prevention of family separation:** Measures are in place to minimize the risks of family separation, ensure the prompt reunification of families who have been separated, and engage in the appropriate tracing activities when separation has occurred in the country of origin. These activities will be promoted and implemented through the Child and Family Support Hubs. Where appropriate, more mobile options may be considered.
- **Prevention and response to sexual and gender-based violence:** Measures, stand alone as well as integrated into all sectors, are in place to reduce exposure of women, men, boys and girls to the risk of SGBV, including in relation to reception facilities and provision of services, as well as improving access to response mechanisms.
- **Registration:** In close collaboration with EU agencies and institutions, technical support and equipment are provided to affected countries in establishing a harmonized registration system with sufficient capacity, which meets EU standards.
- **Accountability and participation:** Analysis of the situation, as well as decisions on assistance (including type and modality) and protection responses are informed by the views of refugees, migrants and host/affected communities (using participatory methodologies and feedback mechanisms, as well as complaint mechanisms), and will increase accountability. Programme design and implementation is based on a participatory approach, integrating the views of all groups of people of concern in an age, gender and diversity sensitive manner, with an emphasis on fostering gender equality.

- **Communication with communities:** Refugees and migrants are systematically informed in an age, gender and diversity sensitive manner and through a participatory dialogue on their rights and obligations. These include the right to seek asylum and the steps necessary to do so; information on referrals and complaints mechanisms; the risks and possible consequences associated with secondary movements (including by sea); as well as the options available in situ according to their specific situation. Updated information is systematically provided to, and gathered from, all people of concern regarding known protection risks. The provision of information and assistance takes into account various population groups (age, gender and diversity) and their differing barriers to accessibility. Social media is utilized to disseminate information on the dangers posed by traffickers and irregular movement. Feedback mechanisms are in place to ensure the voices of persons of concern are taken into account in designing the response.
- **Capacity strengthening:** The capacity of coast guards, border authorities, police, social workers and front-line responders along with other relevant State institutions will continue to be strengthened through training and equipment, in order to understand and operate in line with their national and international obligations. Authorities will be strengthened in their ability to understand and to act on all aspects of their refugee protection and human rights obligations, as well as to undertake law, policy and practice reforms as needed.
- **Relocation procedures:** In close collaboration with relevant authorities, the European Commission, EASO and experts from the EU Member States, partners will continue to support fairness, quality and efficiency in the relocation procedure through a variety of interventions, including by providing information, referrals, reception, operational support, interpretation, identification, risk assessment and reinforcing best-interest determination (BID) processes for children and follow up of relocation in destination countries.
- **Resettlement and alternative legal pathways to protection:** Support provided to actors at national and regional levels to establish and/or expand resettlement or admission programmes for refugees with increased annual resettlement quotas, including more flexible criteria. The increased quotas should not be at the expense of the resettlement of other populations in the region and around the globe. Furthermore, UNHCR and partners remain committed to a streamlined and expedited resettlement process where the receiving government assumes a greater role in refugee screening. Such a streamlined and expedited process is a critical avenue to increased resettlement opportunities for refugees.



- **Assisted voluntary return and reintegration (AVRR):** AVRR will remain an indispensable part of a comprehensive approach to migration management aiming at orderly and humane return and reintegration of migrants who are unable or unwilling to remain in host countries and wish to return voluntarily to their countries of origin. General return assistance for irregular migrants, rejected asylum-seekers, refugees who are unable or unwilling to remain in the host or transit countries are offered the possibility to return home voluntarily, in a safe and dignified manner and, whenever feasible, with reintegration support to promote self-sufficiency once back in the countries of origin. Partnerships will be established for the identification, counselling and referral to IOM of migrants requesting AVRR assistance.
- **Prevention of sexual exploitation and abuse:** In all areas where humanitarian activities are undertaken, effective and responsive prevention of sexual exploitation and abuse complaints mechanisms will be put in place.
- **Strengthening the Celebration of Diversity, and the Value of Migration and Migrants, in the context of the Sustainable Development Goals (SDGs):** UNCTs and UN more broadly will proactively engage to support efforts to ensure the human rights of everyone, as set out under international human rights law; as well as to foster responses which reap the benefits of migration, and which approach the opportunity of migration with creativity, compassion and courage as per the SDGs, and as called for by the UN Secretary General.



Ahmad, 95, is among the thousands of Afghans in Greece facing an uncertain future.
© UNHCR/Achilleas Zavallis

Partnership and Coordination

This revised regional RMRP is the result of field-driven planning, bringing together 60 appealing organizations, in consultation with host governments, civil society, local communities, donors, as well as the refugees and migrants themselves.

Significant resources are already being deployed to address the situation by the governments of the receiving countries and by the European Union mechanisms. This response plan is intended to complement the interventions of national and local government authorities, supporting them to fulfil their responsibilities by investing in areas where specific expertise is required, or where the governments' own humanitarian assistance capacity is overstretched. It is based on close cooperation with the European Commission and relevant EU Agencies.

This response plan includes programmes and activities that may be reflected in appeals issued by individual agencies. These activities are included – even when funded – in order to present a comprehensive picture of protection and assistance needs.

The 60 partners who are appealing in this plan are also part of a much broader engagement by implementing partners, civil society organizations and individuals. Noteworthy are the significant volunteer efforts underway, both from international volunteers traveling to the region to offer their support, and from national civil society groups and individuals. Such efforts have been a crucial part of the first-line response. Volunteerism further contributes to awareness-raising and promotes activities aimed at defusing potential social tension.

It is important that coordination mechanisms combine the respective mandated responsibilities, expertise and potential of local government, UN Agencies, international and national NGOs, civil society members and volunteer groups to ensure robust protection, as well as efficient and predictable delivery of services and assistance to those in need. It also needs to ensure that humanitarian principles, refugee conventions and laws, human rights of migrants and the “do-no-harm” principle are upheld by all actors, including volunteers.

Refugees are people who have fled conflict and wide-

spread violence, suffered persecution and crossed borders, and consequently require international protection. As they are not citizens of the country of asylum, refugees have specific protection and legal needs. UNHCR is accountable for ensuring the international protection of refugees and for seeking durable solutions. The Refugee Coordination Model (RCM) presents the framework for coordinating, in a partner-friendly and inclusive manner, protection, assistance and solutions for refugees and asylum-seekers, and is applicable in the prevailing European situation. It is predicated on the primary responsibility of States to protect refugees and is largely determined by the capacities and approaches of the host government. Responses are, whenever possible, led by the host government and build on the resources of refugees and the communities in which they live. In the framework of the RCM, UNHCR has put in place coordination structures at national level and points of delivery. These coordination arrangements remain agile and responsive as the situation evolves. They aim at including all relevant actors and are set up to support authorities' overall leading role.

Given that the situation in Europe includes both refugees and migrants, the Refugee Response Plan, used under the RCM, was expanded to include migrants in January 2016. This RMRP upholds protection requirements in terms of assistance and legal matters of refugees and migrants and thereby the distinct responsibilities of both IOM and UNHCR. This approach acknowledges that all people on the move have human rights which should be respected, protected, and fulfilled; and that refugees and asylum-seekers have specific needs and rights which are protected by a particular legal framework.

Regional leadership for UNHCR is provided by the Regional Refugee Coordinator for the Europe Situation, who also leads the coordination of the RMRP. Coordination at regional level between partners is convened by UNHCR and IOM, and managed through regular inter-agency meetings to review progress on the implementation of the RMRP, address obstacles, and ensure that standards are being met. Regular updates to key stakeholders and donors are done both jointly as

well as individually by IOM and UNHCR. Linked, to this, UNICEF has made regular contributions to the contextual analysis given the the progressive increase in the proportion of children among these populations since late 2015.

At the national level, the response plan and implementation is taking place through inter-agency coordination meetings specific to the country context through a multi-sectoral approach. The sectors are coordinated by agencies with the required expertise and capacity. The configuration of inter-agency coordination fora have been developed according to situational context, and operational capacities of governments and agencies, taking into account existing coordination structures such as UN Country Teams.

Details on country specific coordination arrangements, 3Ws, analysis on movements and other protection related issues is available on the refugee and migrants emergency response web portal (<http://data.unhcr.org/mediterranean/regional.php> and <http://migration.iom.int/europe/>). Protection working groups have been established at the national and sub-national levels. The groups ensure that the protection and assistance needs of refugees and migrants are identified, planned for and met. Information management services are provided as part of the RMRP. The aim is to ensure that comprehensive, quality disaggregated data (qualitative and quantitative) and analysis on the situation of refugees and migrants is accessible for affected countries across Europe in order to inform evidence-based policy advocacy and programme interventions by relevant partners.

By participating in this plan, organizations commit to engaging in regional and national coordination mechanisms, adhering to agreed standards, and reporting on their achievements and on funds received through the RMRP framework. Monitoring and reporting procedures will be agreed in consultation between the regional and country levels.



A little girl from Iraq arriving in Lagkadikia, Greece.
© UNHCR/Yorgos Kyvernitis

Budgetary Requirements

Organization	Financial Requirements (USD)
Action Aid	USD 987,777
Adventist Development and Relief Agency	USD 1,305,380
Agape	USD 178,000
Apostoli IOCC NCA	USD 6,994,752
Arbeiter Samariter Bund Deutschland e.V./PREDA Plus	USD 336,163
Association for the Social Support of Youth	USD 3,042,618
CARE International	USD 2,754,500
Caritas Hellas	USD 2,614,436
Caritas Athens	USD 4,496,703
Croatian Red Cross Society	USD 1,406,500
Catholic Relief Services	USD 467,000
Centre for Research on Women's Issues	USD 198,606
Disaster Tech Lab	USD 100,000
Dorcas	USD 222,000
Danish Refugee Council	USD 12,757,731
Gesellschaft für Internationale Zusammenarbeit	USD 848,632
Humanitarian Center for Integration and Tolerance	USD 164,333
Hilfe zur Selbsthilfe e.V.	USD 270,000
Humanitarian Support Agency	USD 607,760
Human Appeal	USD 535,000
International Catholic Migration Commission	USD 250,000
International Medical Corps	USD 6,490,298
INTERSOS	USD 80,000
International Organization for Migration	USD 112,217,859
International Rescue Committee	USD 15,250,000
IsraAid	USD 480,456
Jesuit Refugee Services	USD 166,589
Ecumenical Refugee Programme of the Church of Greece	USD 159,000
La Strada	USD 701,586
Legis	USD 606,389
Libraries without Borders	USD 518,000
Macedonian Center for International Cooperation	USD 104,637
Macedonian Red Cross Society	USD 2,749,000
Macedonian Young Lawyer's Association	USD 583,849
Medecins du Monde	USD 7,000,330
Mercy Corps	USD 7,031,287
Network for Children's Rights	USD 2,091,600
'Nostos' Organisation for Social Integration	USD 1,313,160

Norwegian Refugee Council	USD 2,530,000
Nun Kultura	USD 260,000
Office of the High Commissioner for Human Rights	USD 320,462
Operation Mercy	USD 84,660
Oxfam	USD 5,201,521
Legal Information Centre for Non-Governmental Organizations	USD 35,500
Salvation Army	USD 243,625
Samaritan's Purse	USD 16,356,086
Save the Children	USD 7,007,259
Slovenian Development and Humanitarian NGO Platform	USD 139,000
Solidarites International	USD 1,425,550
Solidarity Now	USD 4,390,000
Slovenian Red Cross	USD 175,000
Translators without Borders	USD 1,000,000
UN WOMEN	USD 580,320
United Nations Development Programme	USD 5,800,000
United Nations Population Fund	USD 10,984,148
United Nations High Commissioner for Refugees	USD 380,316,824
United Nations Children's Fund	USD 31,375,228
United Nations Volunteers	USD 660,000
Women and Health Alliance International in partnership with Zavod Krog	USD 210,000
World Health Organization	USD 2,690,000
Total	USD 669,867,115

Financial requirements by sector (in US dollars)

Sector	Total
Protection	350,110,579
Education	6,365,005
Food	33,846,530
Health and Nutrition	29,042,637
Logistics, Telecommunication and Transport	8,709,172
Shelter and NFIs	159,513,477
Site Management Support	13,561,719
Support to local communities	6,204,000
WASH	25,794,441
Operational Support	36,719,556
Total	USD 669,867,115



TURKEY



TURKEY RESPONSE PLAN

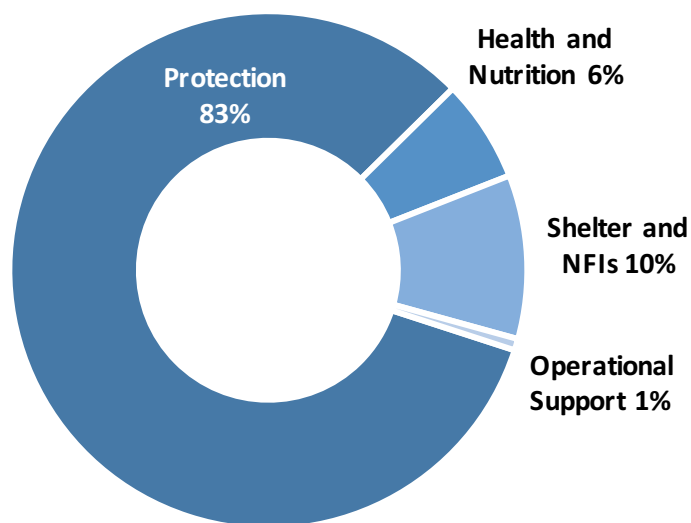
TURKEY



Printing date: 23 May 2016 Sources: UNCS, UNHCR
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Financial Requirements (US dollars)

\$73,930,385



Background and Achievements

Turkey hosts the largest number of refugees in the world, including over 2.7 million Syrians under temporary protection (approximately 260,000 in camps and others living in urban areas), and 265,000 asylum-seekers and refugees of other nationalities, predominantly Afghans and Iraqis. Turkey also hosts a large number of irregular migrants; however, there is no direct and reliable data on irregular migration.

Integration of refugees into Turkish economic and social life remains a major challenge, as does the provision of all the rights and entitlements provided by law. Access to the labour market for Syrians under temporary protection was formalized and implemented through the 'Regulation on Work Permits of Refugees under Temporary Protection', issued by the Turkish authorities on 15 January 2016. The regulation sets out the scope and implementation of labour access for individuals under temporary protection, but many obstacles remain. In particular, administrative barriers restricting the locations and professions available to refugees, a requirement of six months' registration prior to applying for a work permit, as well as language barriers continue to impact the ability of refugees to be self-reliant.

On 26 April 2016, a 'Regulation on Work Permits for Individuals benefitting from International Protection' for non-Syrian refugees in Turkey came into force. The regulation aims to harmonize the procedural requirements imposed for Syrians and other persons benefitting from international protection. Most refugees, asylum-seekers and migrants work in the informal labour market where they often face discrimination, hardship and low salaries. Though no clear statistics are available in relation to child labour among refugees, it remains a visible problem. Among the Syrian refugee population, more than 500,000 children are out of school, leaving them vulnerable to child labour and other forms of exploitation and abuse.

An unprecedented number of people transited through Turkey throughout 2015 in order to reach the Greek islands and continue their journey onwards through the Balkans and Central Europe. By the end of 2015,

856,723 people had reached Greece by sea from Turkey. To date, a reported 156,782 people have made the dangerous journey in 2016. The movements comprised largely of Syrian, Iraqi and Afghan nationals.¹² Since late 2015, women and children have made up the majority of those crossing from Turkey.

The sea border between Turkey and Greece has presented the primary point of departure to the EU; the Turkish provinces most affected by the onward movement are Antalya, Aydin, Balikesir, Canakkale, Edirne, Kirklareli, Istanbul, Izmir, Mersin and Mugla.

The EU-Turkey statement reached on 18 March outlines measures to stop the arrival of refugees and migrants traveling from Turkey to the EU. Since the agreement came into force, there has been a substantial decrease in the number of people attempting the dangerous journey to Greece; 3,650 people reached Greece from Turkey in April 2016, as compared to 26,971 people in March 2016.

On 7 April 2016, the Turkish Government made an amendment to the Temporary Protection Regulation on access to protection to include Syrians who had irregularly travelled to the Greek islands after 20 March 2016 and had been returned to Turkey, regardless of whether they were previously registered in Turkey. Although this latest amendment refers to Syrian nationals, UNHCR has received confirmation from Turkish authorities that all people from Syria, be they citizens, refugees or stateless, will be covered by the provisions of this amendment.

Non-Syrians who are returned to Turkey and in need of international protection must have access to a fair and proper determination of their claims, within a reasonable timeframe.

Assurances against refoulement, or forced return, must be in place. Reception and other arrangements need to be readied in Turkey. Similarly, effective access to work, health care, education for children, and, as necessary, social assistance need to be ensured.

¹² Data as of 5 June 2016; accessible at: <http://data.unhcr.org/mediterranean/>

While in 2014 the Turkish Coast Guard (TCG) apprehended 14,961 people, 91,611 people were apprehended or rescued in 2015. Of these, Syrians constituted the majority (70 per cent), followed by Afghans (12 per cent), people from Myanmar (3 per cent), Iraqis (1 per cent), Iranians (1 per cent), and others (12 per cent). The TCG also reports that 279 lives were lost in Turkish waters during the same period. Since January 2016, some 23,000 people have been apprehended or rescued in Turkish waters and a reported 173 people have lost their lives.¹³ In 2016, ongoing operations by Frontex and NATO have enhanced early warning and surveillance activities with the sharing of operational information with the Greek and Turkish Coast Guard.¹⁴

The Turkish Armed Forces, responsible for guarding land borders, apprehended 15,375 persons between 28 March and 31 December 2015: 12,314 people at the border with Greece and 3,061 people at the border with Bulgaria. To date in 2016, 3,035 people have been apprehended: 2,032 people at the Greek border and 1,003 people at the Bulgarian border.

National institutions responding to the protection and assistance needs of people on the move include the Directorate General of Migration Management (DGMM), the Turkish Coast Guard, the Gendarmerie, the Turkish National Police and the Turkish Armed Forces.

Turkish national front line institutions have provided persons intercepted and rescued with immediate life-saving and basic assistance. Their efforts have been supported by UN partners, the Turkish Red Crescent Society and NGOs in the form of food packages, dry clothes, blankets, and hygiene materials, as well as WASH facilities, containers for waiting areas and storage, and interpretation services. NGO partners have also occasionally provided legal counselling to detained persons, and conducted surveys and interviews with persons on the move, including those apprehended and rescued, to understand their motivations for onward movement and to counsel them on the associated dangers. They have also provided

counselling on the protection and services available in Turkey. Furthermore, NGO partners have been engaged in recording incidents of push-backs.

Following initial registration and screening by law enforcement agencies (either the Gendarmerie or Turkish National Police depending on the geographical location), those intercepted, rescued or apprehended, in principle, are transported to removal centres for processing. Syrians and those who have previously registered with the authorities are released, while others await a decision by DGMM for release or deportation. In provinces where there is insufficient capacity at the removal centres, people are held at the premises of the Gendarmerie or National Police. In all locations, reception capacity as well as resources to register and screen individuals, identify people with specific needs, and provide counselling are limited.

Following high level discussions between UNHCR and DGMM, it is confirmed that UNHCR will have access to all people in the removal centres, including readmitted persons, in order to assess needs and observe access to rights and national procedures for individuals seeking international protection. On this basis, assistance in the areas of capacity, infrastructure and protection to support the Turkish authorities in managing the movement is under consideration. IOM has access to the removal centres for assisted voluntary return and will expand activities based on request from DGMM. UNICEF, at the request of the migration authorities and in coordination with UNHCR and IOM, may provide psychosocial support and other basic services to readmitted children and their families.

In 2016, there have been readmissions at both land and sea borders. On two occasions in March 2016, 240 people were readmitted from Greece to Turkey at Ipsala (land) border in Edirne, conducted under the framework of the Greece-Turkey readmission protocol. Those readmitted included Algerian, Moroccan, Pakistani, Tunisian and Turkish, nationals. As of 25 May 2016, 441 people have been readmitted under the EU-Turkey statement.

¹³ Source: Turkish Coast Guard.

¹⁴ First Report on the Progress made in the implementation of the EU-Turkey Statement, Communication from the Commission to the European Parliament, the European Council and the Council, 20 April 2016.

People who are readmitted are initially processed at the port of entry, during which their ID information and fingerprints are taken and verified. They are then transferred to removal centres where they are further processed. In principle, Syrians returned under this initiative will be sent to Duzici camp in Osmaniye province while all other nationalities have to date been processed at Kirklareli removal centre pending the establishment of an *ad hoc* centre in Manisa province.

Those wishing to move onward, including unaccompanied and separated children, are generally unwilling to register with the national authorities or discuss their intentions. Smugglers and social media are the main information sources, underlining the need for extensive outreach and communication through multiple forms in various languages. There are concerns surrounding access to protection for women, girls and UASC, putting them at risk of SGBV (including domestic violence as well as other types of violence taking place *en route*); trafficking and sexual exploitation; smuggling; physical harm, injury and health risks (including due to harsh weather conditions); family separation; and psychological distress.

Achievements

- UN and NGO partners have well-established working relationships with relevant national institutions, including the DGMM, the Turkish Coast Guard, Armed Forces, Gendarmerie, National Police, Ministry of Health (MoH), Ministry of Family and Social Policies, and the Disaster and Emergency Management Agency (AFAD).
- Prior to and throughout the course of the Syrian refugee crisis, UN and NGO partners have been providing capacity building and material support to strengthen the national asylum and migration system, which as of April 2014 is governed by the Law on Foreigners and International Protection. In October 2014, the authorities issued a Regulation on Temporary Protection, which applies to Syrian refugees and, as noted previously, includes since April 2016 people from Syria returned from Greece under the terms of the EU-Turkey statement. UN and NGO partners have also supported the strengthening of registration procedures and the identification of persons with specific needs, referral pathways to national protection agencies and service-providers, and access to education and health.
- Humanitarian partners have supported advancements in international refugee protection, migration and protection-sensitive border management, child protection, SGBV prevention and response, gender analysis, and reproductive health. In particular, protection monitoring has expanded along the Aegean Coast and western borders, as has legal assistance and counselling, and the capacity of institutions and NGOs to identify people with specific needs has been reinforced.
- Material and other support has been provided to frontline institutions in the Aegean/western borders regions in the form of interpretation assistance, food packages, clothing, blankets, hygiene materials, WASH facilities, and other equipment, including containers, to support rescue at sea and initial reception of rescued and apprehended persons. Since January, almost 11,000 vulnerable children and their families in and around Izmir have been assisted with NFIs.
- Strong partnerships have been developed with national and international NGOs, who are expanding their presence and activities along the Aegean and Mediterranean coasts and western land borders to provide people on the move with humanitarian assistance as well as counselling, psychosocial support, legal assistance, and referrals to state institutions. With the objective of avoiding gaps and duplication in activities and thus ensuring effective delivery of assistance and support to the target groups, UN and NGO partners have established regular NGO consultations and three sectoral working groups (Protection, Health, NFIs and Basic Needs) held on a monthly basis in Izmir.

- Humanitarian partners have also expanded their own presence and direct activities along the Aegean coast, including protection monitoring and outreach, as well as assessments. Seventy-six frontline workers have been trained on child protection standards, and over 3,000 at-risk children have been identified by outreach teams and referred for case management and follow-up.
- Humanitarian partners have established partnerships with MoH local branches and specialized NGOs on the west coast to provide services to refugee women and girls on counselling, training and education, women empowerment and primary health care services including sexual and reproductive health/family planning and gender-based violence, distribute kits and supplies and information, education and communication (IEC) materials.
- UNHCR has continued its efforts to expand opportunities for resettlement and other pathways for admission of Syrian refugees from Turkey. As of 13 May 2016, UNHCR has submitted 8,552 Syrian refugees for resettlement in 2016 alone. Among those, 2,330 refugees were submitted to European countries since 20 March under an expedited resettlement methodology.

Humanitarian Needs and Vulnerabilities

For planning purposes, the Turkey component of the RMRP focuses on four main target groups. These are 1) people intercepted, rescued at sea and land borders and apprehended inland before reaching a departure point; 2) people on the move transiting Turkey in an attempt to reach the EU; 3) people readmitted to Turkey from Greece and other EU countries; and 4) Syrian refugees to be resettled to Europe further to the increase in resettlement commitments for Syrian refugees in Turkey.

People intercepted, rescued at the sea and land borders and people apprehended inland before reaching a departure point

As Turkey remains a key departure point for sea and land crossings to Europe, a number of people on the move will continue to be apprehended, intercepted or rescued along Turkey's sea coast, western borders and further inland in 2016 despite recent developments. While estimates may change as events unfold on the ground, it is foreseen that up to an additional 25,000¹⁵ people will be intercepted, apprehended or rescued during the course of the year, which would bring the total population under this category to 48,000.

Among these 25,000 people, a sizeable proportion may have specific needs, including families with children, unaccompanied or separated children and youth, separated families, single-parent households, pregnant and lactating women, the elderly, and people with disabilities. They will be in urgent need of humanitarian assistance, including reception facilities, dry clothing, shoes, blankets, hygiene kits, food, medical assistance and transportation. Gaps remain in the systematic identification of people with specific needs and at risk, as well as in the provision of information and counselling on available options and protection mechanisms in Turkey, including the provision of legal assistance to people in detention. Clear and consistent operating procedures to identify and support survivors of SGBV and trafficking need to be established.

¹⁵ 25,000 as a proportion of 100,000 estimated to be in Greece by the end of 2016, based on current trends in 2016.

Personnel undertaking processing, including registration, gathering of protection-sensitive information, referral, as well as service-providers themselves will need to be further capacitated. Interpretation services with all frontline institutions need to be reinforced.

People on the move transiting Turkey in an attempt to reach the EU

It remains difficult to estimate the number of people who will transit Turkey this year with the intention to continue their journey to the EU. Limited legal migration pathways, including options for family reunification, are likely to continue to push individuals towards irregular means of reaching other destinations in Europe. Based on current population figures in cities and provinces along the Aegean coast and further inland with high concentration of potential candidates for onward movement, as well as areas with a high density of Syrian populations, the figure of people on the move is estimated for planning purposes to be around 200,000 people by the end of 2016.

These people are vulnerable to smugglers and exploitation, and are in need of information and counselling on available options other than irregular onward movement from reliable sources in languages they understand. These options include seeking protection and assistance in Turkey, available legal pathways to Europe, and voluntary return to their country of origin for those not in need of international protection. Access to health services and humanitarian assistance will be required. This population group will be the primary target for outreach activities, including information and communication campaigns. Special attention will be made to ensure that women can access information as places and mechanisms for information dissemination tend to first and foremost reach men.

Stabilizing movement of people from Turkey requires, in particular, support to the country's registered refugees, including structural measures aimed at facilitating social integration through the improvement of living standards, access to education and social solidarity for refugees and asylum-seekers. Activities relating to expanding access to education and livelihoods are already foreseen under regular 3RP budgets. Activities including information outreach, communication strategies, material support, counselling on alternative legal pathways and the risks associated with irregular movement will run parallel to and complement protection and assistance activities already being provided to refugees and asylum-seekers throughout Turkey. In addition, interventions that will prevent separation of children from their families and care givers using appropriate tools, including translation services, will be strengthened. As such, these activities will serve to harmonise assistance in areas and to populations not foreseen in the 3RP. The general outreach capacity in the Marmara and Central Anatolian region of NGO partners will be strengthened through different modalities to allow for greater stabilising efforts on the refugee population there.

People readmitted to Turkey from Greece and the EU

Following the EU-Turkey statement, people who are readmitted will be transferred to removal centres, and can be considered as a distinct and separate target group for the activities of UN agencies within Turkey.

Syrian refugees that might be resettled to Europe further to the projected increase in resettlement commitments for Syrian refugees in Turkey

As a result of the negotiations between the EU and Turkey on mitigating measures to address the increase in the numbers of refugees moving to Europe from and through Turkey, it is projected that the number of resettlement spaces offered by European countries for Syrians in Turkey will increase. The resulting scale-up of resettlement capacity in Turkey is included in this response plan. The budget implications cover increased staffing at all levels of the process to ensure that UNHCR and IOM can meet the new resettlement quotas offered by European countries, as well as related transportation and related costs shared by UN partners.

Refugees and asylum-seekers already in Turkey

UNHCR, IOM, UNDP, UNICEF, WFP, WHO and other partner agencies have planned for the response to the ongoing needs of Syrian refugees in Turkey through the Regional Refugee and Resilience Plan (3RP).¹⁶ While Syrian refugees covered by the 3RP will not be included in the assistance under the RMRP, they will, however, be included in the communication and information campaigns foreseen within the RMRP, which will target all refugee and migrant populations who are resident in Turkey.

Women and girl refugees are especially vulnerable to SGBV, including rape, sexual abuse, trafficking and exploitation. During emergencies with long migration periods, risks increase. The power relations that refugees and migrants have with their smugglers and the fact of having to travel without male family members, further increases risks. This is aggravated by lack of safe shelter and language barriers that prevent women and girls from seeking protection and assistance.

During displacement, the sexual and reproductive health needs of women also increase due to the increase of risks and vulnerability and the reduced access to appropriate services. Deprived of care, pregnant women are particularly vulnerable as they have heightened risks of pregnancy and delivery complications which can lead to neonatal and maternal death or life long sequelae. These conditions contribute to a heightened risk of unwanted pregnancies, HIV and other sexually transmitted infections (STIs), and high-risk, life-threatening pregnancies and childbirth. Furthermore refugee women and girls on the move are in great need of basic hygiene supplies, particularly menstrual hygiene.

¹⁶ <http://www.3rpsyriacrisis.org/>

Response Strategy and Priorities

The main strategic objectives guiding the response in Turkey are:

- Refugees' and migrants' rights are respected and protection space (access to territory, non-refoulement, legal assistance and alternatives to detention) is expanded through advocacy, appropriate support, and strengthened outreach and monitoring.
- People with specific needs are identified, assisted and referred to access appropriate services, in particular, women- and girls- at-risk, UASC and survivors of SGBV.
- Refugees and migrants, in particular those with specific needs and/or at risk, are able to access humanitarian assistance and services appropriate to their requirements, including protection, health and legal assistance, focusing initially and primarily on those rescued, apprehended, or detained.
- National institutions are able to respond to the crisis and meet standards of treatment for refugees and migrants, with their own capacity strengthened through technical and material support.
- Refugees and migrants are better able to communicate and access information, through improved communication with communities, legal assistance and interpretation support.
- Refugees and migrants are systematically informed of the full range of risks that irregular travel to Europe entails, and people who are seeking legal opportunities to enter Europe and other countries are counselled on the avenues that are available to them.
- Registered refugees in Turkey are supported, including through structural measures aimed at facilitating social integration through the improvement of living standards, access to education and social solidarity for refugees and asylum seekers in Turkey.
- National institutions are supported in the identification of Syrian refugees according to UNHCR resettlement submission categories and vulnerability criteria; and the capacity of UN partners to process and assess cases for resettlement is increased, including through travel and related support; as well as the provision of information on the legal option of AVRR.

The response strategy has been divided into three sectoral strategic areas: protection, health, and basic needs (including food and non-food items, shelter, water, sanitation and hygiene, and transportation). The response strategy takes into account the need to enhance data collection in order to understand the evolving profile and nature of the movement; to enhance communication with people on the move in order to provide targeted information in relevant languages, in particular to people with special needs, including UASC and women; and to promote available legal pathways. Reluctance of refugees and migrants to engage with humanitarian actors due to their unwillingness to register may prevent them from approaching available services, including child-protection services, health, reproductive health or SGBV-related services.



Protection

- Protection-sensitive data collection and registration, identification and referral mechanisms for people with specific needs will be strengthened through capacity building and the provision of equipment for processing.
- Efforts will be made to identify community entry points to communicate with communities on the move and provide relevant information and identify persons with specific needs.
- Partners will closely follow the impact and developments resulting from the EU-Turkey Joint Action Plan¹⁷. Interventions, programming and support aimed at the refugee protection components of the agreement will be further scaled up, as required.
- Emergency training on migration management will be enhanced, including through AVRRC programmes and counter-trafficking.
- The performance of frontline institutions will be enhanced through the provision of specialized training to the Turkish Land Forces, Turkish Coast Guard, Gendarmerie and National Police on international protection and human rights of refugees and migrants, interview techniques, protection of specific groups such as LGBTI people of concern, and staff self-care, such as mitigating the effects of secondary trauma.
- Targeted capacity-building support to national asylum authorities will continue to be provided
- As part of the child protection system, appropriate mechanisms will be established and supported to identify children with specific needs, especially UASC, including the provision of appropriate alternative care support such as kinship, guardianship and foster care.
- Communication with communities on the dangers of irregular onward movement, rights and obligations, available services, especially those for women and children and people with specific needs will be enhanced, including on SGBV risks, human trafficking, and available services; as well as information on legal pathways to Europe or elsewhere, through the establishment of a UNHCR call centre with multi-lingual services, increased information campaigns using a variety of multi- and social media; as well as participatory assessments to collect the views and opinions of the communities. Community outreach activities will be strengthened in targeted provinces to complement traditional activities in these areas with the specific aim of stabilizing populations at risk of onward movement. In line with this, partners will support the mobilization of the existing network of community centres in the provision of objective information, as well as supporting DGMM in establishing “information centres” in different locations identified to have a high concentration of people on the move, such as Izmir, Mersin and Mugla.
- Outreach and protection monitoring activities, including border and detention monitoring as well as counselling, psychosocial first aid, and legal assistance are performed in a systematic and regular manner. Involve community members in the provision of psychological first aid, promotion of peer to peer support involving adolescents, youth and women.
- The performance of the child protection monitoring, screening and referral system among refugee populations along the key migration routes are enhanced; including through best interest determinations and standardizing standard operating procedures (SOPs) for the referral of children on the move among the various mandated actors. In order to do this, specialized training and direct technical support will be given to local child protection actors and other authorities (including the Ministry of Family and Social Policy, DGMM/PGMM, AFAD, the Coast Guard, the Gendarmerie, and provincial child protection committees) to ensure critical child protection issues are identified and addressed in a holistic manner, including the

¹⁷ The EU-Turkey Joint Action Plan (JAP), activated on 29 November 2015, aims to increase cooperation for the support of Syrian refugees under the temporary protection regime in Turkey, their host communities, as well as to prevent continued irregular migration from Turkey to the EU. Following on from the Joint Action Plan, the EU-Turkey statement of 18 March specifies measures to be taken to halt irregular movement from Turkey to the EU, one of the four policy areas of action identified under the JAP.

prevention and response to SGBV, making use of and adapting the national child protection systems already in place to better serve children on the move in Turkey. At the same time, child protection capacity among border monitoring teams will be strengthened, and links will be established between non-governmental and governmental child protection actors to improve referral mechanisms.

- Expertise on addressing gender-based violence (GBV) in emergencies along the route will be enhanced to improve the response efforts. This kind of expertise is needed to identify survivors who need assistance and to assess the risks and try to mitigate them. To address this, service providers and front line responders will be provided with training to better address the specific needs and priorities of refugee and migrant women and girls including on SGBV prevention, protection, and improved response, in particular, regarding the clinical management of rape, coordinated case management, and through the provision of reproductive health/post-exposure prophylaxis (RH/PEP) kits as well as dignity kits for girls and women. Significant attention will be given to determining and standardizing SOPs for the referral of both child and adult survivors of SGBV and the development of a regional cross border tracking system of vulnerable cases.
- Partners will work closely with national authorities to increase their capacity to identify suitable, vulnerable Syrian refugees for resettlement referral. UN partners will also require increased staffing and capacity to process individuals for resettlement.



Health

- Access to health care will be improved through the provision of mobile health services or establishment of migrant health centres for rescued and apprehended people, emergency health kits, communication and information campaigns, transportation to health facilities, and ongoing assessments to identify remaining gaps.
- Communication activities/campaigns for migrants and refugees on health information and protection will be established.
- Rapid assessments will be conducted to identify urgent needs and gaps, which will lead the planning of interventions for health sector partners.
- The MoH will be supported in terms of capacity building in developing migrant and refugee-sensitive health services in selected provinces including keeping health records specific to migrants and refugees.
- To address the SRH risks and needs identified, emergency and life-saving sexual and reproductive health services will be provided to refugee women (essential drugs, commodities, emergency RH kits, dignity kits and equipment) including through supporting the use of mobile clinics in partnership with the MoH and specialized NGOs. Capacity building activities for service-providers and frontline responders will be conducted on reproductive health and STI risks for people on the move and the referral pathways; and information materials on sexual and reproductive health issues, risks, available services and rights will be disseminated.



Basic Needs

- Government and local authorities' efforts to improve reception capacity for rescued or apprehended people will be supported through the provision of containers for temporary emergency shelter and WASH facilities, as well as transportation services.
- The authorities and other service-providers will be assisted to address urgent humanitarian needs of people with vulnerabilities through the provision of food packages and NFIs, consisting of clothing, blankets, hygiene kits for families and babies, and dignity kits for women; as well as the provision of financial support through the means of cash/voucher systems by UNICEF to families of highly vulnerable children in the western border areas and Aegean Sea region. This will not duplicate similar plans included under the 3RP which aim to cover a different geographical area.

A gender-sensitive approach will be mainstreamed throughout the response and across all programme sectors in order to ensure women, men, boys and girls can equally access and benefit from general and targeted services that address their specific needs, priorities and risks in line with UNHCR's age, gender and diversity mainstreaming strategy (AGDM), framework for protection of children, community-based approach in operations and guidelines on prevention of and response to SGBV against people of concern, as well as Inter-Agency Standing Committee (IASC) Gender Guidelines and the IASC GBV Guidelines.

The response plan will aim to ensure that the provision of assistance is predictable, coordinated with other stakeholders, and based on agreed and transparent targeting criteria, which are underpinned by protection considerations and the views of persons of concern.

Partnership and Coordination

The Government of Turkey leads the response, with UN agencies and partners providing support, capacity building and technical advice. The Government response is coordinated by DGMM with the Turkish Coast Guard, the Armed Forces, the Gendarmerie and National Police, with the participation of relevant national institutions.

Within the context of the RMRP, UNHCR and IOM, as co-leads, host regular coordination meetings with partners at the Ankara level to lead the response in support of Turkey's efforts and to avoid duplication and gaps in international assistance. From the coordination meetings, three sectoral Working Groups have been established and are meeting regularly in Izmir: Protection, Health and NFIs and Basic Needs. They are chaired by UNHCR, WHO/UNFPA and IOM, respectively, bringing together all relevant UN and NGO partners.

Donor meetings are organized on a monthly basis to update them on the situation in the Mediterranean and western borders.

Planned Response



Protection

- Undertake strategic advocacy in coordination with government and civil society partners, on all issues related to safe and effective access to asylum procedures and solutions.
- Continue to provide asylum-related capacity-building support to relevant authorities.
- Provide technical and material support to DGMM to strengthen protection-sensitive registration capacity, through training and the provision of registration equipment and translation support.
- Strengthen the capacity of DGMM, the Coast Guard, Gendarmerie, Armed Forces, National Police, and other relevant institutions (including provincial and municipal authorities) to understand and operate in line with their national and international obligations concerning the protection of refugees and migrants, in particular the protection of women and children, and to ensure that people with specific needs are identified, counselled, prioritized and referred to services, through the provision of training on international protection and the national asylum framework, human rights of migrants, and the protection of women and children.
- Systematically monitor, together with civil society partners, the protection situation, in particular that of women and children, as well as in detention facilities and at key border points, with follow-up as needed through establishing/maintaining monitoring teams in Aydin, Balikesir, Canakkale, Edirne, Kirklareli, Istanbul, Izmir, Mersin and Mugla.
- Systematically inform refugees and migrants through mass information campaigns of their right to seek asylum, apply for AVRR or resettlement and the steps necessary to do so, as well as the risks and possible consequences associated with irregular movement.
- Identify children-at-risk, in particular those traveling without family members and those with disabilities, and strengthen their access to effective child protection services and support, which ensure that their best interests are safeguarded.
- Ensure people with specific needs have prioritized, predictable and safe access to appropriate services which are up to standard through support to national institutions and NGOs.



Protection

- Operationalize the 2015 IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, across sectors to prevent and mitigate risks associated with GBV, and to improve identification, psychosocial support and referral of SGBV survivors and those at risk of SGBV through training and monitoring of service providers, provision of SGBV response services, including PEP kits, dignity kits, clinical management of rape, coordinated case-management, and dissemination of Information, Education and Communication (IEC) materials; and assistance to affected municipalities to implement local protections on an integrated response to violence against women for women refugees.
- Provide capacity to institutions, including the Ministry of Family and Social Polices, on gender and crisis response planning and implementation.
- Carry out a comprehensive gender assessment of the response.
- Ensure the provision of child-friendly as well as women-friendly spaces. Establish a psychosocial response programme that involves community participation, peer to peer support and focussed support to parents and care-givers.
- Provide psychological first aid and legal assistance to persons apprehended or rescued at sea through partners.
- Support the enhancement of search and rescue operations through the provision of technical and material support to the Turkish Coast Guard resulting in fewer lives lost at sea.
- Support implementing partners in carrying out emergency and stabilisation activities targeting intercepted persons and persons with the intention to move in specific border locations such as Balikesir, Bursa, Canakkale, Edirne, Izmir, Mersin and Mugla.
- Support the Turkish authorities in identifying refugees who are in need of resettlement, assess and process their resettlement cases to European countries with a view to providing them with a durable solution.



Basic Needs and Essential services

- Improve reception conditions for persons rescued at sea or apprehended through the provision of urgent humanitarian assistance, including hygiene kits, clothes, shoes, blankets and dry food packages, as well as transportation to reception/processing sites on condition that UN agencies are granted access and that such support is not used in “closed facilities” such as removal centres where UNHCR cannot operate.
- Support establishment of gender-sensitive shelter facilities (emergency shelter, transit facilities, and any other reception sites) to meet protection standards.
- Reduce protection risks and improve dignity through the provision of targeted humanitarian assistance to the most vulnerable persons on the move, including family, dignity and baby hygiene kits and cash/voucher assistance.



- Improve access to health care through the provision of mobile health services or establishment of migrant health centres for rescued and apprehended persons, emergency health kits, communication and information campaigns, transportation to health facilities, and ongoing assessments to identify remaining gaps.
- Ensure that refugees and migrants benefit from improved care through capacity building of health professionals in the targeted provinces on refugee and migrant sensitive health service provision, early warning and surveillance, mental health services at primary care.
- Operationalize the 2015 IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, increase the capacity of the national healthcare system to respond to SGBV and to the sexual and reproductive health (SRH) needs of refugee/migrant women through the use of mobile clinics, migrant health centers in partnership with the Ministry of Health and specialized NGOs, capacity building of service providers, dissemination of information on SRH risks and available services, and the provision of RH kits (including PEP) and commodities.
- Establishment of women's health centers in 8 cities on the west coast (serving in coordination with mobile clinics) to provide health services including maternal and new-born health; adolescents (and child) health; family planning services and commodity distribution (including emergency contraceptive); clean delivery kits; Basic Emergency Care Voluntary Counselling and lab testing on HIV and other STIs; PEP kits distribution; physical and mental health first aid and SGBV treatment in partnership with MoH and specialized NGOs to respond to health needs of refugee/migrant women. Capacity building of service providers, dissemination of information on SRH/FP risks and available services, outreach activities of health mediators.

Financial Requirements Summary – TURKEY

Financial requirements by agency (in US dollars)

Organization	Total
IOM	USD 51,000,000
UNFPA	USD 4,500,000
UNHCR	USD 9,263,505
UNICEF	USD 7,020,000
UN WOMEN	USD 146,880
WHO	USD 2,000,000
Total	USD 73,930,385

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 61,079,075
Health and Nutrition	USD 4,750,000
Shelter and NFIs	USD 7,570,430
Operational Support	USD 530,880
Total	USD 73,930,385



Tents used by refugees and migrants at the Idomeni transit station in Greece. Refugees and migrants have since been relocated to other sites in Greece. © UNHCR/Achilleas Zavallis

GREECE



GREECE RESPONSE PLAN

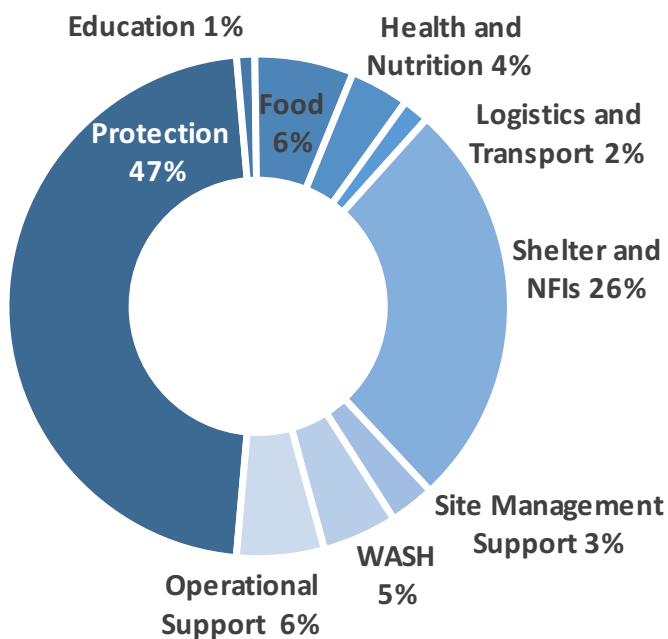
GREECE



Printing date: 23 May 2016 Sources: UNCS, UNHCR
 The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Financial Requirements (US dollars)

\$466,836,326



Background and Achievements

Over one million refugees and migrants undertook the perilous journey across the Mediterranean to Europe in 2015, the vast majority having crossed the Aegean Sea from Turkey to Greece. Refugee and migrant inflows continued during the first quarter of 2016, with 156,782 new arrivals registered in Greece by 5 June 2016. The vast majority (90 per cent) come from the world's top ten refugee-producing countries, primarily from Syria, Afghanistan and Iraq. The percentage of people with specific needs has increased, with 60 per cent of women and children in 2016 compared to 47 per cent in 2015.

Due to the transient nature of the population movements in 2015 and early 2016, where refugees and migrants intended to continue their journey onwards, the majority only stayed in Greece for a limited period of time. Inter-agency efforts, in support of the Greek authorities and in collaboration with numerous national and international volunteer groups, therefore focused mainly on the islands, where an average of almost 2,000 refugees and migrants arrived daily during the first two months of 2016. These included strengthening first-line reception, support to on-going registration activities and temporary accommodation facilities, identification of people with specific needs and their referral to relevant services, as well as the provision of protection-centred humanitarian assistance.

The situation in Greece changed considerably with the progressive establishment of border entry restrictions between the former Yugoslav Republic of Macedonia and Greece, resulting in an effective closure of the Western Balkans route on 8 March 2016 for non-EU citizens without requisite documentation, as well as the EU-Turkey statement. On the mainland, people gathered in a spontaneous and informal manner in Idomeni, at the border between Greece and the former Yugoslav Republic of Macedonia. The conditions deteriorated drastically as the population increased due to border closures and the priority was to provide protection services and basic humanitarian assistance at the transit sites near the border crossing.

From a response targeting people on the move, hu-

manitarian actors reviewed their priorities to focus on a static population living in an urban context and being hosted in emergency sites or existing buildings. Refugees and migrants are now divided into two categories that are subject to different administrative treatment. Those who arrived on the islands in Greece prior to 20 March have been almost fully transferred to the mainland and are in principle entitled to registration and asylum procedures, family reunification where appropriate and the possibility to benefit from the relocation scheme for some asylum-seekers.¹⁸ As of 5 June 2016, according to the figures provided by the Greek Government, there are 44,148 refugees and migrants hosted in over 44 sites throughout mainland Greece.¹⁹

Sites are managed either temporarily by the army, local authorities or the Alternate Ministry of Interior in charge of Migration Policy, with populations ranging between 200 and 4,000 persons, making it difficult to realise economies of scale as most sites need to be covered by mobile teams. The quality and scope of services offered at each site vary from one location to the other and efforts are made to ensure that minimal humanitarian standards are maintained. The main challenges include the current insufficient capacity of the Asylum Service to register and process asylum claims and the provision of services as additional sites are continually opened throughout the country.

For those who arrived after 20 March on the islands,²⁰ they have been kept in the hotspot facilities until they are registered and processed, with restricted freedom of movement. A total of 8,430 refugees and migrants are present on the islands as of 5 June and the num-

¹⁸ The EU relocation scheme applies to applicants of nationalities with an EU-wide average recognition rate of 75% or higher. On the basis of statistics of the last quarter in 2015, this would apply to applicants with the following nationalities: Bahrain (100%), Swaziland (100%), Trinidad and Tobago (100%), Syria (98%), Yemen (88%), Iraq (88%), Eritrea (87%) and the Central African Republic (85%).

¹⁹ See UNHCR Site Profiles Greece for more information; site data as of 01 June. Available at: <http://data.unhcr.org/mediterranean>

²⁰ It is noted that the term 'hotspot' is not referenced in Greek law. The purpose of the hotspot and the activities carried out inside the hotspot are equivalent to the Reception and Identification Centres (RIC) under the Reception and Identification Service (RIS), which are defined and part of Greek law (formerly known as First Reception Centre (FRC) under the First Reception Service (FRS). However, the term 'hotspot' is widely known and used and is therefore maintained where relevant in the present plan

ber of daily arrivals has dropped to 144 as of mid-April. While some humanitarian partners suspended some of their activities in detention facilities, the implementation of some alternatives to detention has allowed the resumption of certain services in some facilities. Meanwhile, returns to Turkey started on 4 April, with 441 to date.²¹

The evacuation of refugees and migrants from the makeshift site at Idomeni on 26 May 2016 was done swiftly and without the use of force or acts of violence. The subsequent relocation to other sites in northern Greece presents however a serious concern. UNHCR is working closely with the Alternate Minister of Interior in Greece to ensure improvements suggested for some of the sites are implemented as a matter of priority. Assistance will continue to be offered to the Greek authorities to provide emergency assistance to improve these sites and, where necessary, to identify alternative accommodation solutions for persons in need of international protection.

Achievements

During the first four months of 2016, partners supported the Government in the provision of protection and assistance by delivering water, sanitation and hygiene (WASH), health, shelter, non-food items (NFIs) and protection services. The following is a summary of those achievements and highlights the wide range of interventions carried out by partners in the humanitarian response.

- Coordination mechanisms were operational on all islands and subsequently set up on the mainland to support the Government in ensuring a timely, coordinated and efficient response. Over 65 coordination meetings are currently held at national, sub-national and at site level across all sectors on a weekly and bi-weekly basis. Standard operating procedures, guidance on minimum standards per sector and identification of gaps were the main focus of the activities on the islands. A dedicated national UNHCR Inter-Agency Unit provides overall guidance, support and advice to actors in the field to ensure that a coherent inter-agency response is provided throughout the country.

- People with specific needs, including UASC, SGBV survivors, pregnant and lactating women, those with mental or physical disabilities and victims of human trafficking have been referred to the appropriate services provided by the Government, civil society and humanitarian organizations. Particular attention was given to specialized assistance for survivors of shipwrecks (medical and psychosocial, as well as accommodation).
- To make services for people with specific needs more predictable, consistent and accessible, in particular for UASC and women traveling alone, Child and Family Support Hubs (Blue Dots) were established on the islands, Schisto, Eleniko I, II and Idomeni. They assemble key services such as child friendly spaces, safe sleeping areas for women and children, psychosocial support, legal counselling and an information desk.
- Survivors of SGBV received medical assistance: more than 300 benefitted from legal assistance and 500 received psychosocial support. In total, more than 2,000 refugees benefitted from targeted SGBV awareness raising campaigns in the islands.
- Information on legal processes, rights and obligations, including on legal avenues to family reunification, relocation and access to asylum was provided to new arrivals to the islands and on the mainland.
- To improve accommodation on the islands and the mainland, partners supported shelter and accommodation facilities. Infrastructure activities were complemented with support to site management, WASH, site clean-up and maintenance, security and provision of NFIs. Significant efforts were made to ensure winterisation of all temporary accommodation by insulating shelter structures and providing energy sources for heating.
- Partners, in particular volunteer groups, NGOs, the Ministry of Defense and municipalities provided hot meals and drinks, sandwiches, dry food and other complementary food distribution to refugees and migrants. In total, over 103,000 meals were provided between January and March 2016 on

²¹ Data as of 6 June 2016

Lesvos alone and 705,400 meals in Idomeni within six weeks from mid-March to end of April 2016.

- Partners provided site management support in the form of coordination, community engagement and capacity building to Greek authorities, including Greek municipalities, Police, Coast Guard and the Ministry of Migration Policy to ensure safe and dignified access to services and protection for refugees and migrants waiting to be registered and those in transit.
- Since the beginning of 2016, 624 well-lit gender-segregated WASH facilities, including 157 showers and 464 taps, have been newly installed in reception centres on the Greek Islands and in the sites on the mainland.
- All migrants and refugees arriving at the islands accessed first aid and triage upon arrival on the shores and port facilities. Primary health care and referral to secondary health care, where necessary, were provided through the Ministry of Health, NGOs and volunteers at the assembly points and the reception sites.
- All new arrivals have received NFI assistance. In total, more than 430,000 individual NFIs have been distributed to refugees and migrants in addition to some 221,000 individual NFIs, including winter clothing and high thermal blankets.

Humanitarian Needs and Vulnerabilities

As a result of the fundamental changes in operational environment in Greece following the effective closure of the Western Balkans Route and the entry into force of the EU-Turkey statement on 20 March 2016, it is anticipated that the number of arrivals to Greece will significantly decrease. Up to 100,000 persons are expected to be in need of protection and assistance in Greece by the end of the year. This planning figure takes into account the lower number of arrivals and factors in those who may leave the country (through readmission to Turkey; potential attempts to cross borders irregularly or by benefitting from family reunifica-

tion or relocation) as well as those remaining in Greece who will proceed with asylum procedures.

Challenges associated with the response are mainly linked to the new operational environment. Reception sites are spread over several regions of Greece with a population ranging between 200 and 4,000 persons per site, making it difficult to realize economies of scale; this requires a more staff-intensive operation and coverage through mobile teams for the smaller sites. A further consolidation of sites is expected, which will require a flexible programmatic approach on the mainland.

The standards of the sites on the mainland and the quality and scope of services offered in each site vary greatly from one location to another. Further improvements and scaling up of services are required to ensure that refugees and migrants will benefit from safe and dignified reception conditions. Essential protection services are still lacking, including appropriate facilities for children, prevention and response to SGBV, identification and assistance to persons with specific needs – including victims of trafficking – and access to legal information and solutions. Provision of SGBV information and awareness about referral pathways is a gap that needs to be addressed.

The continued arrival of UASC has placed the national accommodation capacity for UAC under great strain. As of early April, there are over 800 UASC, of whom 368 are on the waiting list for accommodation in the shelters supported by the National Centre for Social Solidarity (EKKA). Children, accompanied and unaccompanied, are exposed to particular protection risks as they are accommodated along with adults in closed reception facilities which are sub-standard. Unaccompanied children are subject to detention as they are put in protective custody, which generally takes form of either police custody or detention in a separate area within the Hotspots.

From 1 January to 31 March 2016, the Greek Asylum Service registered 5,596 individuals as asylum-seekers, yet access to asylum remains challenging due to the increasing number of asylum claims and the limited capacity of the asylum office to register and process cases. It is estimated that up to 45,000 people have the intention to seek asylum on the mainland and

an additional 6,000 individuals on the islands have expressed their wish to apply for asylum, pending their registration. The current capacity of the Greek Asylum Service to process asylum claims stands at between 11,000-13,000 individuals per year. To meet the growing demands in the coming months, the staffing level of the Greek Asylum service will have to double and its cooperation with EASO will have to be further enhanced. In addition, applications for family reunification of refugees on the mainland with close relatives in Europe will require specialized legal counselling and assistance and are currently insufficient for the expected number of individual cases to be dealt with in a short period of time. Specialised support will be required for identifying vulnerable children, inter alia by carrying out best interest assessment and determination (BIA/BID) procedures.

Since the entry into force of the EU-Turkey statement, refugees and migrants have been under restriction of liberty in the hotspots for registration purposes. Arrivals, albeit in much smaller numbers, at the hotspots have continued, and services and shelter are overstretched to respond to the new situation. Promoting alternatives to detention and working closely with the Government in this respect are priorities. At the moment some 35% out of all persons currently residing on the islands are living in open facilities. Access to legal assistance and counselling, in particular for those who fall under the fast track procedures for inadmissibility for vulnerable groups, will need to be scaled up.

Over 20,000 school-age children are currently out of school and many children have missed out on months or years of education prior to arriving in Greece. Not only does the lack of access to education put the children at risk, but it also inhibits their continuation of studies and prevents them from reaping the benefits of any durable solution. The level of disruption to learning experienced by many girls and boys may have a long-term impact on their cognitive and social development, overall wellbeing, and preparedness for the future. Given the evidence that the longer a child stays out of school, the less likely he or she is to return, educational activities should begin as soon as possible. Some non-formal educational activities have been initiated under the Blue Dot approach, which are run in cooperation with several protection partners. How-

ever, these activities only capture a very small number of children and a longer-term strategy is urgently needed.

The Ministry of Education is planning to gradually expand educational activities in all sites across the country. For the time being, no comprehensive registration has been conducted in the sites on the mainland and thus, data on the number of school-age children is based on estimates only, i.e. approximately 25,000. The pre-registration exercise to be conducted by the Asylum Service in the next weeks, supported by international organizations, will provide relevant data for appropriate planning. Apart from assessing the educational needs of the population of concern, assessments will be carried out regarding the specific modalities to ensure access to non-formal educational activities at the sites in the short-term. In addition, the capacity and needs of local schools in the vicinity of the sites will be assessed to ensure the longer-term goal of mainstreaming access to education for children and youth into the national education system.

Despite ongoing improvements in the overall WASH response, increased efforts are required on the mainland, to ensure the provision of safe, dignified and secured WASH interventions. The number of WASH facilities including showers, hand-washing and laundry duty stations is not sufficient at the moment to meet the needs and the way in which existing emergency interventions are designed will require their replacement with more sustainable and culturally appropriate, protection sensitive WASH facilities. Solid waste management options and vector control need to be strengthened to support the increased number of population in the different sites. Management of WASH facilities from cleaning to maintenance will require additional resources. Hygiene promotion and community-based WASH interventions are lacking and need to be reinforced.

Currently, refugees and migrants in sites have access to primary health care through the Ministry of Health (National Health Operations Centre (NHOC/EKEPI), Hellenic Centre for Disease Control and Prevention (HCDCP)/KEELPNO), international NGOs and Greek military health services depending on the location. Cases are referred for specialized or referral level ser-

VICES at public health hospitals within the regional unit of their site. NHOC/EKEPI plays a leading role in this response and its capacity will need to be strengthened to increase knowledge in minimum health service packages and rights-based approaches for health.

A Health Management Information System (HMIS) for both routine monitoring purposes, linked to programmatic action, has not been established yet, which increases the risk of epidemics. Basic data exists at some service points only but without analysis and feedback mechanisms, thus making it challenging to advocate for health in an evidence-based approach. The HCDP/KEELPNO has initiated a pilot surveillance form, however it is important these efforts are supported in the implementation across all sites.

The Ministry of Health has put in place immunisation coordination mechanisms along with a national committee and a task force to move a mass immunisation campaign forward. Shortages in the vaccine supply system are delaying the process and increasing the risks for children and the host population. Routine immunisation is not integrated in the comprehensive primary health care services.

Reproductive, maternal, new born and child health plus adolescent health (RMNCH+A), such as family planning (FP), SGBV, including clinical management of rape and mental health psychosocial services (MH-PSS) need to be reinforced either within the comprehensive primary health care package or through specialized service-points in order to ensure quality and adequate access.

Central to RMNCH in a refugee context is infant and young child feeding in emergencies (IYCF-E) interventions, which support, protect, and promote breastfeeding. The untargeted distribution and unregulated availability of powdered infant formula by some site management put young children at significantly increased risk. Food for children over 6 months that complements breastfeeding is also inadequate nutritionally and menus for all site inhabitants are often not tailored to the prevailing cultural preferences.

The lack of adequate cultural mediators for health remains a barrier to accessing public health services and referral mechanisms, as public hospitals report trans-

lation services as a major need. The need increases when it comes to MHPSS service-points.

Currently, participatory health committees do not exist within the camp sites, and a strategy for the development and dissemination of health behavioural change communication (BCC) materials is not in place. Other cross-cutting issues include access to treatment for HIV/AIDS, people with disabilities and elderly who are not adequately integrated in health services.

Ensuring site management is sufficiently prioritized is key to a quality response. The Government assumes overall responsibility for site management, but will require additional experienced staff on the ground, partially supported by partners, to ensure a coordinated response at the site level. In addition, a wide range of partners (military, NGOs, volunteers, civil society and local authorities) currently active in the sites will require additional capacity building to strengthen coherent approaches across all sites. Standard operating procedures for site management, including minimum services, will need to be put in place at national level. Accountability mechanisms for populations at the sites are urgently required, such as community mobilization, host community outreach, feedback and complaint mechanisms.

As a result of the change in the operating environment, refugees and migrants will now need to be sheltered and assisted for extended periods of time. This development requires an inevitable shift in the existing approach to transit-type facilities. Seasonal changes will have to be factored in when planning shelter solutions for the sites, which range from tents or prefabricated containers and collective centres to existing/abandoned social infrastructures such as public transport facilities or sports stadiums. The majority of these sites currently lack adequate communal structures, fire safety measures, household water storage vessels, or means to provide cool shelters.

Confirmed by assessment findings and feedback from those residing in the various sites, availability, access and nutritional composition of food distributions on the mainland remain inconsistent and vary between sites. Challenges also exist in identifying, prioritizing and consistently providing for persons with specific needs or individuals with special dietary requirements.



Siblings from Syria waiting at the queue for food distribution in Idomeni. © UNHCR/Yorgos Kyvernitis

Response Strategy and Priorities

The main strategic objectives guiding the response in Greece are:

- Safe and dignified access to the territory for persons of concern is ensured;
- Protection-centred humanitarian assistance including dignified and safe reception and accommodation is accessible, with particular attention to prioritizing support to people with specific needs, using community-based approaches and two-way feedback mechanisms;
- Access to adequate reception conditions and alternatives to detention are sought, in particular for persons with specific needs;
- Refugees and migrants in Greece receive comprehensive, audience-specific information and have access to effective protection and legal pathways (registration, asylum, family reunification, relocation, assisted voluntary return and reintegration);

- Peaceful coexistence, prevention of tensions as well as building local support in supporting refugees and migrants are ensured through the implementation of specific projects.

Taking into consideration the new developments, a key priority in current plan is to ensure refugees and asylum-seekers continue to have access to asylum and all groups are provided with protection-centred assistance and solutions, including safe and dignified reception conditions and have access to relocation, family reunification, voluntary return and reintegration.

The response strategy has been divided into seven sectors, namely protection, education, site management support, health and nutrition, food security, shelter/ non-food items and WASH. Logistics and transport are mainstreamed throughout the sectors.

Acknowledging that a vast majority of the sites are located in urban areas, cash-based interventions will be implemented where appropriate and are integrated in the response strategy. Any food/cash assistance will need to be carefully tailored and linked to involving and benefitting local host communities from such interventions. Currently, cash-based interventions have been

focused on meeting basic needs. Moving forward, it is expected that cash is gradually used in sectors, where feasible and appropriate, and to move from in-kind to a cash-based transit modality for assistance to the extent possible. This approach will be linked where feasible with a multi-sector approach and with the strategy to support local communities. UNHCR and partners will ensure that cash-based interventions are carried out with a protection-centred approach and in coordination with all partners involved.

Communication with communities based on an age, gender and diversity approach will also need to be an integral part of all activities. Cultural and language specific information and awareness campaigns in particular with regard to questions of asylum, rights and obligations and provision of services will need to be expanded further in the coming months. Interpretation and translation services will be essential for all activities involving refugees and migrants residing on the islands and mainland given their diverse range of nationalities, cultures and ethnicities.



PROTECTION

- Ensure refugees and asylum seekers have safe and dignified access to the territory including through border monitoring of refoulement and push back cases and monitoring and advocacy in detention and pre-removal centres.
- Continued support will be provided to the Greek Asylum Service to ensure that the pre-registration of persons in need of international protection, as well as the registration exercise itself, is conducted in line with international standards.
- Protection interventions at the entry points, hotspots, and open sites will focus on the provision of legal information to refugees and migrants, including on (pre-) registration, access to asylum, and access to legal counselling and AVR. Similarly, access to asylum procedures will be facilitated for persons in need of international protection.
- Identification of persons with specific needs will ensure they have access to and are provided with timely and effective protection and assistance.
- Community mobilization and engagement will be strengthened to promote community participation and feedback mechanisms put in place to enhance accountability to the affected community.
- As spontaneous movements from sites to urban areas are expected to increase, protection partners will expand protection presence and interventions in urban areas. Efforts will focus on supporting local services and refugees' self-reliance and gradual integration.
- To ensure refugees and asylum-seekers in Greece have access to effective protection, access to solutions and legal pathways, protection partners will support legal counselling and legal aid activities to ensure access to asylum for the persons in need of international protection, promote and provide operational support for relocation for eligible persons, and advocate for and support family reunification cases. Particular attention will be given to assessing the best interests of unaccompanied and separated children, and providing them with relevant information and access to durable solutions.
- A pre-registration exercise will be conducted as a first entry point to ensure access to international protection and aims to (i) provide protection against detention and refoulement of eligible asylum seekers through the issuance of legal identity documents; (ii) provide access to health, education and other government services through provision of legal asylum seeker status, (iii) provide access to the Greek Asylum Service and facilitate a full lodging of their asylum claim, as well as identify persons who qualify for durable solutions including relocation and family reunification of eligible persons to other EU member states, (iv) identify persons with specific needs and facilitate access to protection intervention, (v) facilitate access to assistance and protection through creation and sharing of assistance distribution data (lists) at the formal open reception facilities.
- To ensure that adequate identification, needs assessment and subsequent assistance provision as well as referral to specialized care is offered to vulnerable people, in particular (potential) victims

of trafficking, partners will reinforce the presence of specialized resources and support the capacity strengthening of all actors involved in the response.

- The quality, accessibility and predictability of support services for children and families will be enhanced through a standardized minimum package of services in Child and Family Support Hubs. The identification, referral, follow-up and provision of safe and protection alternative care for UASC will be prioritised, ensuring the child's best interest is at the core of every decision taken.
- Child protection actors will focus on strengthening the national child protection system to better protect children at risk in Greece, including unaccompanied refugee and migrant children.
- Knowledge of the situation of refugee and migrant children will be improved for advocacy and response purposes, including through the collection of real-time information. In particular, information will be gathered on UASC, the detention of children and with a view to reinforcing the Government's child rights monitoring capacity.
- Prevention and response to SGBV, through the use of a survivor-centred, rights- and community-based approach will be central to the protection response. Protection actors will ensure SGBV survivors and others at-risk have timely, comprehensive and confidential access to specialised SGBV service and multi-sectoral responses including medical, psychosocial, legal and socio-economic assistance.
- SGBV prevention and response, and related referral pathways, will be enhanced through awareness raising, campaigns and sensitization at the sites and through targeted country-wide strategies. SGBV prevention and response will also be mainstreamed in all key sectors and areas of intervention, particularly health, WASH, NFIs, Site Management and distribution.
- To promote social engagement, awareness, cohesion and peaceful coexistence, and mitigate the risk of social tensions and xenophobia, partners will continue to collaborate with local and host

communities, as well as civil society organisations, including through public campaigns and events both on the islands and on the mainland.



EDUCATION

- Partners working in education will work closely with the Ministry of Education to coordinate all education interventions for refugees and migrants at the sites. This will include a focus on young children for early childhood education, as well as primary and secondary school-age children, including adolescent girls and boys. While priority will be given to children of primary and lower-secondary-age, access to higher education and literacy and language classes for adults will also be promoted.
- A task force will be set up and a strategy will be developed under the guidance and ownership of the Ministry of Education. Relevant data collection exercises conducted at the sites will capture age and educational background, as well as any professional teaching qualifications, so as to maximize the capacities of the population. The strategy will, in the short term, aim at promoting access to non-formal educational activities during the summer months including intensive language classes, catch-up classes and equivalency testing; and, in the longer term, mainstreaming refugee and migrant children into existing schools in the surrounding host community, as is the current practice with refugees and migrants residing in Greece, and pursue full implementation of national law for all children, including UASC.
- A detailed mapping of the schools will be conducted, followed by an analysis of capacity as well as sensitization of school management and parents. Interventions will target refugees and migrants accommodated at sites on the mainland. Partnerships are expected to include a wide range of actors, both governmental and non-governmental, and also include volunteers, universities, youth associations and community resources such as refugee/migrant teachers. Engagement with civil society and awareness-raising activities will also take place in all locations.



HEALTH & NUTRITION

- Food distribution partners including Government actors, UN agencies, NGOs and volunteers will provide for the food needs of an estimated 100,000 persons in an age, gender, diversity and protection sensitive manner taking into consideration the special needs of at-risk groups. Consultations with communities need to be systematized to ensure that cultural food preferences are taken into consideration. Security and protection sensitive distribution modalities will need to be strengthened to minimize security risks, as well as identify and prioritize vulnerable groups during distributions.
- Health and nutrition actors aim to ensure persons of concern in Greece have access to comprehensive quality primary health care, according to their status, including IYCF-E, SGBV, MHPSS, HMIS/public health surveillance and access to public health hospitals, and that health and nutrition responses are integrated within the existing public health systems.
- To promote an information sharing environment and enhance the quality of and access to health services provision, coordination mechanisms will be strengthened between the Ministry of Health and the health actors including the NHOC/EKEPI, HCDCP/KEELPNO, NGOs, the University of Athens and the School of Public Health.
- The realisation of a comprehensive quality primary health care package that includes IYCF-E, RMNCH+A, SGBV, (including clinical management of rape and the provision of PEP kits), MHPSS, HMIS/surveillance for public health either through static units, mobile units or access to nearby health facilities will be promoted and coordinated across the different actors.
- Provision of emergency and life-saving medical care and rescue for people crossing the sea to reach Greece will continue, including through first aid and triage upon arrival in the beaches and in port facilities, primary health care and referral to secondary health care.
- Mass immunisation efforts will be increased and coordinated to also include routine expanded programme on immunisation (EPI) in comprehensive primary health care services and public health surveillance systems. Collaboration with the Ministry of Health to manage the

risk of epidemic and promote data for programmatic health actions will be strengthened.

- Community-based interventions for health will be strengthened, including through the development of appropriate channels of dissemination of BCC materials linked to health promotion and disease prevention activities.
- To remove the cultural barriers to access health facilities and strengthen referrals, health actors will increase the cadre of cultural mediators in the national health facilities and the health service points. Translators will be trained on confidentiality and sensitivity.



FOOD SECURITY

- In coordination with national and local Government authorities, health and nutrition experts, NGOs and volunteer groups and local communities, the Food Sector aims to ensure that refugees and migrants receive sufficient and nutritionally well-balanced food. Strong linkages with Health and Nutrition actors will promote adherence to nutritional recommendations for age, particularly for younger children, pregnant and lactating women, vulnerable adults, older people and those with dietary considerations.
- To minimize distribution gaps and duplication, national and local food working groups, site managers and all partners will assess, quantify and, in consultation with beneficiary communities, agree on daily/weekly food distribution needs including persons with special dietary requirements. Security and protection-sensitive distribution modalities will ensure that security risks are minimized and vulnerable groups are identified and prioritized during distributions.
- Humanitarian assistance programming will gradually shift towards longer-term strategies such as issuing multi-purpose cash cards/ vouchers. The shift is aimed at improving food choice and security, fostering independence and self-sufficiency. Cash voucher for food programmes will be in line with the established national cash and voucher strategy and follow the minimum expenditure basket (MEB) guidelines. In addition, a commu-

nal kitchen strategy has been developed and will complement the usage of cash for the food sector.

- Working with site designers, managers and communities to develop a harmonized approach, food actors will promote the construction and equipping of communal or household cooking facilities that meet hygiene and safety standards. Nutrition and food use/ hygiene training in communities will assist residents to maximize use of local food products and maintain food hygiene standards.

SHELTER & NON FOOD ITEMS (NFIs)

- Shelter and NFI actors aim to ensure that refugees and migrants are provided with secure, comfortable and culturally-appropriate shelter, as well as suitable household belongings to maintain adequate protection and personal dignity in accordance with their status.
- Shelter and NFI actors will establish, validate, promote and monitor the use of technical guidance, including needs assessment tools, common vulnerability definition, standard NFI kits, and NFI distribution tracking system ration cards or bracelets. Standard operating procedures for shelter and NFI responses, including shelter and site planning standards will also be established. To encourage the use of technical standards and guidance and promote consistency, support will be provided to local organisations and charities to better understand humanitarian needs and shelter and NFIs approaches.
- Shelter actors will identify appropriate and safe sheltering options, most notably for people with disabilities, the socially and economically vulnerable, elderly and single-headed households. Options include, inter alia, host family, rental subsidy in hotels or apartments, planned camps and collective centres. NFI distribution needs will be identified through age, gender and diversity principles, to ensure dignified and comfortable living needs.
- Shelters will be designed and modified through refugees and migrants' engagement. This will be key to promote longer-term occupancy, adaptation to cultural needs, adequate protection and comfort for people with specific needs, and the adoption of environmentally appropriate solutions to maintain adequate habitability during the hot summer season.
- Selection of the most appropriate shelter and/or NFI response modality will be based on the analyses of needs, context, access, local and affected population capacities/resources. Options include, but are not limited to, direct distribution, conditioned cash or vouchers, cash for work and construction materials for work.
- Appropriate shelter options will be explored for people in need of international protection that expect to be housed for longer than six months and adequate fire safety measures will be put in place.
- Sensitization campaigns and the inclusion of affected population will be promoted in all project phases to ensure a fair and equitable response to all affected persons and encourage beneficiary ownership of shelter outputs.
- Opportunities to explore longer term, spatially and culturally appropriate shelter options, adapted to summer temperatures, will be required for a large section of the population. This will be done in close collaboration with the Ministry of Migration and other relevant government representatives to identify suitable areas that can be developed, as well as the existing sites in need of retrofitting and upgrading. The overall shelter response on a macro scale should incorporate recreational and small-scale livelihoods activities to promote dignity and self-purpose.



WATER, SANITATION & HYGIENE (WASH)

- WASH actors will provide technical and coordination support to the Greek Government to ensure WASH solutions and facilities are safe, dignified and up to minimum standards. Special efforts will focus on promoting the early engagement between the government and technical humanitarian staff to ensure on-site WASH facilities are adequate and appropriate.
- WASH solutions will involve and respect the needs, preferences, vulnerabilities and gender of users while being sensitive to local communities to prevent emerging xenophobia, conflict and discrimination over local resources, including local water supplies and rubbish disposal. Hygiene promotion and distribution of hygiene NFIs will be conducted in all sites to minimise public health risks, while also being sensitive to the special needs of the population of concern.
- In both existing and planned sites, WASH actors will ensure sufficient provision of water supply for drinking, cooking, cleaning, clothes washing and personal hygiene as well toilets for the safe disposal of human waste and shower facilities to maintain personal hygiene in a dignified manner. Vector control measures will also be incorporated and each site will be provided with adequate drainage, well-drained water points and sanitation facilities.
- Well-lit WASH facilities, including the establishment of separate areas for male and female toilet and shower facilities, will be key to ensure privacy, gender-appropriateness and increase safety for women and girls.
- WASH actors will continue to support the Government in solid waste management especially in locations where there are high volumes of waste being produced.



SITE MANAGEMENT SUPPORT (SMS)

- In support of the Government of Greece, the strategy aims to ensure that formal and informal sites are safe, dignified and up to minimum standards. Operational support will be provided to site management teams, including on information dissemination, population flow management, community engagement and effective implementation of humanitarian systems. To ensure adequate planning and response capacity, site management actors will work closely with the Government to advocate for joint planning.
- Relevant guidelines and technical minimum standards for sites and settlements, in line with existing policy guidelines and relevant Government legal obligations, will be developed and mainstreamed. Special efforts will focus on site-level coordination, information management, community participation and engagement, site care and maintenance, management of warehouses and distribution of food and NFIs
- As appropriate, site management actors will assist in clarifying roles and responsibilities together with the Government, in order to build a site management and coordination framework applicable and useful for the context. Identification of gaps and monitoring of service delivery will be undertaken directly at the site level. Advocacy activities will also be undertaken to ensure unhindered access to the sites for all humanitarian actors.
- To improve the management of the sites, build on local capacities and resources and promote site sustainability, efforts will focus on strengthening the capacities in site management and coordination, and related activities for Greek authorities, humanitarian actors and volunteers.

Partnership and Coordination

The Government of Greece assumes the overall leadership and coordination for the response to the emergency. The coordination mechanisms strive to ensure an effective, predictable and coherent response to the protection and assistance needs of refugees and migrants. Currently, 197 partners are involved in the response in the islands and mainland in Greece.

The Government set up an Inter-Ministerial Coordination Body which is composed of seven Line Ministries primarily responsible for the response. The Body is chaired by the Alternate Minister of Defense.

In addition to the national Inter-Ministerial Coordination Body, coordination structures at the national and sub-national levels are operational to promote a con-

sistent but decentralised level of coordination. Following the Refugee Coordination Model, national-level sector and technical working groups are established for protection, including child protection and SGBV, communication with communities (CwC), food, health and nutrition, shelter and NFIs, cash-based interventions, SMS, education and WASH. These groups meet on a weekly basis to develop and manage sector response plans, ensure emergency preparedness, promote standards and good practices, manage information and ensure accountability to affected populations. Under the overall leadership of the Government, UNHCR and NGOs as co-chairs, the working groups assist the authorities in ensuring a timely and coordinated response.



Greece. A young refugee boy from Syria plays with a football in front of the small camping tents he lives in with his extended family near Idomeni. © UNHCR/Achilleas Zavallis

With the active engagement of 197 field-based partners, including local authorities, volunteers and local communities, field-level coordination structures on the mainland as well as on the islands of Lesbos, Chios, Kos, Leros and Samos have been set up. Those mechanisms reflect the national level structure as appropriate and ensure that the country-wide strategy is coherent across the national and sub-national level and information is shared in a timely manner at all levels. Site management meetings are held weekly at site level.

To facilitate evidence-based decision making and programme planning, UNHCR maintains a comprehensive information management system which is updated on the data portal and includes, inter alia, daily-updated online maps of sites, an indicator based

site profile, a country-wide 3/4W overview (who does what where when), protection profiling which is updated on a monthly basis and other relevant information products. IOM also maintains a data portal containing information about movements and profiles of migrants, including figures on refugees. Both portals are coordinated between the UNHCR and IOM technical teams at the respective Headquarters.



Planned Response



Protection

- Provide technical assistance to ensure protection standards are implemented in all reception and accommodation sites, including in relation to timely registration, with specific attention to children, SGBV and human trafficking prevention and response, and people with specific needs. Methods will include on the job coaching of various protection actors and case management mentored by specialized staff.
- Support legal counselling and legal aid activities to ensure access to asylum for persons in need of international protection, promote relocation for persons eligible to apply, and advocate for and support family reunification cases.
- Enhance the quality, accessibility and predictability of protection support services for children and families, through a standardized minimum package of services in Child and Family Support Hubs (Blue Dots).
- Ensure identification, referral and assistance for victims of trafficking and potential victims of trafficking as well as access to rights.
- Ensure identification, referral, follow-up and safe and protective alternative care of UASC in their best interests. Ensure outreach to children to communicate information on their rights to family reunification, asylum and other durable solutions, as well as all basic services.
- Advocate at central and regional levels for improved asylum and reception procedures and capacities. Similarly, advocate for alternatives to detention, including for children through the system of protective custody and strengthen the national child protection system.
- Improve understanding of the situation of refugee and migrant children, for both policy advocacy and response purposes through: (1) the collection of immediate information – especially on UASC and detention and (2) reinforcing the Government’s child rights monitoring capacity and provide technical assistance to train humanitarian workers in BID, detecting and addressing vulnerabilities, preventing abuse, SGBV and providing specific protection to UASC.
- Implement protection and border monitoring on refoulement and push back cases.
- Strengthen monitoring in detention and pre-removal centres including advocacy as necessary.
- Provide information at entry points, hotspots, and open sites on legal information, including on access to asylum, legal counselling and support, as well as AVRR.



Protection

- Identify persons with specific needs at sites to ensure assistance; advocate for alternatives to detention and monitor detention conditions, in accordance with humanitarian standards.
- Ensure basic protection services at all sites are provided based on a minimum protection package as agreed through the relevant working groups.
- Strengthen community structures through community mobilization to support effective participation.
- Reduce the risk of SGBV within the refugee and migrant communities by providing information on SGBV and referral pathways for persons of concern through awareness-raising campaigns and mainstreaming of SGBV component in all sectoral interventions.
- Prevent occurrences of trafficking in human beings and exploitation by ensuring identification and counselling of vulnerable cases and broad information of migrants and refugees about the risks of smuggling and trafficking as well as their options and rights.
- Strengthen interventions in urban areas, supporting local services and durable solutions in cooperation with municipalities and local civil-society organizations.
- Building on and increasing the good-will of local communities to assist and support refugees and migrants will be strengthened through targeted co-existence projects and small grants working with the local communities and municipalities.



Education

- Together with the Ministry of Education, support the establishment of a task force to help coordinate all education interventions (including targeted education interventions for younger children (ECD), primary school-aged children, adolescents and youth)
- Conduct a joint assessment of educational needs of the population and local capacities to implement non-formal and formal education programmes.
- Support the collection of relevant data concerning the school-aged population and educational/skills profile of the population.
- Support the implementation of non-formal education activities during the summer period (May-August) including intensive language classes, catch-up classes and equivalency testing so that children are prepared to integrate into the national school system.
- Support the mapping of the existing capacity of schools in urban areas and around the open accommodation sites with the aim of integrating refugees and migrants into public schools at the start of the academic year (September).
- Support capacity building of teachers in integrative teaching methodologies to effectively support refugee and migrant children in the classroom, including the provision of psychosocial support (to be incorporated as part of child protection interventions).
- Support outreach and awareness-raising for school management and parents at targeted public schools with refugee and migrant students.
- Raise awareness of the importance of integration and engage parents, teachers and students in solidarity building activities to promote integration, cultural exchange and understanding and inclusion in local communities and schools.
- Elaborate non-formal and vocational training programmes for youth and adults, including literacy classes, language classes and skills training programmes leading to employment opportunities.
- Engage partners that can contribute to the objectives stated above, including more 'non-traditional' actors such as volunteers, universities, youth associations and the private sector.



Food Security

- Provide hot/ prepared meals, dry food packages and infant/ supplemental feeding products in an age, gender and diversity sensitive manner.
- Provide water, hot tea and snacks, including High Energy Biscuits (HEB) or other emergency or supplemental foods at coastal entry points or at sites where required.
- Provide, under the strict guidance and in line with the guidelines of health and nutrition specialists, foods such as baby and infant foods or foods for special groups particularly medical cases.
- Work in close collaboration with Cash/ Voucher partners to transition households from food distributions to improved self-sufficiency and choice through use of cash cards/vouchers.
- Continue to strengthen the coordination and collaboration between all government, UN, NGO and local humanitarian actors at national and field level.
- Maintain an information management system to map and quantify food needs and monitor the number of households shifting from daily food distributions to cash/ voucher programs to minimize overlap and gaps.
- Support health, nutrition and food security working groups and agencies to undertake nutrition and food security assessments in order to establish baseline data and identify the needs of at-risk groups.
- Promote the construction and equipping of household/ communal cooking facilities.
- Provide advice/guidance on waste management, pest control, fire safety and the management and equipment of cooking and distribution areas.



Health

- Support the Ministry of Health (NHOC/EKEPI) to strengthen coordination mechanisms between all health actors, at central and local level.
- Support Greek public health services and other registered health actors to provide comprehensive primary and secondary health care at central and regional level to address immediate and long term needs.
- Establish mapping of comprehensive primary health care (PHC) services by sub-thematic areas (IYCF-E, RMNCH+A including FP and referrals for Comprehensive Emergency Obstetric and Neonatal Care (C-EmONC), SGBV, MHPSS, surveillance).
- Strengthen the provision of RMNCH+A including referrals for C-EmONC, IYCF-E, SGBV including clinical management of rape, MHPSS, surveillance, EPI services to be integrated in the comprehensive PHC package provided through mobile or static units at all sites where refugees and migrants are located.
- Support the implementation of mass vaccination efforts for all refugee and



Health

migrant children as per the minimum package for vaccination agreed by the Greek national vaccination committee and task force (measles containing, tetanus containing, polio containing vaccines).

- Ensure national and international protocols for prevention infection and waste management, including WASH facilities, are available at all health service points.
- Provision of trained male and female cultural mediators for health, including a cadre to support referrals at secondary level.
- Provide information on the availability of health services and the public health system in Greece through translated Information, Education & Communication (IEC)/Behaviour Change Communication (BCC) materials and health committees where all age groups, including adolescents, women and people with disabilities are represented. Similarly, disseminate translated hygiene messages to prevent communicable diseases.
- Increase capacity of national health care systems to respond to SGBV including the clinical management of rape cases and the provision of PEP kits.
- Develop and disseminate sexual and reproductive health risk messages to prevent the spread of sexually transmitted infections (STIs) and make condoms for HIV and AIDS prevention available at all sites.
- Strengthen the monitoring of milk substitute donations at all sites.
- Partner with University of Athens and the Master Course for International Medicine-Health Crisis Management to develop capacity building scheme after assessment of needs for international health sector protocols and standards.
- Provide first aid, triage and referral to primary and secondary health care for new arrivals is provided at the shoreline and ports to the extent applicable.



NFI/Shelter

- Validate, promote and monitor the use of technical guidance across all shelter and NFI interventions in Greece, including needs assessment tools; common definition of 'vulnerability'; range of standard NFI kits; NFI distribution tracking system (ration cards or bracelets); minimum construction/fabrication quality of locally-procured shelter and NFI materials; minimum shelter and site planning standards; SOPs for different shelter and NFI response modalities.
- Build local and national capacity of relevant actors to understand humanitarian needs with regard to shelter and NFIs and encouraging their use of technical guidance
- Distribute NFIs in a participatory manner, utilizing age, gender and diversity principles.
- Identify appropriate and safe sheltering options for all persons, most nota-



NFI/Shelter

bly those with disabilities, the socially and economically vulnerable, elderly and single-headed households; and unaccompanied minors.

- Ensure non-discriminatory and safe access to response programmes among women and men, with attention to vulnerable groups.
- Involve local communities and businesses to provide required support and improvements to shelter needs to foster good will with host communities.
- Promote the importance of providing adequate fire safety measures at all refugee and migrant hosting sites.
- Explore appropriate shelter and site planning designs for longer-term housing
- Ensure a fair and equitable response to all affected persons, as well as encourage beneficiary ownership of shelter outputs via sensitization campaigns and their inclusion throughout the planning cycle.





WASH






- Provide technical and coordination support to the Greek Government and implementing partners in providing WASH solutions and facilities.
- Ensure WASH solutions involve and respects the needs, preferences, vulnerabilities and genders of users.
- Compliment humanitarian efforts with WASH solutions that are sensitive to local communities and prevent emerging xenophobia, conflict and discrimination over local resources, for example local water supplies and rubbish disposal.
- Ensure hygiene promotion and distribution of hygiene NFIs to minimise public health risks.
- Ensure timely provision of sufficient water supply for drinking, cooking, cleaning, laundry and personal hygiene at each site.
- Ensure privacy and safety for women and girls through gender sensitive and well-lit WASH facilities, including the establishment of gender-segregated toilet and shower facilities which are well-lit and secure. Ensure that water points and sanitation facilities are well-drained.
- Ensure that vector control measures are incorporated at each site.
- Support the government in solid waste management at all sites, especially at transit and exit locations where there are high volumes of rubbish being produced.
- Ensure each site has adequate drainage.
- Ensure earlier engagement between military and humanitarian technical staff at site level in order to ensure appropriate locations for WASH facilities on-site.





Site Management Support (SMS)

- Ensure that minimum standards and standard operating procedures are developed, implemented and disseminated through capacity building at national, sub-national and site level.
- Foster community-based approaches throughout site management activities including participation and decision making structures led by refugees and migrants and government counterparts.
- Identify and monitor gaps and help address them through advocacy at the site, sub-national and national level.

SECTOR	OUTPUT	INDICATOR	TARGET
 Protection	Persons of concern have safe and dignified access to the territory	% of cases registered upon arrival and known to have reached the border	100%
		Extent applicants have access to status determination procedures	100%
	Risk of SGBV is reduced and quality of response is improved	% identified SGBV survivors receive appropriate support	100%
	Risk of trafficking in human beings is reduced and identification and response is improved	# of migrants and refugees informed on rights, options, risks of smuggling and trafficking and screened for vulnerability	20,000
		# of victims of trafficking identified	up to 3,500
	Protection of children is strengthened	BIA/BID process established and operational	Yes
	Refugees and migrants in Greece have access to effective protection and access to solutions and legal pathways, as relevant	# UASC receive appropriate shelter and support	800
	Information hubs with internet connectivity established and maintained at all sites	% of sites with connected information hubs	100%
 Education	Access to quality education for refugees is expanded	% of primary school-aged children enrolled in primary education	100%
		% of secondary school-aged young people enrolled in secondary education	80%

 Food	Food assistance provided to refugees	% of refugees receive timely monthly food assistance of 2,100 kcal or cash equivalent	100%
	Sector cash grants or vouchers provided	% of refugees shift from food distribution to cash/voucher programs	70%
 Health and Nutrition	Greek public health service supported at central and regional level to cover for comprehensive primary and secondary health care to address the immediate and long term needs of migrants/asylum seekers and refugees.	% of pregnant women referred for complication at an MOH secondary level facility	100%
		% of children under 5 years vaccinated as per Greek national vaccination committee recommendations	100%
	First aid, triage and referral to primary and secondary health care for new arrivals in the islands and population in the mainland is provided.	% provided first aid, triage and referred for complication at an MOH secondary facility.	100%
 Logistics and Transport	Telecommunication and connectivity in sites improved.	% of sites with functioning telecommunication and connectivity	100%
 Non-Food Items	Tailored and standardised non-food item kits distributed to refugees and migrants in a timely and non-discriminatory manner.	% of refugee and migrant households whose specific NFI needs are met.	95%
 Shelter	Based on needs and demographics, the site context, local economy and existing resources, refugees and migrants receive the most appropriate shelter	% of refugees and migrants living in adequate shelter to minimum international standards.	95%
	Define the vulnerability criteria and provide specific solutions for those persons/families, taking into consideration the expected period of residency.	% of vulnerable families provided with AGD-appropriate shelter solutions.	100%

 Water, Sanitation and Hygiene	All sites hosting refugees and migrants have adequate WASH facilities	# litres/person/day	50
		# of toilets/person, gender-segregated with functioning handwashing facilities	1 /20
	WASH facilities designed and adapted using participatory approaches to meet the needs of vulnerable groups and people with special needs.	% of sites with hygiene promotion activities addressing WASH-related health risks	100%
 Site Management Support (SMS)	Package of SMS minimum standards are implemented on sites	% of sites with SMS minimum standards implemented	80%
	Number of trainings on site management principles delivered to Government officials, volunteer staff and humanitarian personnel	# of trainings held	30

GREECE - Financial Requirements Summary

Financial requirements by agency (in US dollars)

Organization	Total
Action Aid	USD 987,777
Apostoli IOCC NCA	USD 6,994,752
ARSIS	USD 3,042,618
CARE	USD 2,754,500
Caritas Hellas	USD 2,614,436
Caritas Athens	USD 4,496,703
Centre of Research on Women's Issues	USD 198,606
DRC	USD 11,917,531
Disaster Tech Lab	USD 100,000
Human Appeal	USD 535,000
Humanitarian Support Agency	USD 607,760
ICMC	USD 250,000
Ecumenical Refugee Programme of the Church of Greece	USD 159,000
IMC	USD 6,490,298
IOM	USD 39,597,859
IRC	USD 15,250,000
IsraAid	USD 480,456
Libraries without Borders	USD 518,000
Medecins Du Monde	USD 7,000,330
Mercy Corps	USD 6,940,000
Network for Children's Rights	USD 2,091,600
NRC	USD 2,530,000
NOSTOS	USD 1,313,160
Oxfam	USD 5,201,521
Salvation Army	USD 243,625
Samaritan's Purse	USD 16,356,086
Save the Children	USD 5,207,259
Solidarites International	USD 1,425,550
Solidarity Now	USD 4,390,000
Translators without Borders	USD 1,000,000
UNICEF	USD 10,000,000
UNHCR	USD 300,141,899
UNFPA	USD 6,000,000
Total	USD 466,836,326

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 220,489,887
Education	USD 5,440,759
Food	USD 29,692,988
Health and Nutrition	USD 17,714,703
Logistics and Telecommunications	USD 7,988,813
Shelter and NFIs	USD 123,287,329
Site Management Support	USD 13,561,719
WASH	USD 22,407,236
Operational Support	USD 26,252,893
Total	USD 466,836,326



A young girl flies a kite in a field located in the no-mans land on the Greek border with the Former Yugoslav Republic of Macedonia.
© UNHCR/Achilleas Zavallis

A black kite with long, dark streamers is flying in the upper left quadrant of the frame against a soft, orange-hued sunset sky. The kite is tethered to a thin line that extends towards the left edge. In the foreground, a person's arm and hand are visible on the left, holding the kite string. The ground is a mix of green grass and a dirt path. In the background, a multi-layered barbed wire fence stretches across the horizon, with some trees and distant hills visible behind it. The overall atmosphere is one of quiet observation and hope.

THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA

FORMER YUGOSLAV REPUBLIC OF MACEDONIA RESPONSE PLAN

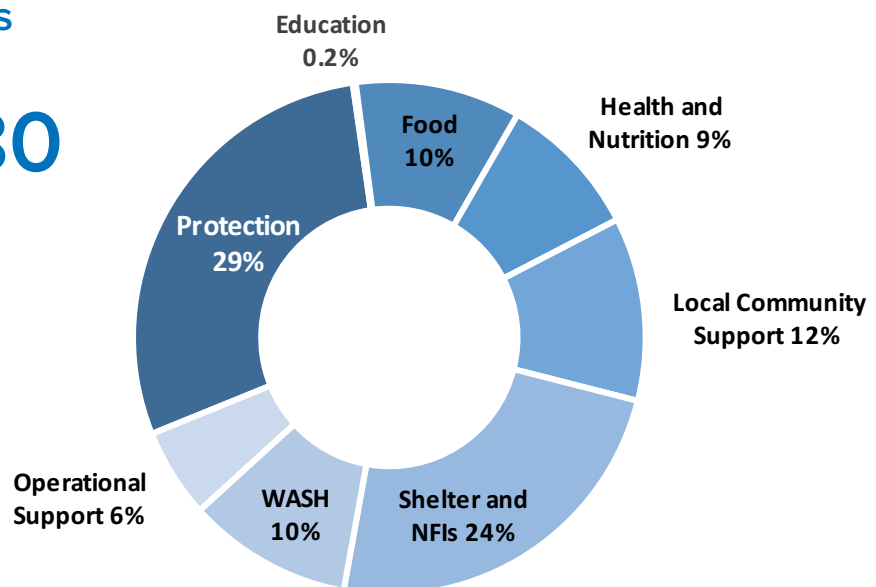
FORMER YUGOSLAV REPUBLIC OF MACEDONIA



Printing date: 23 May 2016 Sources: UNCS, UNHCR
 The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *Serbia and Kosovo (S/RES/1244 (1999)).

Financial Requirements (US dollars)

\$26,014,080



Background and Achievements

In 2015, and for the first three months of 2016, the majority of refugees and migrants entered the former Yugoslav Republic of Macedonia via the land borders with Greece. A reception facility was established by the Government at the main entry point at Gevgelija with the support of the humanitarian community. Almost all refugees and migrants entering the former Yugoslav Republic of Macedonia travelled onwards, primarily by train, towards Serbia, exiting the country at Tabanovce. UNHCR began monitoring the departures from Gevgelija on 1 July 2015. It is estimated that some 778,768 refugees and migrants have transited through both of these locations.

UNHCR, other UN agencies, IOM, NGOs and the Government have been working together to provide services and interventions as well as attain minimum protection and humanitarian standards in reception and assistance sites. Activities were designed to reflect an age, gender and diversity approach, with feedback sought from refugees and migrants in order to adapt services to their needs, namely for those with specific needs such as pregnant and lactating women, infants, older persons, people with disabilities and children traveling with kinship groups, separated or unaccompanied.

The Western Balkans route effectively closed with the imposition of strict border controls on 7 March 2016 and there have been no official border crossings recorded by the fYR Macedonia's Ministry of Interior since. A number of refugees and migrants, mainly from Syria and Afghanistan, remain in country as a result of the border closures, divided between Gevgelija and Tabanovce reception and aid centers.²²

The above described changes in policy and circumstances have had a radical impact on the overall situation, the ongoing and planned response. The majority of the refugees and migrants still in the country are accommodated in the overcrowded Tabanovce centre, which was not intended for long-term accommodation, compounding their humanitarian needs and protection risks. Partners have adapted their interventions into longer term programs, instead of "one-off" assistance that was developed for persons on the move. Additionally, with the shrinking protection space and the desire to continue their journey to Western Europe many have resorted to smuggling networks, exacerbating protection risks for this group. In this context, efforts to bolster more in-depth protection responses have taken a more prominent role to increase capacities, strengthen access to the asylum system, and provide adequate services and ancillary facilities to those persons remaining in the country, based on their specific needs.

Additionally, for individuals who apply for asylum in the former Yugoslav Republic of Macedonia and are not granted status, as well as for others found not to be in need of international protection, information and counselling on their possible options in line with international standards, including mechanisms for voluntary, safe and dignified return to their home countries are being developed.

22 Data as of 24 May 2016

Achievements

In 2015, a reception centre in Vinojug/Gevgelija and a transit centre in Tabanovce were established on the southern and northern borders of the country providing support to the thousands of people transiting through the country per day. In the first three months of 2016 the Government, UNHCR, IOM, UN Agencies and NGOs consolidated the following services and assistance:

Legal assistance, including the provision of information and legal counselling, on the national asylum procedure and family reunification were established.

- UNHCR, the Ministry of Labor and Social Policy (MLSP), the Macedonian Red Cross Society, and UNICEF developed and implemented a standard package of services for families and children, delivered through the Child and Family Support Hubs (“Blue Dot”). These services include: Information and Advice Desk; Child Friendly Spaces; Restoring Family links services and counselling; referral services for cases of violence or health conditions and other circumstances requiring specialized support.
- 473 Best Interest Assessments (BIA) with Unaccompanied and Separated Children were conducted in Gevgelija and Tabanovce (369 UAC and 104 SC) until 5 March when borders were closed. With the support of UNHCR BIA forms were developed and a training for partners and social workers was conducted. 26 Unaccompanied children and 44 Separated children in the two centres were identified and referred after 5 March.
- Access to information and communication - facilitated by WiFi, a loudspeaker system, information boards, and the “Blue Dot” Information and Advice Desk. Information/ resource officers are also available to provide information and referrals to any professional service or counselling needed by refugees and migrants. UNHCR conducted an Information and Communication Needs Assessment in Tabanovce in order to identify the information and communication needs of refugees and migrants, as well as the most appropriate channels for information sharing.
- UNHCR conducted profiling of persons residing in two transit centres after closure of borders and to identify specific needs of the population; further, UNHCR conducted participatory assessments with 14 diverse groups by age, gender and diversity (total of 159 persons of concern, 112 in Tabanovce and 47 in Gevgelija. 65 women, 24 girls, 54 men, and 16 boys) and 17 other semi-structured interviews, identifying key protection issues and informing partners’ protection response.
- Standard Operating Procedures (SOPs) for a multi-sectoral approach to GBV during emergencies were developed, led by the Ministry of Health and supported by UNFPA and UNHCR. Training materials were developed based on international standards and adapted to the country context, for building the capacity of health professionals for CMR (Clinical Management of Rape).
- UNHCR strengthened Information Management, including protection analysis and population profiling, and information management products are updated on a regular basis and shared with authorities and partners; Needs and gap analysis is updated and response provided for identified needs.
- As an integral part of the Displacement Tracking Matrix, IOM gathers and disseminates information about the scope and structure of the migratory movements. The former Yugoslav Republic of Macedonia has been included in this network of exchange of non-personal data information between countries in the region. This information has been used to plan the provision of material and other forms of assistance.

- Metal containers and bunk beds complete with mattresses, additional toilets and showers, etc. were provided by various partners in order to adapt the transit centres to longer term stay. Improvements have been made to infrastructure, including the access way from border “stone 59” to the Vinojug transit centre has been compacted, repaired and fully lit. Heavy duty bulldozers and garbage trucks have been hired to deal with the increased demand for waste management and garbage containers were installed. Access to power and installation of metal covers/roofs are ongoing. Two vehicles were delivered to the Mol to ensure the dignified movement of migrants to relevant reception facilities and service providers. In addition, two vehicles were provided to the Ministry of Labour and Social Policy to facilitate the movement of people with specific needs to relevant service providers.
- New registration centers have been established at Tabanovce and Gevgelija, including equipment with biometric capabilities, office furniture and IT equipment to support authorities’ (Border Police) registration efforts. Capacity-building exercises have been conducted (including to IOM and MYLA) to ensure efficient use of the infrastructure.
- Capacity building activities on Humanitarian Border Management (HBU) were conducted with Border Police officers.
- Medical services include first aid and primary health care; An ambulance is available to ensure transport 24/7 to local hospital. Strengthening the health system has been pursued by providing medical equipment for the hospitals in Gevgelija and Kumanovo. Reconstruction of the hospital in Gevgelija is ongoing. Medical and first aid teams are present in the field, including three Mobile Clinics for Sexual and Reproductive Health (SRH) Services. All mobile clinics provide services for maternal health, STI, GBV and family planning by a team of midwife and gynecologist. A protocol for the mobile SRH clinics has been developed to standardize the provision of SRH services. Immunisation/vaccinations have started with interpreters assisting the process.
- Two Mobile Clinics for Sexual and Reproductive Health (SRH) Services are located in two Transit Centers. They are managed by the MoH in collaboration with NGO HERA, and supported by UNFPA. The operations of the Clinics are regulated with a Protocol, developed through a participatory process by all relevant stakeholders.
- Delivery of material assistance includes food (hot meals, baby food, hot drinks) and Non-Food Items such as blankets, sleeping bags, winter clothes, dignity kits, shoes, underwear, plastic cutlery, blankets).
- Water, Sanitation and Hygiene (WASH) facilities (hot showers, toilets separated by sex); toilet/shower facilities for persons with disabilities; baby bathing facilities, septic tank delivered and installed and waste management services continue to be strengthened to improve sanitary conditions.
- The Government, UNHCR, IOM, UN Agencies, and INGOs continued training volunteers, local authorities and partners, in particular on issues such as strengthening asylum systems, protection standards, humanitarian principles, referral systems and strengthening health services in humanitarian settings including for SRH and SGBV.

Humanitarian Needs and Vulnerabilities

Out of the 1,200 people remaining in the former Yugoslav Republic of Macedonia following the closure of the borders with Greece, around 1,000 persons are accommodated at reception and aid centers. Given the current situation, it is likely that this population will remain in the country for the near future.

While the Government, UN agencies and civil society organizations have made major efforts to adapt transit centres to the new needs, they remain unsuitable for longer-term stay. The majority of people are sleeping on benches or the floor in collective shelters, or outdoors in tents where they lack privacy and protection safeguards.

A profiling exercise conducted by UNHCR illustrated that the protection needs of refugees and migrants remaining in country are exacerbated as a result of their prolonged stay. Women and children account for more than two-thirds of the total group in the country. Protection cases of particular concern include pregnant women, with a number in their last months of pregnancy. 187 of the total of 517 children are age five or younger, and the group in Tabanovce includes several infants born in the past two months. There are also many single parents travelling with children, persons with disabilities, and a large number of individuals who suffer from serious medical conditions, including chronic diseases. All of these individuals have specific needs that are currently being addressed at only a rudimentary level, if at all. Population groups at high protection risk, such as female-headed households, persons with disabilities, those with mobility challenges, older persons, unaccompanied and separated children, will require access to specialized services and referrals, with follow-up and cross-border coordination in some cases

Providing comprehensive protection interventions, including for those exposed to exploitation, abuse and violence before departure, along the way and on site, is particularly challenging. There is an urgent need to provide comprehensive psychosocial support, including referrals to specialized assistance, to those remaining in-country and to strengthen the involvement and capacities of humanitarian personnel and social workers. Despite the relatively small remaining population, needs are diverse. Children need access to activities and services, such as non-formal educational activities that create a sense of normalcy, through community mobilization and engagement. However, engaging with a multi-cultural, multi-lingual population, and the lack of sufficient numbers of interpreters poses challenges.

The risk of sexual and gender-based violence is aggravated by lack of safe shelter and language barriers that prevent women and girls from seeking protection and assistance and requires a continued multi-sector approach; providing training for humanitarian workers, putting in place mechanisms to prevent sexual exploitation and abuse of the population in particular are key. Refugees and migrants are also deemed to be at risk of sexually transmitted infections (STIs), including HIV and Hepatitis B. Awareness raising on the risks associated with HIV/AIDS and other health risks as well as convincing those in need to accept required treatment remains challenging. In order to respond to the needs of women and girls with regards to sexual and reproductive health services, presence of doctors, midwives and nurses, including with medical mobile teams, as well as a clear referral system is required in proximity of the transit centers.

Improving the access to primary and secondary health services remains challenging. Living in overcrowded settings and existing vaccination gaps may increase the risk of spread of preventable diseases. Robust epidemiological data supporting effective disease surveillance and reporting systems is crucial for outbreak investigation, case management and response capacity.

There is a need to undertake an assessment of the vaccination status of the population, especially for children aged 0-6, as it is presumed that the majority are not vaccinated due to the fact that conflict has been ongoing in the countries of origin. The large number of children in the transit centers warrants the need for the presence of a children's disease specialist in order to provide optimum health care.

The electricity grids, especially in Tabanovce, are overstretched, causing frequent power outages. Sanitary facilities are insufficient and overcrowded. Moreover, freedom of movement is limited, confining people in detention-like conditions. Urgent measures are needed to provide refugees and migrants with accommodation that is suitable for longer-term stay. It will be important to strengthen host communities' capacities and resilience to address challenges for local infrastructure and communities, especially around Tabanovce.

The situation of people near the border with the former Yugoslav Republic of Macedonia in sites throughout northern Greece remains precarious. In the absence of legal pathways, this population may be especially prone to smuggling and trafficking, and increasingly dangerous, clandestine movement through the former Yugoslav Republic of Macedonia. The RMRP provides a platform to develop a regional response on how to protect people who might be inclined to use irregular channels and how to inform them early of legal options, including the asylum procedure.

AVRR programme have been established to assist those refugees and migrants remaining in the country, who either opt not to seek asylum, or are found not to be in need of international protection.

Response Strategy and Priorities

Based on the recent changes in the operational environment, the Strategic Objectives guiding the response in the former Yugoslav Republic of Macedonia have been revised and will now focus on:

1. Protection systems are enhanced, access to territory is made safer, and legal procedures, including access to national asylum procedures and protection services are strengthened;
2. Strengthen the national/municipal protection system and support the government to ensure that refugees and migrants are better able to access their rights. Persons at risk or with specific needs are identified, prioritized for protection and assistance, and referred to appropriate services, in particular UASC, women-at-risk and victims of trafficking in human beings. Risk of SGBV is reduced through specific interventions in all sectors. Children, in particular unaccompanied, separated and other children at risk, victims of trafficking in human beings, SGBV survivors and other persons with specific needs have access to safe and effective services.
3. Ensure increased participation and feedback from people of concern on assistance and services rendered, provision of information through improved communication tools specifically designed to fit the needs of the people of concern, advocacy, and awareness raising with all relevant stakeholders.
4. Advocate with the government and establish appropriate facilities for longer term accommodation in accordance with international standards. Improve the existing facilities for long term stay simultaneously increase capacity for emergency response including for asylum seekers.
5. Local communities receive support, complementing humanitarian efforts for refugees and migrants.

The overall strategy of the humanitarian response is based on the needs, gaps and vulnerabilities as identified through participatory assessments, protection monitoring and lessons learned from programme implementation by all partners involved. The strategy will be implemented by all partners to promote and fully respect humanitarian principles, a human rights and community-based approach, protection standards, and the do-no-harm principle. Assistance will be provided in line with Sphere standards. All partners commit to mainstream a gender-sensitive approach throughout the response and across all programme sectors in line with IASC Gender Guidelines and the IASC GBV Guidelines.

The strategy will work hand in hand with already existing national mechanisms and is anchored in the principle of local ownership, mobilizing civil society, local NGOs and working closely with the municipalities and local authorities to ensure sustainability and capacity development.

Protection

- Adjust humanitarian and protection response capacities, to enable effective monitoring, and provide basic humanitarian assistance and protection to refugees and migrants in changed circumstances.
- Monitoring of access to the territory of the former Yugoslav Republic of Macedonia will be carried out, while protection interventions will be conducted and basic services provided; protection monitoring will also be carried out in key urban and border areas, as needed. Similarly, detention monitoring activities will be conducted on a regular basis.
- The capacity of officials at points of entry to ensure the effective and efficient operationalization of relevant identification and screening mechanisms will be provided through the delivery of tailor-made capacity building training in protection-sensitive border management.
- Provide counselling on the risks of smuggling, trafficking and irregular movement and training to NGO partners on identification and referral of victims trafficking in human beings.
- Legal counselling and assistance by experts will be provided in a way that is understandable to all groups based on an age, gender and diversity approach. This is important given the complex legal questions on asylum, various forms of internal non-voluntary return, pursuing legal redress for victims or survivors of crime and human rights violations, and the linkages to the common European asylum system that exist. Special focus will be given to enhance access to protection services for minors (including unaccompanied children), women, girls, victims of trafficking and survivors of SGBV.
- Setting up of referral mechanisms to national institutions, and other humanitarian actors, for persons in need of protection, especially persons with specific needs; identification of UASC will continue and further be improved and family tracing, re-unification and restoration of family links will be conducted. Child friendly activities will be conducted with experienced staff, which will enable the detection of children who might require further assistance. Protection activities for women and girls will be strengthened including targeted support on prevention of and response to SGBV, as well as targeted psychosocial support in women-only spaces.
- Targeted information for women and girls will be provided about their rights, and on risks and available protection services
- Support children to fulfil their educational potential through providing them with non-formal education activities aiming at acquiring the key competencies for lifelong learning. The key competencies are a combination of knowledge, skills and attitudes, needed for personal fulfilment and development, active citizenship and social inclusion. The non-formal education activities will focus on acquiring the following key competencies: 1) communication in mother tongue; 2) communication in foreign languages; 3) mathematical competencies;

4) digital competence; 5) social and civic competencies; and 6) cultural awareness and expression. These competencies are considered as essential foundation for learning and contribute to successful life in a knowledge society.

- Child protection will be enhanced through the consistent use of BIA, as well as BID whenever possible, as the basis of every decision that will be taken regarding separated and unaccompanied children and other children at risk who are identified in the transit centres or in any other location in the country, in order to mitigate the risks and intervene according to their specific situations. Capacities of the national bodies competent for child protection will be strengthened, in order to enable them to take responsibility for all decisions related to unaccompanied children, in line with the principle of the best interests of the child. UNHCR, UNICEF, IOM and the other partners involved in child protection will ensure adequate referral and tracing.
- Through psychosocial support, outreach teams, social workers and protection staff will ensure that those seeking help can do so in a confidential and dignified manner.
- Capacities of the relevant stakeholders and civil society organizations including health and social workers, and first line responders including the police, will be further enhanced through targeted training and technical support.
- Establishing effective communication and feedback mechanisms will allow refugees and migrants to make informed decisions and influence the way interventions are implemented. The type of assistance provided by all actors is an essential part of the overall strategy. Mobile data collection, loud-speaker systems, information and communications technology (ICT) solutions and other technical means will be used to ensure that information is provided in relevant languages and through different channels to enable all persons to receive necessary information. Individual interviews, translators who will be working with team leaders and individuals, outreach teams and other protec-

tion staff are available daily to provide services and information. Partners will use participatory assessments and various other profiling tools and programming tools to collect feedback persons of concern and inform actions aimed at improving or adjusting a planned activities.

- Partners will engage in awareness-raising and information campaigns, and will ensure in particular that the risks related to smuggling, trafficking and SGBV are highlighted prominently to all populations. Health information and communication, and availability of services, will target all refugees and migrants and will include specific information related to sexual and reproductive health, including maternal health.
- Provide Assisted Voluntary Return and Reintegration counselling and support, aimed at those migrants who are not in a need of international protection.
- Profiling information and monitoring will be used to inform programming, advocacy and response strategies.

Food

A centralised food distribution system will be established by UNHCR and the Macedonian Red Cross Society, in close coordination with the Government. Food will be provided to refugees and migrants at the reception centres; distributions will be improved based on feedback by communities of concern. Food provided will be culturally appropriate and food for persons with specific dietary requirements (health issues, pregnancy, etc.) will be made available to those in need.



Health and Nutrition

- Support to children, and pregnant and lactating women will be provided in the transit centres to prevent nutritional and health deterioration. This will be done, through the provision of infant and young child feeding services to children aged 0-24 months, including counselling on breastfeeding, complementary feeding and distribution of age-appropriate foods to children 6-59 months old in the MBCs (Mother Baby Corners). In coordination with the MoH and partners, the system of active identification, and basic child survival and referral services, including immunisation, and deworming will be developed and supported as needed.
- First aid and primary health care in the transit centres will continue to be provided and improved. Specialized mobile services for sexual and reproductive health, such as for GBV, maternal health and STIs will continue to be available with a set schedule. Individuals needing additional medical treatment or specialized services will continue to be referred to local or Skopje hospitals as required.
- All medical services, including referrals to local or the Skopje hospitals will remain free of charge. Medical and psychosocial service providers will require capacity development to adapt existing treatment to those remaining.
- Reproductive health services will be ensured and strengthened at all service provision levels and a mobile van will ensure gynaecological services, including for STIs, maternal care, PEP kits/ CMR, and SGBV services.
- Advocate for systematic medical screening in the transit centre for early detection of cases that will require assistance, and to prevent the spread of communicable diseases.
- The effective provision of health care, health promotion and preventive measures requires health systems that can adapt and respond to the needs of the remaining population and takes into account cultural, religious, linguistic, and gender diversity. Health and non-health service providers in the transit centres will be trained on inter-cultural

mediation and communication, human rights and non-discrimination in meeting the health needs of refugees and migrants, prevention and hygiene. Support for vaccination, surveillance of communicable diseases as well as provision of protective devices and hygiene supplies for service providers in the reception and transit centres will be made available. Health promotion activities will be increased and tailored to the specific situations in the transit and reception centres.



Shelter, NFIs and WASH

- In the absence of other site locations advocate for improvement of living and reception conditions in the existing sites in accordance with international standards.
- Partners will continue to advocate with the Government to establish adequate long-term reception capacity. NFIs will continue to be distributed, especially to persons with specific needs.
- NFIs will be distributed using an age, gender and diversity approach (torches for women, baby blankets and carriers, baby food, hygiene parcels for men and women, dignity kits items for women and girls needs in terms of feminine hygiene)
- The availability of safe and secure areas for women and girls in addition to spaces for breastfeeding, child-friendly spaces and access to basic humanitarian assistance such as food and NFIs will be maintained in the existing centres.
- WASH facilities at the transit centers will be maintained and enhanced, such as hot showers, separate toilet blocks for men and women; special facilities for people with disabilities; special baby bathing facilities; and private changing areas. Targeted awareness raising around hygiene issues will be conducted.
- Waste disposal and management are of particular importance. Daily cleaning services, rubbish collection and ongoing waste management due to the high volume of rubbish produced will need to be strengthened in cooperation with the local municipalities.

Support to Local Communities

Host communities' capacities were affected by the large inflow of refugees and migrants and significant strain was placed on municipal services, infrastructures and social cohesion. Municipal resilience will be strengthened through increased capacity for waste management and clean water supply. This will include provision of technical support, equipment, infrastructural works and trainings as well as increased community mobilization to ensure social cohesion and community support to refugees, migrants and residents alike. Targeted efforts will be expeted to prevent emerging discriminatory attitudes and xenophobia.

Partnership and Coordination

The national Crisis Management Centre (CMC) coordinates all line ministries during a national crisis, the declaration of which has been extended until 31 December 2016. Humanitarian assistance and reception conditions are coordinated by the Ministry of Labour and Social Policy. UNHCR continues its leadership in line with the Refugee Coordination Model and closely supports the Government in its primary protection responsibility. UNHCR established regular coordination meetings with partners for Food, NFI, Shelter, and WASH assistance on a bi-weekly basis. The objective of all coordination meetings is to identify needs and remaining gaps and ensure complementarity of response of all partners involved in the crisis. The meetings are now co-chaired by the Ministry of Labour and Social Policy and UNHCR. UNHCR is currently chairing a bi-weekly Protection Coordination group at the national level with some 20 partners, including the representatives of the Government institutions – CMC, the Ministry of Interior, Sector for Asylum, MLSP and the Ombudsman Office. Monthly health coordinating meetings organized with all stakeholders engaged in the provision of health services in the field are chaired by the Ministry of Health and co-chaired by WHO. Field-level coordination meetings in Gevgelija and Tabanovce ensure that local authorities are fully involved and the fast-changing operational environment is adequately reflected in the national level planning for winterization activities in preparation of autumn/winter 2016. These meetings are chaired by the CMC in cooperation with UNHCR. Some 40 partners (UN agencies and NGOs) are working together to provide assistance to the ongoing crisis.

UNHCR and IOM are coordinating closely with a wide range of actors active in the country and will continue building partnerships and ensure ongoing coordination with other stakeholders supporting the government. UNHCR and IOM will take the lead to provide critical information management services, and ensure that protection analysis and population trends are made available to all partners.

Planned Response



Protection

- Build the capacities of officials and partners to enable early identification of people with specific needs, including unaccompanied and separated children, differentiation between migrants and people with international protection needs through fair and efficient refugee status determination mechanisms, as well as screen and provide systematic protection referrals.
- Promote and ensure access to national asylum procedures and strengthen national systems.
- Conduct Protection Monitoring at key entry and exit points, as well as in other locations on the refugee/migrant route, and regular detention monitoring, to collect information on protection and basic humanitarian needs, advocate for referrals to adequate protection mechanism.
- Carry out capacity building trainings for border guards including tailor-made courses on humanitarian border management (HBM) focusing on border management during a migration crisis, based on the former Yugoslav Republic of Macedonia's legal and policy framework and existing institutional and operational mechanisms.
- Conduct capacity-building activities, including on protection principles and refugee protection for border guards and police officials; sensitize security personnel (special forces, police and military) on communication with and handling of people with specific needs
- Increase capacity of protection partners and mechanisms to restore family links and facilitate family reunification.
- Increase capacity-building of humanitarian staff working in transit, reception and longer-term stay facilities (early identification of people with specific needs, including unaccompanied and separated children for whom decisions and interventions are always made according to BID/BIA outcomes, refugees and migrants, and survivors of trafficking or SGBV).
- Build on existing national standard operating procedures for referrals, develop and ensure their implementation in line with international standards and integration with local structures, including for prevention of sexual exploitation and abuse.
- Raise awareness of and provide information to refugees and migrants on protection risks in particular related to smuggling/trafficking, exploitation and abuse, and SGBV, as well as of legal redress available to victims/survivors.



Protection

- Ensure two-way communication with refugees and migrants in their own language through interpreters, information materials, Child and Family Protection Support Hub information desks, regular participatory assessments and focus group discussion, targeted profiling exercises, and other innovative technological solutions.
- Provide information to and receive feedback from refugees and migrants on needs, services, assistance and programmatic response of all partners.
- Organise non-formal education activities for acquiring the fundamental skills in foreign language, literacy, numeracy, information and communication technologies (ICT) and in civic education as essential foundation for lifelong learning.
- Enhance community-level support for refugees and migrants through awareness-raising and support to volunteerism.
- Ensure protection analysis is provided through protection monitoring, participatory assessments and population data management etc., as well as monitoring and protection mechanisms for people facing risk of “push back”/deportation/refoulement.
- Maintain the provision of child friendly activities through child friendly spaces and provide safe spaces for women to allow for targeted psychosocial support, trauma counselling, stress reduction activities, and information on rights, risks and available protection services.
- Provide long term psychological support to those with specific needs. Access to quality mental health with a focus on healing, empowerment and recovering, including for SGBV, establish and maintain a case management system.
- In cooperation with national stakeholders provide information, counselling and voluntary return support under AVRR programmes.
- Provide legal assistance, counselling and referral of asylum-seekers, refugees and migrants (such as survivors of violence, exploitation, trafficking and other abuse etc.).
- Integrate a gender perspective in all response plans made by the Government and local authorities.
- Support women’s organizations and anti-trafficking civil society organizations (CSOs) in the former Yugoslav Republic of Macedonia, to establish/maintain networks for experience sharing and advocacy to improve the response at a national level, and improve coordination to develop a national approach to work against SGBV, smuggling and trafficking



Health and Nutrition

- Maintain access to first aid, primary and secondary healthcare free of charge 24/7 for refugees in need.
- Ensure, where necessary, access to secondary health care with particular emphasis on people at risk (new-borns, children, older persons, pregnant women), including strengthening maternal and child health, psychosocial services, SGBV, SRH, infant and young child feeding (IYCF). PEP kits – as part of CMR- are available at both hospitals in Kumanovo and Gevgelija
- Ensure gynaecological services through mobile vans and referral system to local hospitals.
- Procure equipment and medical supplies, as well as physical conditions at all affected local hospitals, for the state hospitals and medical teams in Vinogjug and Tabanovce sites, including life-saving medicine for SRH.
- Strengthen national health system response capacity, build capacity for medical service providers and staff in particular on emergency response, clinical management of rape, sexual and reproductive health, screening and identification of malnutrition and psychosocial first aid.
- Provide technical expertise, training, support to health data collection and planning the response of the health sector (contingency plans) to coincide with existing MoH efforts in collaboration with other sectors.
- Support the government with outreach and provision of a regular vaccination (immunisation) scheme.
- Provide specialized services for children, in particular paediatricians carrying out regular screenings.
- Conduct awareness raising campaigns on infant child and breast-feeding at the transit centers.
- Establish SOPs for referrals with local health structures
- Facilitate the provision of complementary age-appropriate food for children 6-59 months through building the capacity of IPs with the involvement of medical staff (nurses).
- Provide health information and educational material appropriate for language and cultural needs.
- Provide awareness training of hygiene and prevention of communicable diseases.
- Support the healthcare system to provide services at all levels.



Food

- Food assistance will be provided to 100% of refugees and migrants, including those claiming asylum in the former Yugoslav Republic of Macedonia (hot meals, dry food and food for those with specific needs, in particular lactating and pregnant women, children) 24/7 using, where possible, local supply chains.
- Strengthen environmental packaging and distribution methods enabling garbage reduction.
- Ensure adequate supply of potable water at the transit centers
- Maintain food distribution areas with appropriate crowd control measures (mobile kitchen or other).



Shelter, NFIs and WASH

- Advocate for longer-term stay capacities meeting minimum standards to accommodate 1,200 refugees and migrants remaining in country
- Maintain safe and secure areas for women and girls, in addition to spaces for breastfeeding refugees and child-friendly spaces.
- Ensure that warehouse facilities/management and storage space is available for daily supplies readily available at both centres, and other relevant hubs.
- Distribute Non-Food Items using an age, gender and diversity (AGD) approach for refugees, in particular to persons with specific needs and items of critical utility for women and girls (underwear, tights, baby carriers, etc.) at both sites.
- Distribute dignity kits/items ensuring that refugee women and girls' needs are met.
- Strengthen garbage collection, waste disposal and hygiene awareness in reception, transit and longer term stay facilities.
- Improve waste management, water supply and other public services in affected municipalities for refugees, migrants and host communities.
- Conduct regular disinfection and fumigation in the reception, transit and longer term stay facilities.
- Maintain gender-segregated toilet and shower facilities, including hygiene facilities as well as the cleaning and repair of existing installations; additional facilities are built based on assessed needs in line with SPHERE standards.
- Strengthen garbage collection, waste disposal and hygiene awareness in reception, transit and longer term stay facilities.



Support to local communities

- Provide affected municipalities with technical equipment to enable them to continue to perform municipal services in a timely and transparent fashion.
- Enhance capacities of affected municipal administrations.
- Improve waste management, water supply and other public services in affected municipalities for both refugees and migrants and host communities.
- New landfill for efficient and environmentally friendly waste collection and recycling services are constructed in adjacent municipality.
- Strengthen community resilience and social cohesion through engagement of civil society and the private sector.
- Train local officials and NGO activists in conflict resolution, mediation and crisis management
- Support mayors and city councils in planning and budgeting for crisis management, including assessing the impact of the refugee crisis on municipal economic performance.
- Ensure local transport infrastructure damages are mitigated (road damage, rehabilitation of bridges, parking space and traffic management for bus transport).
- Provide capacity-building to bodies including the Department of Equal Opportunities in the Ministry of Labour and Social Policy on gender and crisis response planning and implementation.
- Assist affected municipalities to implement local protocols on integrated response to violence against women for women refugees.

Financial Requirements Summary – FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	USD 306,728
AGAPE	USD 178,000
Arbeiter Samariter Bund Deutschland e.V./PREDA Plus	USD 336,163
Catholic Relief Services	USD 467,000
Dorcas	USD 222,000
DRC	USD 197,800
GIZ	USD 848,632
IOM	USD 5,600,000
La Strada	USD 701,586
Legis	USD 606,389
Macedonian Center for International Cooperation	USD 104,637
Macedonian Red Cross	USD 2,749,000
Mercy Corps	USD 91,287
MYLA	USD 583,849
Nun Kultura	USD 260,000
OHCHR	USD 40,000
Operation Mercy	USD 84,660
UNDP	USD 3,000,000
UNFPA	USD 184,148
UNHCR	USD 6,324,190
UNICEF	USD 3,007,957
UN WOMEN	USD 90,000
WHO	USD 30,000
Total	USD 26,014,080

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 7,496,786
Education	USD 50,000
Food	USD 2,716,870
Health and Nutrition	USD 2,363,667
Shelter and NFIs	USD 6,217,125
Support to Local Communities	USD 3,000,000
WASH	USD 2,709,205
Operational Support	USD 1,460,427
Total	USD 26,014,080



SERBIA

SERBIA RESPONSE PLAN

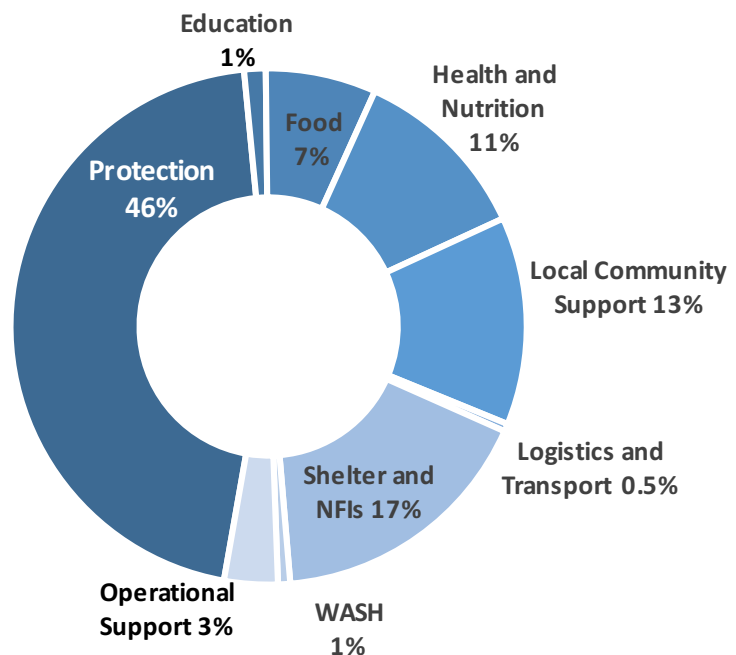
SERBIA*



Printing date: 23 May 2016 Sources: UNCS, UNHCR
 The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *References to Kosovo shall be understood to be in the context of the Security Council resolution 1244 (1999).

Financial Requirements (US dollars)

\$20,729,867



Background and Achievements

In 2015, Serbia saw an unprecedented number of refugees/migrants crossing the country on the way to Western Europe, with 823,350 having transited by the end of 2015. From September 2015, measures by Hungary to stem the flows across its border with Serbia, re-directed the movement towards the Serbian-Croatian border, which continued until March 2016.

In the first quarter of 2016, a total of 96,117 refugees and migrants transited Serbia. The flow started declining in January following the increasingly restrictive border management by some countries on the Western Balkan route, culminating in complete border closure on 8 March 2016. Consequently, some 2,000 refugees and migrants remained in Serbia, although this figure dropped to 1,700 at the end of March and further to 900 at the end of April, rising again to 1,400 at the end of May. They have been accommodated in the transit facilities such as the Refugee Aid Points (RAPs) in Sid, Adasevci and Principovac, in the Reception Centre in Presevo, as well as in Asylum Centers around the country.

An estimated 300 people per day continue to arrive in Serbia, utilizing green border crossings with Bulgaria and the former Yugoslav Republic of Macedonia. The likely exposure of this group to smugglers and traffickers will further exacerbate existing protection concerns.

The majority of those who remained in the country and the recent irregular arrivals come from refugee producing countries, such as Syria and Iraq, and include separated families, persons with specific needs and unaccompanied and separated children.

While humanitarian agencies continued to provide assistance, including food, water, medical and other types of aid, a gradual shift towards a more protection-oriented response has taken place, including enhanced counselling on available options, asylum procedures and referrals/assistance with registration of intent to seek asylum. Since the EU-Turkey statement and the subsequent radical change in operating environment, some humanitarian agencies also re-deployed resources to address the increased needs in

Greece. UNHCR Serbia for example transferred ten prefabricated warehouses and redeployed nine staff including affiliate workforce to Greece.

The inter-agency response strategy under the leadership of the Ministry of Labour Social Policy and Veterans (MoL) and in close coordination with various authorities and other humanitarian actors remains in place. Given the new circumstances, the focus of the ongoing emergency programmes and response has, however, shifted to strengthening the existing Government infrastructure and capacity to provide protection and assistance; similarly, to find solutions to the population remaining in the country as well as the continuous flows of irregular arrivals. Particular emphasis will focus on promoting the development of a fair and efficient asylum system, upgrading the existing reception facilities to EU standards and contributing to effective and targeted responses by national institutions in addressing the protection needs of women, men and children at risk. Facilitating integration, is also promoted as a mid- to long-term solution. The changing environment highlighted a need for some more durable services, such as psychosocial support but also opens opportunities to advance Serbia's reform as regards human rights based treatment of migrants.

Achievements

The main interagency achievements in Serbia are summarized as follows:

- Provided support to the Government and civil society to respond effectively to the most urgent humanitarian and protection needs of refugees and migrants including through technical and financial support (participating agencies include UNHCR, IOM, UNDP, UNICEF, UNFPA, WHO, UNOPS, UN WOMEN, WFP and OHCHR);
- Coordinated efforts to ensure access to territory and procedure and strengthen the asylum system in line with applicable international standards, including for example joint advocacy in promotion of refugee rights with relevant authorities, establishment of referral pathways, etc.;
- Protection assessments undertaken for some 1,450 refugees and migrants accommodated at

the Government sites in West and South Serbia to identify their protection needs, vulnerabilities and potential solutions;

- Gender Assessment of the Refugee and Migrant Crises Response was undertaken and recommendations were made to the relevant stakeholders (Government, NGOs, UN agencies and diplomatic corps);
- Standard Operating Procedures for Protection of Refugee and Migrant Children finalized by the Serbian authorities in cooperation with relevant humanitarian agencies;
- Over 20,000 children were reached with recreational activities and psychosocial first aid between January and March 2016 by all child protection actors;
- 29 persons who had been identified as not in need of international protection, assisted with voluntary return to their country of origin, while 11 persons are currently in the process of voluntary return;
- Emergency shelter (winterized), emergency food and NFIs, including dignity kits, and access to internet and communications provided;
- Medical assistance provided to 41,476 refugees and migrants in the reception and asylum centres by 37 health care institutions within the network of the Ministry of Health of the Republic of Serbia and by 8 NGOs, and one private health care institution;

Humanitarian Needs and Vulnerabilities

The target population considered under the revised RRMRP represents two broad categories: population remaining in the country after the closure of the Western Balkans route, including those who express intent to seek asylum in Serbia, and recent irregular arrivals. A sizeable number of the target population have specific needs, such as families with children, UASC, single women and pregnant women, elderly and infirm. Also, vulnerable refugees and migrants are more susceptible to falling prey to smuggling rings and other national and transnational criminal groups.

Since the change in operating environment, protection concerns include safety and security concerns with regards to access to territory, onward movement, risk of family separation, SGBV, abuse, violence, exploitation, and trafficking. The reception and protection response for refugees and migrants entering Serbia via Bulgaria or the former Yugoslav Republic of Macedonia remains a particular challenge due irregular routes used. The basic needs of refugees and migrants in both categories are expected to remain the same, requiring limited basic life-saving assistance such as food and NFIs, shelter and medical support, while in addition, calling for strengthened protection counselling, appropriate referrals and outreach. There is also a heightened need for protection monitoring.

Response Strategy and Priorities

The main Strategic Objectives guiding the response in Serbia under the changed circumstances following the border closure of the Western Balkans route as of 8 March 2016 are:

Support authorities to establish and maintain protection-sensitive entry mechanisms, to identify and assist victims of smuggling and trafficking in persons, specifically in the context of increased irregular movements ;

Strengthen national capacities and systems to respond to the needs of the target population, especially persons with specific needs;

Continue efforts to strengthen local support for refugees and migrants, including through targeted interventions for host communities ;

Facilitate access to durable solutions for populations remaining in country;

Maximize the activities implemented in Serbia under the United Nations Development Assistance Framework (UNDAF) 2016-2020, to facilitate implementation of the medium to long term durable solutions, including integration and advancing Serbia's refugee and migration related development agenda.

This Response Strategy aims to assist the Government in further developing and operationalizing a sustainable, comprehensive and cooperative framework for concrete action in the area of refugee protection and migration management. The priority will be to address the imminent humanitarian and protection needs of the target population and to promote the development of a fair and efficient asylum system. The Response Strategy is based on the anticipated planning scenario of at least 300 daily arrivals, and of 2,000 staying in Serbia for longer period. The planning scenario considers the average of 300 irregular arrivals per day for at least six months period, including the summer months when such movements tend to go up. The figure of those likely to remain in the country is maintained at 2,000 to correspond to the potential projection by national authorities. With the situation likely to remain fluid,

capacity to adapt should the situation reverse at any given point will be maintained

The Response Strategy is divided into four sectoral strategic areas, in line with the interagency sectoral Working Groups, namely Protection; Health and Nutrition; Shelter, NFI, and WASH; and Support to Local Communities. This multi-sectoral response strategy reinforces synergies and complementarities, while allowing for pragmatic and operational approaches within each sector. The sectoral strategic objectives set by the respective interagency working groups are summarized below:



Protection

- Access to protection and all three traditional durable solutions, with particular focus on local integration, is provided to refugees and migrants in Serbia through vulnerability screening and appropriate assistance/referrals;
- Protection-sensitive entry process, including technical capacities of relevant stakeholders will be supported (such as border monitoring, early warning information network, displacement tracking matrix (DTM), information provision to refugees and migrants including awareness of risks upgrade capacities of Border Police for improved border surveillance, joint patrolling and counter-smuggling and counter-trafficking measures).
- Protection and border monitoring is strengthened to ensure protection sensitive environment, such as access to territory and procedures, and provision of immediate humanitarian assistance
- BIA/BID decisions undertaken by the Serbian authorities in line with the SOPs developed form the core of every decision taken regarding children. Refugee and migrant girls and boys will be supported through well-coordinated child protection services and psychosocial support activities;

- Persons with specific needs are provided with appropriate services, such as legal assistance and psychosocial assistance. The humanitarian response is programmed in a participatory manner. Two-way communication channels, such as outreach activities, feedback and complaint mechanisms are established to ensure accountability in cooperation with the local authorities and partnership with civil society;
- Women and young girls will be provided with women-only spaces. Creative activities and psychosocial support will be provided;
- GBV (Sex and Gender Based Violence) Standard Operating Procedures will be developed, which will detail the minimum procedures and service-package for prevention and response to GBV in emergencies;
- The quality of asylum systems, including statistics maintained by the Asylum Office, will be further supported through regional initiatives;
- Support to assisted voluntary return and reintegration options for migrants will be provided in close collaboration with the authorities in Serbia and the countries of return;
- Assistance and promotion of medium to long term integration, including through facilitated access to education and employment opportunities;
- Human rights issues will continue to be identified and appropriately addressed, thereby contributing to a human rights-based reform.



Food

- The Government, the Serbian Red Cross Society and local communities will be assisted to effectively address urgent humanitarian needs through the provision of emergency food rations to individuals with specific needs among the target population.



Health & Nutrition

- Refugee and migrant children will benefit from improved care and feeding practices, are provided with age appropriate food, and mothers are counselled on infant and young child feeding (IYCF), both in the official shelter facilities and other points.
- Refugees and migrants are supported through psycho-social support activities
- The capacity of the Serbian health-care system will be improved by:
 - Maintaining and strengthening migration-sensitive health services (e.g. access to services and training of health-care staff; improving inter-sectoral cooperation; strengthening public health evidence, surveillance and monitoring; and coordinating with the NGO health and medical response efforts);
 - Facilitating an appropriate response to SRH needs of refugee and migrant women, to contribute to building capacities to prevent and manage sexual violence, reduce HIV transmission, prevent maternal and new-born death and illness, plan for comprehensive sexual and reproductive health care; Ensuring the availability and use of basic SRH related services. The existing mobile clinics to continue the provision of mobile reproductive health services to women while on the move. Information and Educational Communication (IEC) materials on reproductive health will continually be distributed;
 - The capacity of national service providers to recognize and appropriately respond to SGBV, through PEP kit distribution and clinical management of sexual violence will be supported.



Logistics and telecommunications

- Transportation assistance will be provided for individuals and families with specific needs to health and social welfare centres and other necessary service providers, until a longer term solution is identified.



Shelter, NFI and WASH

- Support government efforts to increase reception capacity through the provision of shelter and WASH solutions for short-term and longer-term accommodation for the target population;
- Support the government and local communities to adequately address urgent humanitarian needs through the provision of non-food items to the individuals with specific needs;
- Reception facilities to meet protection standards, such as gender-segregated and well-lit WASH facilities and safe sleeping areas for women and children.



Education

- Refugee and migrant pre-school and school age children in country will have access to quality early learning opportunities and non-formal education, and their integration into the national system will be promoted. Opportunities to secure and strengthen inclusive education will be acted upon.



Support to Local Communities

- Municipal administrations will be supported through provision of experts to improve efficiency and effectiveness of service delivery; Technical support, especially with the renewed equipment (for example, waste management), will be provided to enable municipality administration to deliver services more efficiently;
- Local services will be strengthened to avoid delays and outages in service provision to local communities affected by the crisis (waste management, water supply, sewage, transport infrastructure);
- Visible improvements will be made in the local community infrastructure in the impacted communities (including designs and works) to strengthen solidarity and community cohesion;
- Programmes will be implemented that aim to maintain local community cohesion, such as public campaign with involvement of central and local media, NGOs and volunteer groups and local administrations. The assistance shall include activities to ensure that gender issues (violence against women) are properly taken into account.
- Programmes on economic empowerment of the refugee and migrant women and women from local communities, will be implemented to promote integration, strengthen resilience and decrease reliance on external assistance;

Partnership and Coordination

UNHCR and IOM will continue to optimize strong coordination with and between the Government of Serbia and partners to increase the overall effectiveness and impact of interventions and to avoid duplication. The Working Group on Mixed Migration Flows in Serbia, established by the Government of Serbia, constitutes the main coordination structure. UNHCR and IOM will contribute to common assessments, monitoring, and reporting undertaken in coordination with the Ministry of Labour (MoL), the Serbian Commissariat for Refugees and Migration (SCRM), the Ministry of Interior (MoI) and other relevant governmental stakeholders.

UNCT Serbia coordination structures are fully aligned with the Refugee Coordination Model (chaired by the UNHCR Representative) and the SOPs for Delivering as One (chaired by the UN Resident Coordinator). The UN Resident Coordinator and the UNHCR Representative work closely together in ensuring coherence of these two coordination models. Partnership and Co-

ordination Stakeholders will continue to work closely with the coordination mechanism of the UN system in Serbia that are dealing with the crisis, namely the UN Refugee Theme Group (RTG).

The RTG coordinates four sectoral working groups (WGs), led by the Government: the Refugee Protection WG (co-chaired by the MoL and UNHCR); the WG on Shelter/NFIs/WASH (co-chaired by the SCRM, MoL and UNHCR); the WG on Health/Food/Nutrition (co-chaired by the MoH and WHO) and the WG on Local Community Support (co-chaired by the Ministry of Local Self-Government and UNDP). In addition, the UN Resident Coordinator and UNHCR Representative jointly chair several fora involving external partners where UNCT activities on refugees and migrants are presented to other stakeholders, such as donors, NGOs and Government. Links to National Human Rights Institutions and faith based groups will continue to be strengthened.

Planned Response



Protection

- Identify and provide adequate support, including in accessing services and asylum procedures to vulnerable refugees and migrants (separated and unaccompanied children, survivors of violence, abuse and exploitation, people with specific needs)
- Ensure protection-sensitive entry process
- Register refugees on arrival and provide new-born babies with documents
- Migrants are assisted to access the Assisted Voluntary Return programme
- Government officials trained on refugee and migrant protection



Food

- Food assistance Provided to vulnerable refugees and migrants



Health and Nutrition

- Health and nutritional condition of refugees is monitored upon arrival, as well as through home visits and check-ups conducted by mobile teams



Logistics and Transport

- Emergency travel assistance is provided to vulnerable refugees and migrants to reception and services



Non-Food Items (NFI)

- Non-food items are distributed to vulnerable refugees and migrants



Shelter

- Support to governmental facilities is provided to meet applicable reception/accommodation standards
- Cash aid is provided to enable access to alternative accommodation, as needed



Water Sanitation and Hygiene (WASH)

- Access to gender-sensitive showers and latrines according to SPHERE standards is secured
- Liquid and solid waste disposal is ensured



Local Community Support

- Experts provided to the local administration to cope with the crisis
- Equipment provided to improve waste management and water supply
- Designs and small infrastructure works provided to improve water supply, waste management and other public services

Financial Requirements Summary – SERBIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	USD 575,000
DRC	USD 642,400
HCIT	USD 164,333
HELP	USD 270,000
INTERSOS	USD 80,000
IOM	USD 1,900,000
OHCHR	USD 90,000
SAVE THE CHILDREN	USD 1,440,000
UNDP	USD 2,300,000
UNFPA	USD 300,000
UNHCR	USD 10,634,694
UNICEF	USD 1,490,000
WHO	USD 500,000
UN WOMEN	USD 343,440
Total	USD 20,729,867

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 9,472,257
Education	USD 280,000
Food	USD 1,436,672
Health and Nutrition	USD 2,357,996
Logistics and Transport	USD 100,000
Shelter and NFIs	USD 3,525,215
Support to local communities	USD 2,704,000
WASH	USD 158,000
Operational Support	USD 695,727
Total	USD 20,729,867

CROATIA

CROATIA RESPONSE PLAN

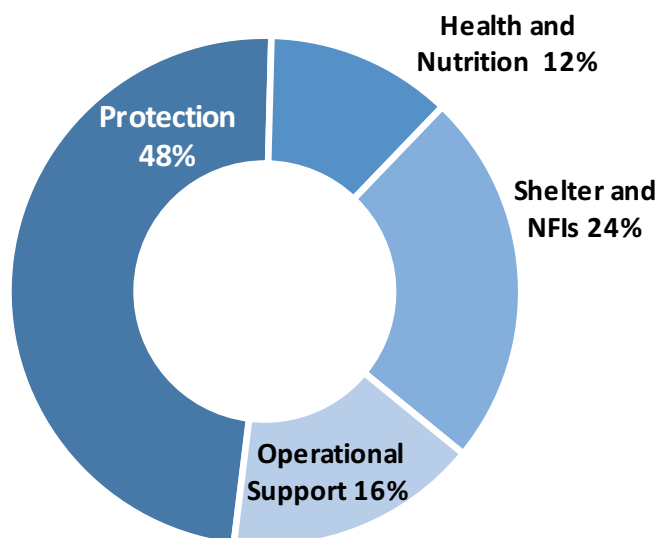
CROATIA



Printing date: 23 May 2016 Sources: UNCS, UNHCR
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *Serbia and Kosovo (S/RES/1244 (1999)).

Financial Requirements (US dollars)

\$7,444,775



Background and Achievements

Since the start of the refugee and migration crisis in Croatia on 16 September 2016, an estimated 658,068 refugees and migrants from Syria, Afghanistan and Iraq and other countries transited through Croatia. The response was led by the Ministry of Interior (Mol) as the main Government body responsible for the management of the situation, and 24 international organizations, including national and international non-governmental organisations (NGOs). The main point of assistance delivery was the Government-managed Winter Reception and Transit Center (WRTC), established at Slavonski Brod on 02 November 2015.

Following the Joint Statement of Heads of Police Services of Austria, Slovenia, Croatia, Serbia and the former Yugoslav Republic of Macedonia of 18 February 2016, temporary border closures and other restrictive measures were put in place, resulting in a declining number of arrivals. Following the closure of the Western Balkans route on 8 March 2016 and the subsequent cessation of the large-scale movement, 320 individuals remained in the Winter Reception and Transit Center in Slavonski Brod until the date of its formal closure on 15 April. The majority of those who have expressed their intent to seek asylum in Croatia have been transferred to reception centres in Zagreb, while a small number have been accommodated at the Ježevcvo Detention Centre for Irregular Migrants, in addition to people who have not expressed an intent to seek asylum.

Based on the analysis of the current situation in Croatia, the number of persons of concern present in the country and the current (irregular) arrival rate, it is expected that the number of refugees and migrants in Croatia in 2016 will not exceed 2,000. An additional 968 refugees are expected to arrive through the European Union's relocation scheme from Greece and Italy.²³

This radical change in circumstances has substantially altered the operating environment and many partners have left Croatia.²⁴ The response now relies primarily on national NGOs, which continue to provide assistance to refugees and migrants at two reception centres in Porin and Kutina respectively.

Adjusting to the change in environment, the response strategy for the remainder of the year in Croatia will focus on supporting national response and assistance provision mechanisms to ensure equal access to fair and efficient procedures for people remaining in Croatia. At the same time, efforts will be made to strengthen border and protection monitoring capacities to ensure early identification and referral of persons with specific needs who may continue arriving in Croatia, particularly persons at risk of trafficking and smuggling. In addition, advocacy efforts will focus on ensuring access to solutions, especially since the closure of borders has revealed vulnerabilities among the remaining population relating to their legal status and prolonged stay.

Achievements

Until April 2016, the provision of material assistance and services was centralized at the Winter Reception and Transit Center (WRTC); achievements mentioned below are therefore linked to activities implemented at the Center:

- 24/7 presence was established at the WRTC, including a 24-hour tracing service and a social worker managed by the Croatian Red Cross Society (CRC).
- Protection interventions were conducted in coordination with partners, incl. UNHCR, IOM, UNICEF, the CRC and others, and specialized referrals for persons with specific needs, were made, (incl. restoring family links).
- UNICEF opened a mother and baby center providing breastfeeding counselling and other targeted support (IYCF, NFIs, etc.) to mothers and infants, as well as a child-friendly space providing psycho-

²³ Please see the Croatian Foreign Ministry's press statement of 16 April 2016, accessible at: <http://www.mvep.hr/> and <http://ec.europa.eu/dgs/home-affairs>

²⁴ Currently, key remaining partners include UNHCR, IOM, UNICEF, the Jesuit Refugee Service, the Croatian Red Cross and the Croatian Law Center.

social support for refugee and migrant children and families, complementing targeted protection services provided at the family support hubs (Blue Dot'), which were jointly established by UNICEF and UNHCR.

- Joint Government-humanitarian winterization efforts resulted in the provision of large heated tents and 20 heated containers for accommodation of vulnerable groups; 5,000 bunk beds and two rub halls used for the reception and registration area and for assistance distribution; the establishment of WASH facilities and the distribution of 3,011 winter coats, 2,282 gloves, 2,110 items of children's clothing and 1296 thermal ear covers between January and April 2016.
- Between the opening and the closure of the Winter Reception and Transit Center in Slavonski Brod (02 November 2015 – 15 April 2016), approximately 15,000 vulnerable refugees and migrants benefited from short term use of winterized containers procured by IOM for rest while waiting for transit to Slovenia. 89,000 beneficiaries were identified with having specific needs and received assistance, including referrals to health, social and other relevant services.
- 24/7 medical care was provided by national health entities at the WRTC, supported by CRC and Magna. UNICEF, Save the Children and Magna provided care for infants and children
- Interpretation services were provided by UNHCR, IOM and UNICEF and partners facilitated reception, registration, vulnerability assessments, family tracing and medical assistance.
- Information on rights and obligations was disseminated, including leaflets, and legal counselling provided.
- Joint awareness-raising activities were conducted, targeting host communities in a bid to generate public support for refugees and migrants. Communication activities were intensified following the closure of the Western Balkans route. Efforts included visits to local schools and community leaders' visits to reception centres.

Humanitarian Needs and Vulnerabilities

As of end May, a total number of 549 persons of concern remain in Croatia, including 178 refugees and 354 asylum seekers, including 18 identified unaccompanied and separated children (UASC) identified. There is a need to continuously advocate with the Government to ensure the establishment of fair and efficient asylum system and the provision of access to solutions to people remaining in country.

Refugees and migrants arriving in Croatia through irregular border crossings are expected to be at heightened risk of detention, as well as (further) trafficking and smuggling. National child protection systems currently do not have sufficient capacity to address the particular needs of UASC. Significant delays in the appointment of special guardians and lack of Arabic and Farsi interpreters present particular challenges. Children are placed in residential care institutions that do not adequately respond to their needs. In addition, social welfare officers often are not familiar with the children's specific cultural backgrounds, impeding the delivery of services and assistance to children.

Croatia has 700 permanent places in two Reception centres for asylum seekers: 600 places in Reception Centre in Zagreb and 100 places for groups with specific needs in Kutina. These facilities, managed by the Ministry of Interior, differ in quality of accommodation offered. The Government has already expressed the need to enhance accommodation capacity, including through the improvement one of the reception centres. In the context of the current number of people in country and the additional arrivals expected as a result of the relocation scheme, ensuring that adequate accommodation space is available remains a priority.

Legal and psycho-social counselling for refugees and migrants remaining in Croatia will be prioritized, considering the specific challenges (exhaustion, depression caused by the prolonged stay at the reception centres and the uncertainty about the future) faced by persons of concern.

While Croatia has a history of integration of refugees from the region, it is expected that the integration of refugees and migrants with different cultural backgrounds will initially present a challenge, in particular in terms of acquiring the necessary language skills, ensuring access to education and employment.

Response Strategy and Priorities

In view of the changed operational environment, the reduction of operational partners and the change in the nature and scope of the movements through Croatia, the response strategy – coordinated closely with the MoI – will focus on the following activities:

- Monitoring access to territory through the establishment of multi-functional mobile teams and enhance coordination with neighbouring countries.
- Conducting capacity building exercises for relevant authorities on the National Referral Mechanism (NRM) to better protect the rights of people who have been trafficked as part of a greater effort to ensure integrated border management.
- Strengthening protection monitoring activities across the country, focusing on reception and detention facilities, urban centers, and other areas as necessary.
- Conducting regular participatory assessments and focus group discussions, with persons of concern and host community members, to assess needs of persons of concern, collect feedback and ensure two-way communication.
- Providing capacity-building support to authorities on the development and implementation of crisis and humanitarian border management SOPs. This will include increased capacity-building activities for border police and authorities, and the State Office for Disaster management based on Standard Operating Procedures and in coordination with relevant authorities, IOM, UNICEF and CRC.
- Supporting the Government of Croatia to protect and act on the rights of refugee and migrant children, including through the strengthening/monitoring of national child protection systems.
- Providing capacity building support for first responders in direct contact with refugees and migrants and support to social and specialized services for migrants, including vulnerable migrants (victims of trafficking, unaccompanied and separated migrant children, migrant children with medical needs).
- Supporting efforts to identify and provide assistance to people with specific needs, including family reunification cases, UASC, survivors of SGBV and people at risk of SGBV, identification and referral of vulnerable refugees and migrants with specific needs to the specialised service providers.
- In coordination with the MoI and the Ministry of Social Policy and Youth as lead actors in providing protection and assistance to PoC, regular capacity building activities will be organized for NGOs to ensure information-sharing regarding rights, obligations and services availability.
- Ensuring access to asylum procedures and providing free legal aid at the reception centers.
- Support Government efforts to provide health care and psycho-social support for refugees and migrants, including through specialized programmes to enhance medical care at the reception centers and specifically for persons with specific needs.
- Providing support to the Government in upgrading existing accommodation capacities for persons of concern (PoCs).
- Supporting Government efforts to provide for asylum-seekers transferred to Croatia under the EU relocation arrangements, including efforts to ensure that adequate housing is found, access to services has been established and effective integration measures are put in place.

- Providing information on the availability of services and assistance to refugees and migrants, communities affected and wider public, including through the provision of interpretation support (including female interpreters) support in all relevant areas of assistance and through info-desk activities.
- Conducting strategic messaging through local and national media about refugees and migrants to combat racism and xenophobia.

Partnership and Coordination

Out of 24 organizations that were active in providing assistance at the WRTC in December 2015, over a third have already left Croatia, and another third have exhausted most of the funding available by 31 March 2016. Out of thirteen agencies that participated in the initial RMRP, seven are part of the revised Plan. Interagency Coordination Meetings between UNHCR, UNICEF, IOM, and WHO) are held on a monthly basis and as and when needed. A Protection Working Group has also been established to bring together protection actors. The Working Group focuses on the identification of outstanding protection issues identified by actors present in the Reception Center. Improved coordination is needed in particular in the context of legal counselling, and addressing children and UASC needs.

Planned Response



Protection

- Vulnerable migrants and refugees identified and provided adequate support
- Border monitoring conducted in coordination with the Government;
- Regular protection monitoring visits to detention and reception facilities;
- Information on asylum in Croatia, family reunification and AVRRC programmes will be disseminated to refugees and migrants
- Legal counselling provided to refugees and migrants on rights, obligations and asylum procedures in Croatia will be provided to refugees and migrants
- AVRRC programmes for irregular migrants and failed asylum-seekers are established and implemented;
- Government officials trained on refugee and migrant protection
- Support the Government in upgrading reception facilities ensuring that protection standards are upheld.
- Support is provided to the Government in capacity building and improvement of the reception and material conditions for UASC, ensuring their access to care, education and effective integration measures.
- Sensitisation and capacity-building activities will focus on risks related to smuggling and trafficking, as well as SGBV and on preventing exploitation, abuse and violence.



Health and Nutrition

- Health assessments and preventive measures (including vaccinations) will be provided, taking into account the needs of persons with specific needs.
- Recruitment, training and deployment of interpreters and cultural mediators to deliver culturally sensitive health services at mobile and standard health facilities.
- Personal health record (PHR) implemented, to identify immediate medical needs and ensure follow-up.
- Ensure provision of services related to breastfeeding protection and infant and young children feeding.



Non-Food Items (NFI)

- Distribution of NFIs to refugees and migrants with specific needs

Financial Requirements Summary – Croatia

Financial requirements by agency (in US dollars)

Organization	Total
Adventist Development and Relief Agency	USD 98,250
Croatian Red Cross	USD 1,406,500
International Organization for Migration	USD 2,400,000
Jesuit Refugee Services	USD 166,589
Save the Children	USD 360,000
United Nations High Commissioner for Refugees	USD 2,163,436
United Nations Children’s Education Fund	USD 850,000
Total	USD 7,444,775

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 3,608,168
Health and Nutrition	USD 875,000
Shelter and NFIs	USD 1,769,082
Operational Support	USD 1,192,525
Total	USD 7,444,775



A woman feeding her baby at the temporary accommodation site in Souda. © UNHCR/Yorgos Kyvernitis



SLOVENIA

SLOVENIA RESPONSE PLAN

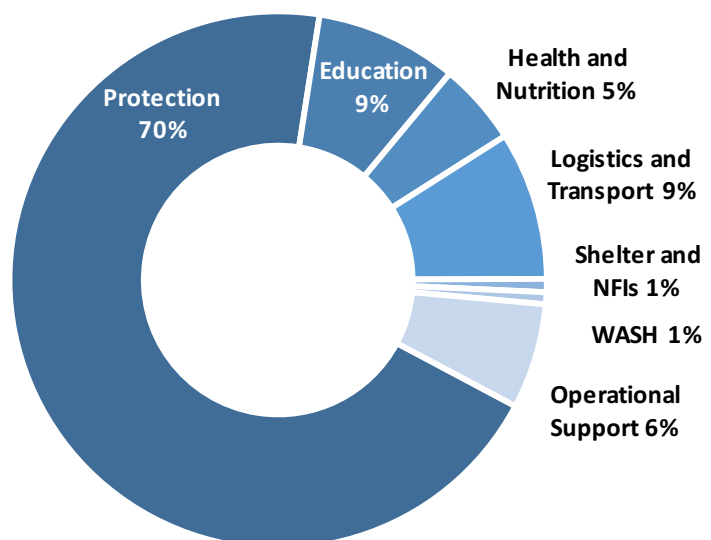
SLOVENIA



Printing date: 23 May 2016 Sources: UNCS, UNHCR
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Financial Requirements (US dollars)

\$6,939,274



Background and Achievements

On 16th September 2015, Hungary closed its borders to refugees and migrants in transit, leading to refugees and migrants travelling through Croatia and then Slovenia. Slovenian Police began systematically recording the number of arrivals on 16 October 2015. Records show that as of mid-March 2016, more than 550,000 refugees and migrants transited through Slovenia.

Temporary entry restrictions established by Western Balkan States in mid-February 2016 and the strict enforcement of the Schengen Border Agreement cumulated in an effective closure of the Western Balkans route as of 08 March 2016. As a result, a number of refugees and migrants have remained in Slovenia, some of whom have applied for asylum. According to the Slovenian Migration Office, 547 asylum applications have been filed since the beginning of 2016, including applications by people remaining in country.²⁵ This figure represents a two-fold increase, as compared to the average number of asylum applications in previous years.

Slovenia has, in addition, committed to accept 567 relocation cases through 2017. This includes 349 individuals relocated from Greece and 218 from Italy. The planning figure for Slovenia will therefore be based on up to 1,100 people in country.

It is expected that a smaller number of people may continue to arrive in Slovenia, albeit through irregular green border crossings. While these are not included in the planning figure, irregular arrivals, especially persons with specific needs will, where known to the authorities or the humanitarian community, be provided with access to key protection interventions and support to address basic needs.

Resulting from the drastic change in the nature and scope of movements, the humanitarian response strategy in Slovenia has been adjusted accordingly: in a shift away from an assistance-driven response, the focus will be to strengthen national protection systems and ensure access to social and economic rights for the population of concern in Slovenia.

Border monitoring and protection monitoring activities – especially at existing detention facilities – will be conducted to help identify and respond to irregular arrivals, especially persons with specific concerns and to monitor compliance with principles of non-refoulement.

The broader objective of the response strategy will be pursued by focusing on capacity-building of national authorities and other relevant counterparts to maintain a robust, protection and rights-centred response to refugees and migrants in Slovenia. Outreach activities, including the provision of information, legal advice and counselling to persons of concern will ensure refugees' and migrants' abilities to take informed decisions regarding their future.

Advocacy, public information and sensitization campaigns, including activities aimed at preventing xenophobia, will be conducted. In the context of an increasingly racist and xenophobic public debate on refugees and migrants in Europe, such activities can help maintain public goodwill for refugees and migrants hosted in Slovenia.

Coordination mechanisms established in line with the Refugee Coordination Model and in support of national authorities' response will be maintained. The stark reduction of operational partners following the closure of the Western Balkans route has underlined the importance of close coordination with remaining partners to best address the needs on the ground.

²⁵ Data as of 25 May 2016

Achievements

- Access to territory has been maintained in Slovenia through close cooperation with authorities, ensuring identification of persons with specific needs at border entry points through 24/7 presence of humanitarian agencies.
- Reception conditions have been improved and basic services established at reception centers.
- SOPs on Child Protection were drafted to strengthen and systematize the protection of children.
- Existing SGBV prevention and protection mechanism were reviewed with the aim of further strengthening prevention, protection and referral mechanisms.
- Strengthened identification and referral of persons with specific needs resulting inter alia in reduced incidences of separated families, restoring family links and supporting family reunification, particularly of people at risk.
- Provision of interpretation services in Arabic, Farsi, Urdu, English, French and other languages depending on the profile of refugees and migrants to enable communication with authorities and operational partners with refugees and migrants.
- Provision of protection and legal information, including information on accessing protection and asylum procedures in Slovenia.
- Provision of support to the Government with winterization efforts through the distribution of winter clothing and shoes, blankets, beds, heated tents and heated container boxes.
- Provision of food and NFIs, including hygiene kits for women, young girls and mothers.
- Organization of public awareness campaigns to mitigate the rise in negative perceptions of refugees and migrants among the general population.
- Facilitation of access to health services and referral to specialized medical facilities for cases that required more intensive treatment.
- Provision of psychosocial assistance and other

types of support to vulnerable persons, specifically mothers, infants and children in child-friendly spaces.

- Provision of transportation to accommodation centres and medical services for people with specific needs, particularly the sick and elderly and hotel accommodation for family members of people admitted to hospitals.
- Expansion of partnerships and coordination with and between NGOs and the Government of Slovenia and relevant line ministries and agencies.
- Provision of child friendly spaces with opportunities for playing and learning as well as for promotion of breast feeding.

Humanitarian Needs and Vulnerabilities

The dramatic shift in the operational environment and the movements witnessed since the closure of the Western Balkans route have led to a substantially reduced number of refugees and migrants arriving in Slovenia. The need to provide a protection-centred, assistance-driven response to a large transitory population is no longer valid. Instead, the focus will be on strengthening national protection response capacities and mechanisms through targeted capacity-building exercises, advocating with authorities to ensure access to fair and efficient status determination procedures and assistance, and best interest of the child determination in the case of children, expanded border and detention monitoring activities to identify and respond to irregular arrivals and to monitor compliance with principles of non-refoulement, as well as access to longer-term integration measures and associated rights. Similarly, possibilities for voluntary return for people without protection needs wishing to return should also be made available.

Stricter asylum legislation passed by the National Assembly of Slovenia came into effect on 24 April 2016. The legislation stipulates the acceleration of processing of asylum claims (including at border entry points), the restriction of the conditions for asylum and reduces

the timeframe for legal recourse. In a bid to transpose the Recast Asylum Procedures Directive of the Common European Asylum System, the legislation further stipulates the inadmissibility of asylum applications if applicants enter Slovenia from a safe first country of asylum.²⁶ UNHCR and key protection partners are advocating with the Government to ensure the maintenance of fair and efficient status determination procedures for people wishing to claim asylum in Slovenia.

Similarly, the number of people being detained is increasing. It is noted that people who have entered Slovenia irregularly and who have not expressed their intent to seek asylum are being placed in detention, in addition to people to be moved to another EU Member State under Dublin procedures. Detention monitoring and advocacy with authorities on alternatives to detention has been successful in ensuring that unaccompanied children are no longer detained in Slovenia; similar activities will have to be conducted to ensure that refugees and migrants with specific needs especially are exempt from detention, have access to information and services.

The large number of UASC noted within the flow of people transiting through Slovenia (25 percent of the total population), as well as the number of applications lodged by UASC (70 applications between 1 January and 21 April 2016) will require substantial strengthening of existing child protection structures and specialized referrals for persons with specific needs, including SGBV. This includes accommodation solutions tailored to particular protection needs.

While accommodation is available at three reception facilities in Ljubljana and Maribor with a total capacity of 320 places, these are currently at capacity. Two new reception facilities were established in Ljubljana (for single men) and in Logatec (for families). It will be important to ensure that accommodation provided is suitable for persons with specific needs, especially unaccompanied minors and that adequate care arrangements are in place. Staffing and financial resources are insufficient to address the growing needs of these centers.

²⁶ See http://europa.eu/rapid/press-release_IP-16-270_en.htm for further information, as well as <https://www.amnesty.org/en/documents/eur68/3580/2016/en/> for a discussion of the legislation

The increasingly politicized environment in Europe underpins the need to counter-act xenophobic, racist and/or anti-Islamic narratives. Joint advocacy efforts will be important to maintain public goodwill as well as a positive discourse around refugees and migrants, especially in the context of integration-related activities in Slovenia.

Response Strategy and Priorities

Slovenia has started receiving relocated asylum-seekers and resettled refugees. Complementing the role of the government, technical support and advice are provided specifically related to relocation and resettlement, including travel arrangements for relocated and resettled persons such as health assessments; pre-departure and cultural orientation sessions, pre-embarkation fitness for travel checks; escorts during travel and departure and reception assistance at airports or other points of arrival. Special consideration and tailored assistance is provided to persons with specific needs. Interventions, support and assistance will be provided within the context of the accountability framework in an AGD sensitive manner; taking into consideration people with special needs and vulnerable people.

The main strategic objective is to provide support to national response and protection mechanisms; thereby ensuring that:

Safe access to territory is maintained, protection response is enhanced, and access to legal procedures and protection services are strengthened, including through border and detention monitoring to ensure people are not detained for irregular border crossings and seeking international protection. National capacities, referral mechanisms, standards and quality assurance mechanisms will be strengthened, inter-sectoral cooperation, data collection and monitoring mechanisms will be enhanced.

1. People with specific needs are identified, prioritized for assistance and referred to appropriate government and humanitarian response agen-

cy services, in particular children (with a specific focus on UASC) and women-at-risk through the strengthening of national child protection and of SGBV response and prevention mechanisms.

2. Refugees and migrants are better able to access their rights and participate in the interventions from which they benefit, including through increased provision of information, increased channels of two-way communication with communities of concern, advocacy, and awareness raising in appropriate languages and through improved cooperation with government, host communities, civil society and response organizations.
3. Reception facilities and protection-centred emergency assistance are in place, meet standards for mid- to long- term stay, while at the same time increasing longer term stay capacity and prospects for integration. Health-care services and referral mechanisms are reinforced through enhanced collaboration with government and humanitarian response agencies.

Protection

- Protection monitoring of access to the territory of Slovenia will be carried out while protection and basic services will be provided. Protection monitoring will also be carried out in key urban and border areas, as needed. Monitoring activities will include recording refugee and migrant population movements by field staff, including data collectors. This also entails ensuring a well informed and responsive approach with government and humanitarian partners.
- Participatory assessments including focus group discussions, anonymous intention surveys, feedback and complaints mechanisms and key informant interviews as part of the regular protection monitoring will be conducted weekly at all reception and accommodation facilities and inform the planning and design of protection interventions. This will include regular meetings with stakeholders to discuss and agree on findings and follow up action. Data collected will be shared with the relevant authorities, ensuring principles of confiden-

tiality and data protection, and anonymous data sets will be shared externally to the public and internally between partner organizations.

- Protection services will include: referral mechanisms, family tracing, counseling on the risks of being an irregular migrant, assistance for voluntary return, legal assistance, and documentation assistance with relevant diplomatic missions. International standards will be adapted within an approach of strengthening national child protection systems.
- Protection information and counseling on access to asylum procedures and basic services will be provided to arrivals. The intended impact is to ensure that basic protection needs and services are provided to refugees and migrants upon arrival.
- Regular monitoring of the detention facility at Postojna as well as the reception facilities will be conducted. Specific information on women and children will be gathered and utilized for improved planning by concerned stakeholders.
- Provision of assistance/support to people found not to be in need of international protection and who have expressed the wish to return to their country of origin under a strengthened AVRR system.
- Persons with special needs, refugees and migrants at risk, in particular children and UASC as a specific group, women-at-risk, pregnant and lactating women, the elderly, and the sick will be identified in a timely manner. There will be coordination among stakeholders in a manner complementary to the activities of the Government. The risk of SGBV will be reduced through specific interventions (protection, medical and psychosocial support) in all sectors.
- Child protection mechanisms will be strengthened and psychosocial support will be provided to children and caregivers in order to help them cope with trauma and stress. Special focus will be put on child violence and SGBV cases with protection, medical and psychosocial support. Access to primary healthcare and referral systems will be improved and expedited.

- Counter-trafficking efforts will be strengthened through capacity-building activities, in order to prevent abuse and exploitation of the current crisis by traffickers and criminal networks. SGBV SOPs will be introduced and functional counselling and referral mechanisms will be established. All mechanisms will be linked to the relevant national protection systems.
- Access to services for the majority of people of concern shall be improved through enhanced translation and interpretation support services. Access to services will occur in a timely manner and will consider vulnerability, age, education, origin, background or other cultural, social, religious and ethnic issues, and physical or psychological disability.
- Continuous communication with refugees and migrants will be carried out through a number of channels, including through the development and distribution of information leaflets on the asylum procedures, rights and obligations; access to rights in detention centres; information on specialized referral services for survivors of SGBV, and other persons with specific needs.
- Videos will be developed to make this information easily accessible to refugees and migrants, disseminated through social and other forms of media. Refugees and migrants will actively be involved in the implementation phase as well as in providing feedback assisting to further improve the initiatives.
- In relation to communication with the general public, efforts will be made to present the profiles of refugees, their backgrounds and personal stories and the contribution they make to wider society. This will be done in various manners, from traditional to new media as well as outreach activities and is intended to contribute to a more positive approach and perception towards refugees and migrants in Slovenia.
- Awareness raising campaigns will be also be organized on the risks related to irregular migration, smuggling and trafficking.
- Technical support will be provided for mapping of the child protection system (structure, function, capacities, continuum of protection and care, accountability mechanisms) to identify the strengths, gaps and bottlenecks impacting on the organisation and implementation of the system and specifically in terms of the Child Protection system's response to immediate and long-term needs of migrant and refugee children and families. The mapping of Child Protection System will be followed by a strategy for addressing gaps and improving capacities of duty bearers for provision of quality and accessible child protection services for migrant and refugee children. Technical support will be provided for development of child protection standards for services pertaining to migrant and refugee children and provision of respective capacity building programme for increasing the capacities of all professionals working with migrant and refugee children.
- Support to capacity development of NGOs.



Health and Nutrition

- Health-care services and referral mechanisms will be reinforced through enhanced collaboration with government and humanitarian response agencies. In order to respond rapidly to potential increases in demand for specialized health services, psychosocial-medical units will be maintained and reinforced as required. Reproductive health services will be further supported. Child protection mechanisms will be strengthened and psychosocial support will be provided to children and caregivers in order to help them cope with trauma and stress. Special focus will be put on child violence and SGBV cases with protection, medical and psychosocial support. Access to primary healthcare and referral systems will be improved and expedited.

- Specific attention will be given to vulnerable groups, especially children, unaccompanied and separated minors, pregnant and lactating mothers, the elderly, disabled and people in need of medical attention.
- National cross-border surveillance and response capacities in relation to migration health will be strengthened, ensuring that health assessments are conducted, preventive measures are in place and that data gathered is stored in an online database that is easily accessible.



Education

- Access to education, recreational and community activities for refugee and migrant children will be facilitated; the Government schools and the Ministry of Education will be supported for the effective integration of these children.
- The education system will be supported through the implementation of the training needs assessment and provided with necessary training, teaching tools (dictionaries, oblique and learning material) that will facilitate refugee and migrant children inclusion into mainstream education system and enhance teachers' ability to adapt and adjust curriculum/teaching strategies and increase overall preparedness to teach non-Slovene speakers.
- Specific programmes will be designed and implemented for work with adolescents and unaccompanied minors facilitating their education, integration, recovery, reduction of trauma, prevention of self-harming and violent behavior, reduction of risks from exposure to sexual and other forms of exploitation, language learning and culture familiarization.



Shelter, NFIs and WASH

- Refugees and migrants will have access to adequate reception conditions including food, shelter, sanitation, healthcare, and psychosocial support. People with specific needs will be promptly identified and provided with the support they require. Special consideration will be given to UASC, single women and families to ensure their safety and right to privacy.
- Discussions around the possibility of establishing a separate accommodation centre for all unaccompanied children of concern in Slovenia will be followed closely and technical support and expertise offered.

Partnership and Coordination

The MOI is currently the main governmental body in the field of migration and coordinates the overall refugee and migrant response. This responsibility will be transitioned to a Migration Authority that the Slovenian government is in the process of establishing. This body will be responsible for all asylum and migration-related issues, with the exception of relevant asylum and legislation procedures. Cooperation with other ministries responsible for specific sectors (i.e. Ministry of Health for health-related issues; Ministry of Labour, Family, Social Affairs and Equal Opportunities for the protection of unaccompanied minors; the Ministry of Education for child and adult education etc) will be strengthened.

Inter-agency coordination mechanisms established both prior to the emergency response, as well as during the response, have resulted in the joint planning and coordination of activities through the Humanitarian Assistance Group, the Refugee Protection Working Group, the Relocation Sub-Working Group and the SGBV Working Group (in existence since 2008). The Humanitarian Assistance Group has currently been suspended, but will be reactivated should the need arise.

Recently, a UN Working Group was established, including all UN agencies in country (UNHCR, IOM, UNICEF, WHO and IMF). This group, chaired by UNHCR, meets every 2-3 months to enhance joint planning, outreach and advocacy, as well as to coordinate capacity-building exercises, also with NGO partners. In particular, UNHCR, IOM and UNICEF are working closely together to ensure that trainings and other activities aimed at strengthening national capacity are complementary.

Since January 2016, the RMRP platform has provided an additional possibility for closer cooperation between UN agencies on the ground, international and national non-governmental organizations (NGOs) supported by civil society, including volunteers.

The recent reduction of operational partners on the ground following the closure of the Western Balkans route has had an effect on the scope of the activities implemented in Slovenia. With the exception of the Women and Health Alliance International (WAHA), all international NGOs have left Slovenia, reducing the remaining partners to UN agencies and national NGOs. This development underpins the need for effective and inclusive coordination mechanisms to utilize existing resources more strategically, supporting authorities to address the needs of the remaining population.



Barfi, a Yazidi woman from Sinjar, Iraq, sitting beside a fire with her grandchildren. © UNHCR/Achilleas Zavallis

Planned Response



Protection

- Monitor the borders and advocate for protection-sensitive border management systems and access to asylum procedures for all PoC to ensure that the principle of non-refoulement is respected.
- Regularly monitor detention facilities.
- Provide legal counselling and assistance to all in need.
- Ensure that the principle of family unity is respected, and facilitate the reunification of separated families.
- Provide protection information to all refugees and migrants arriving, including awareness raising on risks and prevention of smuggling and trafficking in human beings.
- Advocate for the effective identification and support for vulnerable persons, including the implementation of child friendly procedures, for children not to be detained, and to have full access to social and economic rights. Ensure that Child protection and SGBV mechanisms are functional.
- Increase the protection of UASC, unaccompanied migrant children (UMC) and victims of trafficking (VoT) through early identification. At least 60 per cent would access protection.
- Enhance the effectiveness of national referral protection mechanisms for all persons with special needs and vulnerable persons identified, including women, girls, youth, pregnant and lactating women, and older persons.
- Undertake public awareness and public information campaigns regarding refugee and migrant-related issues
- Provide assistance to voluntary return and reintegration.
- Conduct capacity building of Government and NGO personnel involved in the provision of services in the emergency.
- Enhance regional data collection in line with protection principles.
- Establish an early warning information sharing and flow monitoring network (DTM).
- Conduct advocacy and policy interventions relating to integration
- Ensure skills recognition and support successful labour market integration for beneficiaries of international protection
- Identify and train cultural mediators for different sectors of concern (health, social care, education, labour market)
- Strengthen intercultural competencies in key areas of the integration process



Protection

- Advocating for equitable access to social and child protection system and strengthening capacity and response for refugee and migrant children
- Strengthening the capacities of the Ministry of Education, Government schools and the national education system, as well as Child and Family Support Hubs to facilitate the inclusion of migrants and refugee children. Refugee and migrant children at asylum centers and in schools will be engaged in educational, recreational and community activities.
- comprehensive approach will be applied for system strengthening on child protection starting from mapping of services, identification of gaps, strategy formulation and extension of technical support to for an improved emergency should it be required in the future.
- Providing advice and logistical support, including operational and travel arrangements, to ensure relocation and resettlement are a success.



Food

- Provide supplementary nutrition of children and pregnant women.



Health and Nutrition

- Strengthening of Government capacity to provide equitable access to health services and quality health protection, nutritional needs and hygiene conditions for the refugee and migrant children in asylum centers
- Promote refugees' and migrants' access to health care services, including psychosocial first aid, via a mobile medical unit and/or permanent medical presence in reception / accommodation facilities and referral.
- Implement health assessments aimed at the identification of immediate health and follow-up needs.
- Establish a health data collection system to ensure medical follow-up
- Provide basic medication and medical equipment to public health institutions.
- Identify and train cultural mediators.



Logistics and Transport

- Facilitate the transportation of persons with specific needs to the relevant social services
- Non-Food Items (NFI)
- Procure relevant NFIs (shoes, clothing and others) as needed.



Shelter

- Support the establishment of new accommodation facilities and the maintenance of current facilities through the procurement of NFIs
 - Support the reception / accommodation facilities
-



Water Sanitation and Hygiene (WASH)

- Support the government in establishing adequate WASH conditions in all facilities.
- Implement the winterization of facilities, installation of floors and room dividers/separators.
- Ensure access to water and that the water pipes are not frozen and blocked at all reception facilities.
- Provide hygiene kits to all arrivals, with consideration to specific female needs

Financial Requirements Summary – Slovenia

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	USD 75,348
IOM	USD 1,220,000
PIC	USD 35,500
Slovenian Red Cross	USD 175,000
Slovenian Development and Humanitarian Platform	USD 139,000
UNHCR	USD 3,674,426
UNICEF	USD 1,410,000
WAHA	210,000
Total	USD 6,939,274

Financial requirements by sector (in US dollars)

Sector	Total
Protection	USD 4,836,255
Education	USD 594,246
Health and Nutrition	USD 344,000
Logistics and Transport	USD 620,359
Shelter and NFIs	USD 55,000
WASH	USD 50,000
Operational Support	USD 439,415
Total	USD 6,939,274



Refugees and migrants rescued by the Hellenic Coast Guard and Frontex during search and rescue operations in the Aegean Sea. © UNHCR/Achilleas Zavallis

ADDITIONAL REGIONAL SUPPORT

ADDITIONAL REGIONAL SUPPORT

This chapter provides space for additional budgeting for interventions that relate to this response plan, but that are not covered by the country chapters.

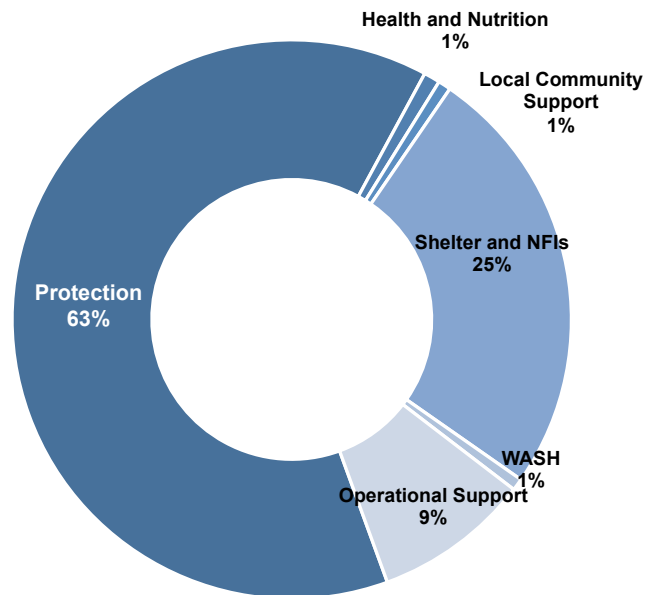
These include:

1. Additional capacity in countries of destination and countries potentially affected by the current refugee and migrant movements.
2. Additional capacity at the regional level required to oversee and support implementation at country level.

1. Additional capacity in countries of destination and on the periphery of countries of arrival

Primary countries of destination in Western and Northern Europe such as Austria, Germany and Sweden, were particularly affected by the large numbers of arrivals in 2015. The sheer number of arrivals combined with increasing political pressure in countries of destination to better regulate the arrival of refugees and migrants has led to more restrictive regulations and an increasingly constrained protection environment.

While advocacy and public information efforts will continue to constitute an important priority throughout Europe, there is a need to further strengthen the monitoring of access to asylum procedures, reception conditions and alternative protection measures, with particular attention to persons with specific needs. Communication with communities in countries of destination remains a key element of the response strategy, in order to better target interventions in arrival countries. Based on conclusions drawn from information gathered through protection monitoring and communication with communities, and in close coordination with host governments, specific projects e.g. in the areas of SGBV prevention and response, child protection, legal aid, family reunification and integration may be developed. To this end, a participatory methodology (including through profiling and focus group discussions) will allow for improved identification of needs and design of appropriate responses.



With the changing circumstances, partners must maintain a contingency response mechanism, in order to swiftly deploy resources to complement the governments' responses in case the fragmentation of routes leads to significant population movements in countries that were not affected previously. This is particularly valid for countries along the Central Mediterranean route and in the periphery of the Western Balkans.

Despite the focus on immediate assistance and provision of basic services, efforts will continue to support the local integration of people of concern, particularly vis-à-vis access to livelihoods, to encourage self-reliance and reduce aid dependence in the mid- to long-term. In this regard, complementarity with development-related programmes or platforms will be systematically sought, where appropriate. This will contribute to supporting community cohesion.

2. Additional capacity at the Headquarters level required to oversee and support implementation at country level and other locations

UNHCR, IOM and partner organizations have re-deployed additional resources at the Headquarters level to ensure regional oversight of this response plan and its effective implementation in a closely coordinated manner.

UNHCR and IOM's data gathering and analysis capabilities have been strengthened and UNHCR has increased resources to enhance its analytical capacity as well as provide protection and programme support capacity to ensure a consistent approach in this complex environment by all operations. It will be critical to maintain these resources to ensure an effective overall management of the response.

Similarly, strengthening joint advocacy efforts to address the increasing levels of anti-refugee and migrant sentiments seen across Europe will remain a priority. These advocacy efforts will be closely coordinated with strengthened strategic communications and public information efforts. Responding to the visibility of the European refugee and migrant situations, and utilizing tools such as social media, UNHCR, IOM and partners will maintain strong communication and public information capabilities to maintain their important sensitization role.

Closely linked to this, UNHCR, IOM and partners will strengthen joint advocacy. This will enable agencies and partners to clearly communicate their role and scope of engagement in the response, remind European governments, institutions and agencies of their responsibilities and advocating for durable solutions and alternative legal pathways for people in need of international protection.

Budgetary Requirements

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	USD 250,000
IOM	USD 10,500,000
OHCHR	USD 190,462
UNDP	USD 500,000
UNHCR	USD 48,114,674
UNICEF	USD 7,597,271
UNV	USD 660,000
WHO	USD 160,000
Total	USD 67,972,407

Sector	Total
Protection	USD 43,128,151
Health and Nutrition	USD 637,271
Shelter and NFIs	USD 17,089,296
Local Community Support	USD 500,000
WASH	USD 470,000
Operational Support	USD 6,147,689
Total	USD 67,972,407



A Syrian refugee family taking a walk in a makeshift camp near Idomeni.
© UNHCR/Achilleas Zavallis

ANNEXES



Annex 1: Financial Requirements by Agency and Country (US Dollars)

Organization	Turkey	Greece	The former Yugoslav Republic of Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Action Aid		987,777						987,777
Adventist Development and Relief Agency			306,782	575,000	98,250	75,348	250,000	1,305,380
Agape			178,000					178,000
Apostoli IOCC with Norwegian Church Aid		6,994,752						6,994,752
Arbeiter Samariter Bund Deutschland e.V./PREDa Plus			336,163					336,163
Association for the Social Support of Youth		3,042,618						3,042,618
CARE International		2,754,500						2,754,500
Caritas Athens		4,496,703						4,496,703
Caritas Hellas		2,614,436						2,614,436
Croatian Red Cross Society					1,406,500			1,406,500
Catholic Relief Services			467,000					467,000
DIOTIMA Centre of research on Women's Issues		198,606						198,606
Disaster Tech Lab		100,000						100,000
Dorcas			222,000					222,000
Danish Refugee Council		11,917,531	197,800	642,400				12,757,731
Gesellschaft fuer Internationale Zusammenarbeit			848,632					848,632
Humanitarian Center for Integration and Tolerance				164,333				164,333
HELP Hilfe zur Selbsthilfe e.V.				270,000				270,000
Humanitarian Support Agency		607,760						607,760
Human Appeal		535,000						535,000
International Catholic Migration Commission		250,000						250,000
International Medical Corps		6,490,298						6,490,298
INTERSOS				80,000				80,000
International Organization for Migration	51,000,000	39,597,859	5,600,000	1,900,000	2,400,000	1,220,000	10,500,000	112,217,859
International Rescue Committee		15,250,000						15,250,000
IsraAid		480,456			166,589			480,456
Jesuit Refugee Services								166,589
KPSM-ERP Integration Centre for Migrant Workers – Ecumenical Refugee Program		159,000						159,000
La Strada International			701,586					701,586
Legis			606,389					606,389
Libraries without Borders		518,000						518,000
Macedonian Center for International Cooperation			104,637					104,637
Macedonian Red Cross Society			2,749,000					2,749,000
Médecins du Monde		7,000,330						7,000,330
Mercy Corps		6,940,000	91,287					7,031,287

Organization	Turkey	Greece	The former Yugoslav Republic of Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Macedonian Young Lawyer's Association			583,849					583,849
Network For Children's Rights		2,091,600						2,091,600
NCSTOS 'Nostos' Organisation for Social Integration		1,313,160						1,313,160
Nonwegian Refugee Council		2,530,000						2,530,000
Nun Kultura			260,000					260,000
Office of the High Commissioner for Human Rights			40,000	90,000			190,462	320,462
Operation Mercy			84,660					84,660
Oxfam		5,201,521						5,201,521
Legal Information Centre for Non-Governmental Organizations						35,500		35,500
Salvation Army		243,625						243,625
Samaritan's Purse		16,356,086						16,356,086
Save the Children		5,207,259		1,440,000	360,000			7,007,259
Slovenian Development and Humanitarian NGO Platform						139,000		139,000
Solidarites International		1,425,550						1,425,550
Solidarity Now		4,390,000						4,390,000
Slovenian Red Cross Society						175,000		175,000
Translators without Borders		1,000,000						1,000,000
UN WOMEN	146,880		90,000	343,440				580,320
United Nations Development Programme			3,000,000	2,300,000			500,000	5,800,000
United Nations Population Fund	4,500,000	6,000,000	184,148	300,000				10,984,148
United Nations High Commissioner for Refugees	9,263,505	300,141,899	6,324,190	10,634,694	2,163,436	3,674,426	48,114,674	380,316,824
United Nations Children's Fund	7,020,000	10,000,000	3,007,957	1,490,000	850,000	1,410,000	7,597,271	31,375,228
United Nations Volunteers							660,000	660,000
Women and Health Alliance International in partnership with Zavod Krog						210,000		210,000
World Health Organization	2,000,000		30,000	500,000			160,000	2,690,000
Total	73,930,385	466,836,326	26,014,080	20,729,867	7,444,775	6,939,274	67,972,407	669,867,115

Annex 2: Financial Requirements by Sector and Country (US Dollars)

Sector	Turkey	Greece	Former Yugoslav Republic of Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Protection	61,079,075	220,489,887	7,496,786	9,472,257	3,608,168	4,836,255	43,128,151	350,110,579
Education		5,440,759	50,000	280,000		594,246		6,365,005
Food		29,692,988	2,716,870	1,436,672				33,846,530
Health and Nutrition	4,750,000	17,714,703	2,363,667	2,357,996	875,000	344,000	637,271	29,042,637
Logistics, Telecommunications and Logistics		7,988,813		100,000		620,359		8,709,172
Shelter and NFIs	7,570,430	123,287,329	6,217,125	3,525,215	1,769,082	55,000	17,089,296	159,513,477
Site Management Support		13,561,719						13,561,719
Support to local communities			3,000,000	2,704,000			500,000	6,204,000
WASH		22,407,236	2,709,205	158,000		50,000	470,000	25,794,441
Operational Support	530,880	26,252,893	1,460,427	695,727	1,192,525	439,415	6,147,689	36,719,556
Total	73,930,385	466,836,326	26,014,080	20,729,867	7,444,775	6,939,274	67,972,407	669,867,115

Annex 3: Key EU-related Developments – Decisions Related to the Situation

<p>9-10 October 2014</p>	<p>JHA Council – Conclusions on “Taking action to better manage migratory flows”, with mention to “proposing a credible number of resettlement places, on a voluntary basis, in order to offer an alternative legal avenue and contribute to stabilize refugees communities in partnership with UNHCR”</p> <p>For the conclusions:</p> <p>http://www.consilium.europa.eu/uedocs/cms_data/docs/press-data/en/jha/145053.pdf</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2014/10/09-10/</p>
<p>18 April 2015</p>	<p>Tragic incident in the Mediterranean (800 individuals died or went missing)</p>	
<p>20 April 2015</p>	<p>Joint MFA – JHA Council following the 18 April events. Agreement to fight against trafficking of human beings, strengthen EU action to save lives and enhance support for frontline countries (notably through resettlement). Release of the 10-point Action Plan following the joint Council.</p> <p>For the outcome of the meeting: http://www.consilium.europa.eu/en/meetings/fac/2015/04/st08146_en15_pdf/</p> <p>For the 10-point action plan: http://europa.eu/rapid/press-release_IP-15-4813_en.htm?locale=en</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/04/20/</p>
<p>23 April 2015</p>	<p>Joint UNHCR/IOM/UNSG’s Representative/OHCHR Statement on Mediterranean Crossings</p>	<p>http://www.unhcr.org/5538d9079.html</p>
<p>23 April 2015</p>	<p>Extraordinary European Council – Agreement on four priority areas for action: (i) fighting traffickers, (ii) strengthening presence at sea, (iii) preventing illegal migration flows, (iv) reinforcing internal solidarity and responsibility.</p> <p>For the statement underlining the priority areas: http://www.consilium.europa.eu/en/press/press-releases/2015/04/23-special-euco-statement/</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/04/23/</p>

27 April 2015	Joint UNHCR/IOM/UNSG's Representative/OHCHR Statement on Protection in the Mediterranean in Light of the EU Council's Decision of 23 April 2015	http://www.unhcr.org/553e41e66.html
11 May 2015	UNSG meeting to discuss the draft resolution on fighting smugglers in the Med	
13 May 2015	European Commission releases the European Agenda on Migration (EAM)	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/docs/communication_on_the_european_agenda_on_migration_en.pdf
13 May 2015	UNHCR Statement on the European Commission's Migration Agenda	http://www.refworld.org/docid/555eeac14.html
27 May 2015	First implementation package of the EAM - EC releases package of measures operationalizing the European Agenda on Migration (i) relocation of 40,000; ii) resettlement; iii) EU Action Plan against smuggling; iv) guidelines on fingerprinting; v) public consultation on the future of the Blue Card Directive; vi) new operation plan for Operation Triton)	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/index_en.htm
Early June 2015	HC's letters urging EU Member States and associated States to support the Commission's proposals	
15-16 June 2015	JHA Council – JHA ministers notably discussed the follow-up to the 23 April European Council statement on migration, but failed to find an agreement For the Council's outcome: http://www.consilium.europa.eu/en/meetings/jha/2015/06/Outcome-of-the-Council-meeting_EN_pdf/	http://www.consilium.europa.eu/en/meetings/jha/2015/06/15-16/

<p>22 June 2015</p>	<p>FA Council – Launch of the EUNAVFOR Med naval operation to disrupt the business model of human smugglers in the Mediterranean. First phase of EUNAVFOR concerns information gathering and patrolling on the high seas to support the detection and monitoring of smuggling networks</p> <p>For the Council's outcome: http://www.consilium.europa.eu/en/meetings/fac/2015/06/Outcome-of-the-Council-meeting_EN_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/fac/2015/06/22/</p>
<p>25-26 June 2015</p>	<p>European Council –</p> <p>Focus on i) relocation/resettlement, ii) return/readmission/reintegration and iii) cooperation with countries of origin and transit. Main outcomes: agreement in principle on relocation and resettlement but not on the details, agreement on returns, acceleration of negotiations with countries of origin and transit, and reinforcement of FRONTEX</p> <p>For the conclusions:</p> <p>http://www.consilium.europa.eu/en/meetings/european-council/2015/06/EUCO-conclusions-pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/06/25-26/</p>
<p>20 July 2015</p>	<p>JHA Council - Focus on i) relocation, ii) resettlement, iii) safe countries of origin, iv) Valetta Summit and EU return policy [under other business] and v) fingerprinting. Main outcomes: (i) agreement on the relocation of 32,256 persons, (ii) agreement on the recommendation on the resettlement of 22,504 refugees, (iii) conclusions concerning safe countries of origin with a recommendation that priority should be given to the WB, (iv) adoption of a note inviting EU MS to follow the Commission's guidance on the implementation of the EURODAC regulation as regards fingerprinting</p> <p>For the outcome of the Council: http://www.consilium.europa.eu/en/meetings/jha/2015/07/st11097_en15_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/07/20/</p>
<p>4 September 2015</p>	<p>Statement by UN High Commissioner for Refugees, António Guterres on refugee crisis in Europe</p>	<p>http://www.unhcr.org/55e9459f6.html</p>

<p>4-5 September 2015</p>	<p>Informal FA Council (Gymnich) – Statement on migration (quota system, specialized EU jurisdiction, list of safe third countries)</p>	<p>http://www.eu2015lu.eu/en/actualites/articles-actualite/2015/09/04-info-gymnich-doorsteps/</p>
<p>8 September 2015</p>	<p>Statement by Vincent Cochetel, UNHCR’s Regional Refugee Coordinator for the Refugee Crisis in Europe (focus on Hungary and the Western Balkans)</p>	<p>http://www.unhcr.org/55ef16616.html</p>
<p>9 September 2015</p>	<p>Second implementation package of the EAM – European Commission puts forward a comprehensive package of proposals on migration/asylum, including on: i) emergency relocation proposal of 120,000; ii) permanent relocation mechanism under the Dublin system; iii) European list of safe countries of origin; iv) Action Plan on return; v) Return handbook; vi) Public procurement rules for refugee support measures; vi) addressing the external dimension of the refugee crisis; vii) a Trust Fund for Africa</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/index_en.htm</p>
<p>9 September 2015</p>	<p>European Parliament amends and backs the emergency proposal to relocate 40,000 asylum-seekers (of the First Implementation package of the EAM)</p> <p>For the text adopted by the European Parliament:</p> <p>http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+TA+P8-TA-2015-0306+0+DOC+PDF+V0//EN</p>	<p>http://www.europarl.europa.eu/news/en/news-room/content/20150903IPR91518/html/MEPs-approve-first-emergency-rules-for-distributing-asylum-seekers-in-the-EU</p>
<p>10 September 2015</p>	<p>UNHCR’s proposals in light of the EU response to the refugee crisis and the EU package of 9 September 2015</p>	<p>http://www.refworld.org/docid/55f280774.html</p>

<p>14 September 2015</p>	<p>Extraordinary JHA Council – Ministers did not agree on a compulsory relocation scheme – Formal adoption, however, of the temporary and exceptional relocation scheme for 40,000 persons (based on the Commission’s first emergency relocation proposal), and agreement notably on military deployment in the Med and activation of hotspots in Italy and Greece</p> <p>For the meeting outcome: http://www.consilium.europa.eu/en/meetings/jha/2015/09/Outcome-of-the-Council-meeting_EN_pdf/</p> <p>For the conclusions: http://www.consilium.europa.eu/en/meetings/jha/2015/09/st12002_en15_pdf/</p> <p>For the Council decision on relocation of 40,000: http://data.consilium.europa.eu/doc/document/ST-11161-2015-INIT/en/pdf</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/09/14/</p>
<p>17 September 2015</p>	<p>European Parliament backs emergency proposal to relocate 120,000 asylum-seekers (of the Second Implementation package of the EAM) without amending it</p> <p>For the text adopted by the European Parliament: http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+TA+20150917+SIT+DOC+WORD+V0//EN&language=EN</p>	<p>http://www.europarl.europa.eu/news/en/news-room/content/20150915IPR93259/html/MEPs-give-go-ahead-to-relocate-an-additional-120000-asylum-seekers-in-the-EU</p>
<p>22 September 2015</p>	<p>Extraordinary JHA Council – Adoption of the decision to relocate 120,000 persons in need of international protection from Italy and Greece</p> <p>For the decision adopted on relocation of 120,000: http://www.consilium.europa.eu/en/meetings/jha/2015/09/st12098_en15_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/09/22/</p>

<p>23 September 2015</p>	<p>Extraordinary European Council – Aims: deciding on practical priorities for immediate application and discussing how to respond to long-term migratory challenges</p> <p>Agreement on a list of priorities including: (i) mobilising at least 1 billion additional funding for UNHCR and WFP; (ii) assistance to Lebanon, Jordan, Turkey and other countries in dealing with the Syrian refugee crisis; (iii) reinforcing cooperation and dialogue with Turkey at all levels; (iv) assisting Western Balkans countries; (v) increase funding to address the root causes of migration; (vi) tackling the situation at the EU’s external borders and strengthen their control (through increased funding for the relevant funds); (vii) assisting frontline MS in the establishment of hotspots. Call for renewed diplomatic efforts to solve the crisis in Syria and ensure the formation of a government of national unity in Libya.</p> <p>For the European Council’s statement: http://www.consilium.europa.eu/en/press/press-releases/2015/09/23-statement-informal-meeting/</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/09/23/</p>
<p>1 October 2015</p>	<p>European Commission Resettlement and Relocation Forum</p>	
<p>7 October 2015</p>	<p>UNHCR Statement ahead of the Justice and Home Affairs Council meeting, 8 - 9 October 2015</p>	<p>http://www.unhcr.org/56151a179.html</p>
<p>7 October 2015</p>	<p>Beginning of the first step of the second phase of the EUNAVFOR Med naval operation (second phase enables to conduct boarding, search, seizure and diversion on the high seas of vessels suspected of being used for human smuggling or trafficking, within international law) – EUNAVFOR Med is renamed “Operation Sophia”</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2015/09/28-eunavfor/?utm_source=dsms-auto&utm_medium=email&utm_campaign=EUNAVFOR+Med%3a+EU+agrees+to+start+the+active+phase+of+the+operation+against+human+smugglers+and+to+rename+it+%22Operation+Sophia%22</p>

<p>8 October 2015</p>	<p>High-level conference on the Eastern Mediterranean – Western Balkans route – Aimed to enhance engagement among all partners, increasing solidarity and ensuring an orderly management of refugee and migration flows</p> <p>(Participants: EU JHA and FA Ministers, counterparts from Turkey, Lebanon, Jordan and the WB, EU associated countries, representatives from EU and UN Agencies)</p> <p>Key actions decided: (i) Support to Jordan, Lebanon, Turkey; (ii) Support to affected transit countries; (iii) Cooperation to fight organised crime responsible for migrant smuggling and trafficking in human being; (iv) Addressing the root causes of forced displacement; (v) Engagement with countries of origin of irregular migrants. As way forward: (vi) Broader international engagement; (vii) EU support</p> <p>For the declaration adopted: http://www.consilium.europa.eu/en/press/press-releases/2015/10/08-western-balkans-route-conference-declaration/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/10/08/</p>
<p>8-9 October 2015</p>	<p>JHA Council – Concerning migration: (i) discussions on the future management of the EU’s external borders (to be used as inputs for the 15-16 October European Council) with a majority of MS in favour of strengthening the collective responsibility for external border controls and reinforcement of role and capacity of FRONTEX; (ii) discussions and conclusions on the future of the return policy; (iii) briefing on latest development regarding relocation; (iv) discussions on ways of improving judicial cooperation; (v) discussions on fighting against xenophobia and (vi) approval of €576.3 million in commitments and €71.3 million in payments as additional financial assistance from the 2015 EU budget, putting into effect the commitments made by the European Council on 23 September 2015.</p> <p>For the conclusions on the future of the return policy: http://www.consilium.europa.eu/en/press/press-releases/2015/10/08-jha-return-policy/</p> <p>For the press release on the financial commitments: http://www.consilium.europa.eu/en/press/press-releases/2015/10/8-council-approves-money-refugee/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/10/08-09/</p>

<p>12 October 2015</p>	<p>FA Council – Discussions on the external aspects of migration (to be used as inputs for the 15-16 October European Council). Reaffirmation of the importance of the cooperation with and support to countries of origin and transit (Jordan, Lebanon, Turkey, African countries etc.).</p> <p>For the conclusions on migration: http://www.consilium.europa.eu/en/meetings/fac/2015/10/Council-conclusions-on-Migration_pdf/</p> <p>Conclusions were also adopted on Libya (http://www.consilium.europa.eu/press-releases-pdf/2015/10/40802203420_en_635802436200000000.pdf) and Syria (http://www.consilium.europa.eu/press-releases-pdf/2015/10/40802203421_en_635802609000000000.pdf)</p>	<p>http://www.consilium.europa.eu/en/meetings/fac/2015/10/12/</p>
<p>14 October 2015</p>	<p>Commission releases State of Play of the Implementation of the Priority Actions under the European Agenda on Migration</p> <p>For the document: https://ec.europa.eu/transparency/regdoc/rep/1/2015/EN/1-2015-510-EN-F1-1.PDF</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/index_en.htm</p>
<p>15 October 2015</p>	<p>European Council – EU leaders took stock of measures implemented so far and agreed on further orientations: 1) Cooperating with third countries to stem the flows; 2) Strengthening the protection of the EU’s external borders (building on the Schengen acquis); 3) Responding to the influx of refugees in Europe and ensuring returns. They were reminded of the financial promises they had made so far, and were asked to increase their support to relevant international organizations and funds. EU leaders also started discussions on broader challenges (future of the Dublin III regulation, EU border guard system, and specific role of hotspots).</p> <p>For the European Council conclusions: http://www.consilium.europa.eu/en/meetings/european-council/2015/10/15-euco-conclusions/</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/10/15-16/</p>

<p>16 October 2015</p>	<p>Release of EU-Turkey Joint Action Plan – Action Plan only agreed <i>ad referendum</i> (i.e. say subject to agreement by others and finalization of details). Two aims set out: 1) Supporting the Syrians under temporary protection and their Turkish hosting communities; 2) Strengthening cooperation to prevent irregular migration.</p> <p>For the Joint Action Plan (agreed <i>ad referendum</i>): http://ec.europa.eu/priorities/migration/docs/20151016-eu-revised-draft-action-plan_en.pdf</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-is-new/news/news/2015/20151016_1_en.htm</p>
<p>25 October 2015</p>	<p>Meeting on the Western Balkans Migration Route – Leaders of Albania, Austria, Bulgaria, Croatia, the former Yugoslav Republic of Macedonia, Germany, Greece, Hungary, Romania, Serbia and Slovenia met to increase operational cooperation all along the migration route.</p> <p>Leaders agreed on a 17-point action plan, focusing on (i) permanent exchange of information, (ii) limiting secondary movements, (iii) supporting refugees and providing shelter and rest, (iv) border management, (v) tackling smuggling and trafficking, (vi) information on rights and obligations of refugees and migrants, (vii) monitoring.</p> <p>In particular, additional reception capacity of 100,000 places agreed for Greece (50,000) and the Western Balkans (50,000).</p> <p>For the leaders' final statement: http://ec.europa.eu/news/2015/docs/leader_statement_final.pdf</p>	<p>http://europa.eu/rapid/press-release_IP-15-5904_en.htm</p>
<p>26 October 2015</p>	<p>Foreign Affairs Council – <i>Inter alia</i> debate on migration, and how development cooperation can help address the common challenges currently facing Europe and its partner countries. In particular, ministers discussed how development cooperation and assistance can make an effective and short-term impact contribution to the crisis response, and how the EU can further improve its instruments and policies.</p> <p>Agreement on stepping up the EU's level of engagement and strengthen cooperation with third countries on migration both at bilateral and multilateral level.</p> <p>For the Council's outcome: http://www.consilium.europa.eu/en/meetings/fac/2015/10/st13400_en15_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/fac/2015/10/26/</p>

<p>27 October 2015</p>	<p>Debate in plenary at the European Parliament on the Conclusions of the European Council meeting of 15 October 2015, in particular the financing of international funds, and of the Leaders’ meeting on the Western Balkans route of 25 October 2015, and preparation of the Valletta summit of 11 and 12 November 2015.</p> <p>For President Juncker’s statement:</p> <p>For the video of the debate:</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2015/10/27-pec-speech-ep/?utm_source=dsms-auto&utm_medium=email&utm_campaign=Address+by+President+Donald+Tusk+to+the+European+Parliament+on+the+latest+European+Council+of+15+October+2015</p> <p>http://www.europarl.europa.eu/plenary/en/debate-details.html?-date=20151027&detailBy=date</p>
<p>9 November 2015</p>	<p>Extraordinary JHA Council – In the presence of Associated States, EU Ministers were briefed on the current migratory situation and took stock of the progress of the implementation of the most recent measures agreed upon at the EU level.</p> <p>Conclusions related notably to: the speeding up of the ongoing relocation scheme; the strengthening the EU’s external borders; the fight against human trafficking and smuggling; return and readmission, information sharing and the possibility to explore the concept of processing centres in countries where the hotspot approach has not been implemented.</p> <p>For the Council conclusions:</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/11/09/</p> <p>http://www.consilium.europa.eu/en/meetings/jha/2015/11/09/</p>

<p>11-12 November 2015</p>	<p>Valletta Summit on migration – European and African Heads of State and Government met to strengthen cooperation and address the current challenges/opportunities of migration.</p> <p>In the political declaration, Heads of State and Government agreed on a number of guiding principles and values.</p> <p>In the Action Plan, five priority domains were set out: i) Development benefits of migration and addressing root causes of irregular migration and forced displacement; (ii) legal migration and mobility; (iii) protection and asylum; (iv) prevention of and fight against irregular migration, migrant smuggling and trafficking in human beings (v) return, readmission and reintegration.</p> <p>For the political declaration:</p> <p>http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/FINAL_DECL_EN-(2)_pdf/</p> <p>For the Action Plan: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/ACTION_PLAN_EN_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/11-12/</p>
<p>12 November 2015</p>	<p>Launch of the Emergency Trust Fund for Africa for stability and addressing root causes of irregular migration and displaced persons in Africa on the occasion of the Valletta Summit.</p> <p>For the Emergency Trust Fund's factsheet: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/11-12/</p>	<p>http://europa.eu/rapid/press-release_IP-15-6055_en.htm</p>

<p>12 November 2015</p>	<p>Informal European Council – Following the Valletta Summit, EU leaders discussed the latest developments in the migration crisis and how to accelerate the implementation of the measures agreed over the past two months (i.e. cooperation with third countries, including Turkey, decisions on relocation, setting up of hotspots in Greece and Italy, reinforcing control of EU external borders).</p> <p>In particular, cooperation with Turkey was at the centre of the discussions.</p> <p>For President Tusk’s invitation letter: http://www.consilium.europa.eu/en/press/press-releases/2015/11/04-tusk-invitation-letter-informal-euco-valletta/</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/11/12/</p>
<p>16-17 November 2015</p>	<p>Foreign Affairs Council – Ministers discussed, i.e. the situation in Syria and recent diplomatic efforts in the region, the Paris attacks, migration and the follow-up of the Valetta conference.</p> <p>For the outcome of the meeting: http://www.consilium.europa.eu/en/meetings/fac/2015/11/st14120_en15_pdf/</p>	<p>http://www.consilium.europa.eu/en/meetings/fac/2015/11/16-17/</p>
<p>20 November 2015</p>	<p>Extraordinary Justice and Home Affairs Council - Following the tragic events in Paris, the Luxembourg Presidency, in coordination with French authorities, convened an extraordinary Justice and Home Affairs which gathered both Justice and Home Affairs ministers. Ministers notably agreed on: (i) finalizing the EU Passenger Name Records (PNR) scheme before the end of the year (although this has to be agreed with the EP); (ii) increasing cooperation against firearm trafficking; (iii) enhancing information sharing; (iv) addressing the issue of financing terrorism; (v) enhancing the criminal justice response to terrorism and violent extremism; and (vi) strengthening controls of external borders.</p> <p>JHA Council Meeting outcome:</p> <p>http://www.consilium.europa.eu/en/meetings/jha/2015/11/st14382_en15_pdf(1)/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/11/20/</p> <p>JHA Council background brief: http://www.consilium.europa.eu/en/meetings/jha/2015/11/Background_EN_pdf(1)/</p> <p>:</p>
<p>24 November 2015</p>	<p>Release of the Refugee Facility for Turkey – Framework for the allocation of the EUR 3bn to actions in Turkey</p> <p>For the document: http://www.statewatch.org/news/2015/nov/eu-com-turkey-refugee-crisis-funding-decision-24-11-2015.pdf</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-is-new/news/news/2015/20151124_3_en.htm</p>

<p>29 November 2015</p>	<p>EU-Turkey Summit</p> <p>In exchange for the signature of the Join Action Plan (see 16 October) with Turkey, the EU committed to re-energize Turkey’s accession process, engage in more frequent and structured dialogues with Turkey, and the provision of an initial EUR 3 billion to Turkey to help it cope with the high numbers of Syrian refugees currently in the country.</p> <p>The EU and Turkey also agreed to apply the EU-Turkey readmission agreement from June 2016 and on the aim of completing the visa liberalisation process by October 2016.</p> <p>Heads of State and Government’s statement: http://www.consilium.europa.eu/en/press/press-releases/2015/11/29-eu-turkey-meeting-statement/</p>	<p>http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/29/</p> <p>Summit background brief:</p> <p>http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/151127-FINAL-Background-Turkey_pdf/</p>
<p>3-4 December 2015</p>	<p>Justice and Home Affairs Council – Ministers discussed i.a the hotspots, relocation, safe countries of origin, fight against xenophobia and Schengen. The Luxembourg Presidency underlined continued difficulties in the implementation of hotspots but welcomed Greece’s calls for FRONTEX Rapid Intervention Teams, deployment of FRONTEX at the border between Greece and the former Yugoslav Republic of Macedonia, and the activation of the Civil Protection Scheme.</p> <p>For the outcome of the Council: http://www.consilium.europa.eu/en/meetings/jha/2015/12/st14937_en15_pdf/</p> <p>The Council also adopted conclusions on statelessness: http://www.consilium.europa.eu/en/press/press-releases/2015/12/04-council-adopts-conclusions-on-statelessness/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/12/03-04/</p>

<p>15 December 2015</p>	<p>European Commission releases package of proposals to be discussed at the European Council</p> <p>The EC outlines a set of measures to manage the external borders of the EU, including enabling the Commission to adopt a decision to deploy border and coast guard teams at external borders, in situations where the national response is deemed either insufficient or non-existent. The Commission further agrees to the enhancement of FRONTEX' mandate to deploy to third countries and to establish an office to manage the return of irregular migrants. The conclusions further propose the modification of the Schengen Borders Code to introduce mandatory entry checks at external land, sea and air borders.</p>	<p>http://europa.eu/rapid/press-release_IP-15-6327_en.htm</p>
<p>17-18 December 2015</p>	<p>European Council Meeting Conclusions</p> <p>Adoption of the above-mentioned proposals</p>	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/12/201512-EUCO-conclusions_pdf</p>
<p>18 January 2016</p>	<p>Foreign Affairs Council</p> <p>The Council concluded that all the conditions have been met for EUNAVFOR MED operation Sophia to implement on the High Seas UN Security Council Resolution 2240. This resolution reinforces the authority of operation Sophia to take measures against the smuggling of migrants and human trafficking from the territory of Libya and off its coast, under phase 2 of the operation (high-seas). Phase 2 started on 7 October 2015.</p>	<p>http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016D0118&qid=1454343903616&from=EN</p>
<p>3 February 2016</p>	<p>Refugee facility for Turkey: agreement on details of financing</p> <p>Member states agreed on how to finance the €3 billion EU refugee facility for Turkey. This will allow the EU to deliver additional humanitarian assistance to refugees in Turkey and their host communities.</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/02/03-refugee-facility-for-turkey/</p>
<p>4 February 2016</p>	<p>Supporting Syria and the region - EU pledges more than €3 billion</p> <p>European Council President Donald Tusk joined world leaders at a conference in London to announce a €3 billion EU contribution to assist the Syrian people in 2016. This includes both people inside Syria as well as refugees and the communities hosting them in the neighbouring countries.</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/02/04-eu-pledge-for-syrians/</p>

<p>12 February 2016</p>	<p>The European Council adopts recommendations to address deficiencies identified in the implementation of the Schengen acquis in Greece</p> <p>The Council adopted a recommendation on addressing serious deficiencies identified during an evaluation of Greece's application of the Schengen acquis in the area of external border management. The recommendation proposes to Greece remedial action to address these deficiencies.</p>	<p>http://data.consilium.europa.eu/doc/document/ST-5985-2016-INIT/en/pdf</p>
<p>18-19 February 2016</p>	<p>European Council</p> <p>EU leaders adopted conclusions on the migration crisis. They focused on the need to build an European consensus on migration and on implementation of decisions already taken. They highlighted the need to make progress on:</p> <ul style="list-style-type: none"> • implementation of the EU-Turkey action plan • provision of humanitarian assistance to refugees, including in the western Balkans • ensuring hotspots are fully functional • implementation of decisions on relocation, return and readmission • improving management of external borders • restoring the normal functioning of the Schengen area 	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/02/18-euco-conclusions-migration/</p>
<p>25 February 2016</p>	<p>Justice and Home Affairs Council</p> <p>Ministers discussed the current refugee crisis and reiterated the need for a common European solution. They focused on progress made on the implementation of existing measures and on cooperation with Turkey and on the Western Balkans route.</p> <p>The Council also took stock of the work on the proposal for a European border and coast guard.</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2016/02/25/</p>

<p>07-08 March 2016</p>	<p>EU Heads of State or Government Meeting with Turkey</p> <p>EU leaders discussed the implementation of the joint EU-Turkey Action Plan. At this meeting, Turkey agreed to the readmission of migrants from Greece, leaders developed proposals to manage large-scale migration from Turkey to Greece and welcomed NATO activity in the Aegean Sea.</p> <p>and UNHCR's reaction:</p> <p>http://www.unhcr.org/56de9e176.html</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/03/07-eu-turkey-meeting-statement/</p>
<p>10-11 March 2016</p>	<p>Justice and Home Affairs Council meeting</p> <p>Ministers exchanged views on the refugee crisis and the implementation of the statement agreed at the meeting of the EU Heads of State or Government of 7 March, following their meeting with the Turkish Prime Minister.</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/03/10-council-conclusions-on-migrant-smuggling/</p>
<p>15 March 2016</p>	<p>Council adopts instrument for emergency assistance within the EU</p> <p>On 15 March, the Council adopted a regulation that will allow the EU to help Greece and other affected member states to address the difficult humanitarian situation caused by the migration crisis. The EU's humanitarian assistance aims to provide refugees with food, shelter, water, medicine and other basic necessities.</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/03/15-refugee-crisis-emergency-support/</p>
<p>16 March 2016</p>	<p>Council approves financing for emergency assistance within the EU</p> <p>The Council accepted the draft amending budget proposed by the Commission on 9 March 2016. It agreed to make available €100 million in commitments and €80.2 million in payments from the 2016 EU budget to support Greece and other member states overwhelmed by the refugee crisis.</p> <p>The draft amending budget now needs to be approved by the European Parliament.</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/03/16-emergency-support-refugee-crisis/</p>
<p>17-18 March 2016</p>	<p>European Council Meeting Conclusions</p> <p>Ministers agreed on a set of proposals to address the continued arrival of refugees and migrants in Greece, culminating in an agreement that would see enhanced apprehensions at Turkish land and coastal borders, interception in the Aegean Sea and the return of people found not to be in need of international protection, to Turkey</p>	<p>http://www.consilium.europa.eu/en/press/press-releases/2016/03/18-european-council-conclusions/</p>

<p>3 April 2016</p>	<p>Passing of Greek Law 4375</p> <p>Greece passes a new law, which stipulates the creation of a Reception and Identification Service, the restructuring of the Asylum Service, the creation of an Appeals' Authority, the creation of new Regional Asylum Offices, and the introduction of the possibility to grant humanitarian status to asylum-seekers with long-pending appeals. No mandatory declaration of Turkey as a safe-third country has been included.</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160420/report_implementation_eu-turkey_agreement_nr_01_en.pdf</p>
<p>4 April 2016</p>	<p>The former Yugoslav Republic of Macedonia amended the Law on Asylum and Temporary Protection</p> <p>The Law on Asylum and Temporary Protection was amended at a Parliamentary session, and was printed in the Official Gazette on 12 April. Amendments introduce two restrictions of concern to UNHCR: the first being family reunification stating that a refugee can exercise the right to family reunification only three years after asylum was granted; and the second regarding the broadening of the safe third country concept with the specification that an asylum claim submitted by a person who seeks to enter or has irregularly entered the territory of the former Yugoslav Republic of Macedonia from a safe EU Member State, a NATO member country, or a country which is a member of EFTA is considered to be manifestly unfounded.</p>	
<p>6 April 2016</p>	<p>European Commission published a communication on reforms to the Common European Asylum System (CEAS)</p> <p>The paper outlines five areas for structural improvement of the CEAS, including outlining possible reforms to the existing Dublin regulation and the improvement of legal pathways to Europe.</p>	<p>http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160406/towards_a_reform_of_the_common_european_asylum_system_and_enhancing_legal_avenues_to_europe_-_20160406_en.pdf</p>
<p>7 April 2016</p>	<p>The Turkish government amended the Temporary Protection Regulation on access to Temporary Protection regarding Syrian nationals, who irregularly travel to Europe and are returned to Turkey from Greek islands.</p>	<p>http://europa.eu/rapid/press-release_MEMO-16-1494_en.htm</p>

<p>13 April 2016</p>	<p>Turkey proposes the conclusion of readmission agreements with 14 countries, including Iraq and Iran for the purpose of returning individuals readmitted from the EU and not in need of international protection. Readmission agreements are reportedly sought also with Afghanistan, Algeria, Bangladesh, Cameroon, Eritrea, Morocco, Ghana, Myanmar, the Republic of Congo, Somalia, Sudan and Tunisia. Turkey currently has readmission agreements in place with Bosnia and Herzegovina, Belarus, Greece, Kosovo, Kyrgyzstan, Montenegro, Moldova, Nigeria, Pakistan, Romania, Russia, the Syrian Arab Republic, Ukraine, and Yemen.</p>	<p>http://www.hurriyetdailynews.com/Default.aspx?page-ID=238&nid=97699&News-CatID=510</p>
<p>18-19 April 2016</p>	<p>Foreign Affairs Council Meeting</p> <p>Ministers discussed the external aspects of the refugee crisis. They assessed progress in implementing the measures included in the EU-Turkey statement and reviewed initiatives taken on the Central Mediterranean route. They also underlined actions on the fight against traffickers and smugglers and the EU's support to Africa.</p>	<p>http://www.consilium.europa.eu/en/meetings/fac/2016/04/18-19/</p>
<p>21 April 2016</p>	<p>Justice and Home Affairs Council Meeting</p> <p>Ministers discussed <i>inter alia</i> the future of the CEAS for the first time, the need to accelerate the 1:1 resettlement of Syrians from Turkey as well as relocation from Greece and Italy. EU Interior Ministers reached agreement on the Council position on the proposed EU Border and Coast-guard Agency</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2016/04/21/</p>
<p>26 April 2016</p>	<p>Turkey passes regulation on Work Permits for individuals benefitting from International Protection</p> <p>According to the regulation published in the Official Gazette yesterday, refugees and those with subsidiary protection status can start working dependently or independently from the moment they obtain status. Those with conditional refugee status will be required to obtain a work permit before they start working</p>	<p>http://www.dailysabah.com/economy/2016/04/27/turkey-grants-work-permits-to-refugees</p>

<p>27 April 2016</p>	<p>The Austrian Parliament approves proposed amendments to Asylum Act.</p> <p>Under the new legislation, a state of emergency can be declared, which would lead to an effective closure of the border and denial of access to asylum procedures. The legislation further stipulates that asylum applications lodged at the border will be subject to fast-track procedure; the duration of refugee status is reduced to three years and the waiting period for family reunification increased to three years; appeal procedures foresee the right to appeal once return has taken place.</p>	<p>http://ecre.org/component/content/article/70-weekly-bulletin-articles/1468-austrian-parliament-approves-law-repudiating-right-to-asylum.html</p>
<p>4 May 2016</p>	<p>The European Commission recommends the maintenance of internal border controls in Germany, Austria, Sweden, Denmark and the associated country Norway for the next six months in the context of continued irregular secondary movements through Europe.</p>	<p>http://europa.eu/rapid/press-release_MEMO-16-1628_en.htm</p>
<p>5 May 2016</p>	<p>Bulgaria and Turkey sign the first bilateral protocol to implement the EU-Turkey statement. Entitled the “Protocol for the Implementation of the Agreement between the Republic of Turkey and the European Union on the Readmission of Persons Residing without Authorisation”, the protocol foresees <i>inter alia</i> the return of irregular arrivals in Bulgaria from Turkey.</p>	<p>http://www.mia.gov.tr/bulgarian-deputy-pm-interior-ministers-visit-to-ankara</p>

Annex 4: Working Together





