

Quantitative Snapshot of UNHCR Serbia Achievements Jan-June 2020

Population of Concern to UNHCR in Serbia¹

- 9,222 newly arrived asylum seekers and migrants
- 25,974 refugees
- 186 asylum-seekers in substantive procedures
- 1,901 persons at risk of statelessness
- 196,995 internally displaced persons, of which 68,514 still in need of sustainable solution

UNHCR Serbia priorities

UNHCR supported Serbia *inter alia* in:

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

Working with Partners

UNHCR Serbia is grateful for the excellent cooperation of **11** partners under Project Partnership Agreements:



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

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

Expenditure and Donors

In Jan-June 2020, UNHCR Serbia expended **USD 3.7 mil** thanks to its generous donors.

UNHCR Serbia is grateful for the support of:

Canada | Czech Republic | Denmark | France | Germany | Netherlands | Norway | Private donors Australia | Private donors Japan | Private donors Republic of Korea | Private donors Spain | Republic of Korea | Russian Federation | Serbia | Sweden | Switzerland | United Kingdom | United States of America

With the support of the following organisations and private sector partners:

IKEA SEE, UniCredit Bank, Unilever

¹ Source: SCRM, Ministry of Interior and UNHCR

1. ASYLUM SYSTEM DEVELOPMENT

Asylum

- UNHCR supported the Asylum Office with **54** instances of interpretation services in the asylum procedure
- UNHCR and partners provided legal counselling on asylum in over **7,950** instances
- Assisted **1,050** asylum-seekers with registration and transport to government centres
- Represented **92** asylum-seekers in asylum procedure (incl. **8** unaccompanied and separated children (UASC)), of which **5** were granted refugee status and **3** subsidiary protection (incl. **1** UASC)
- Supported **5** asylum seekers to appeal negative decisions with the Commission for Asylum, administrative courts, the Constitutional Court and/or the ECtHR
- Supported analysis of asylum system and trends including a Belgrade Centre for Human Rights (BCHR) Annual Report [Right to Asylum in the Republic of Serbia 2019](#) and a Periodic Report [Right to Asylum in the Republic of Serbia January-March 2020](#)
- UNHCR partners closely followed and intervened to prevent spreading of growing xenophobic statements on social media

Identification and Referrals

- UNHCR and partners provided over **18,000** translation/cultural mediation and over **15,700** information/counselling services to asylum seekers
- Profiled over **9,000** new arrivals
- Identified and referred to appropriate services over **1,700 persons with specific needs**, including **26** survivors of sexual or gender-based violence
- Conducted over **900** monitoring visits to Asylum Centres (ACs), Reception/Transit Centres (RTCs), Institutions for Accommodation for UASC, transit/border zones and informal gathering sites
- Created [Guidelines for Identification and Status Determination of UASC](#)
- Organised Focus Group Discussions to raise awareness on **Protection from Sexual Exploitation and Abuse** with **10** asylum seekers in Pirot RTC
- **Five** workshops organised in Belgrade for local and refugee youth focusing on concepts of gender equality and SGBV
- Contributed to the Annual LGBTI Enlargement Review - [ILGA 2019](#) - predominately focusing on the position of LGBT+ asylum-seekers and refugees and other persons on the move

Unaccompanied and Separated Refugee Children (UASC)

- UNHCR and partners Identified, assisted, counselled and/or referred **1,041** UASC (incl. **9** girls)
- Provided **guardians** to **89** UASC
- Provided individual psychological support and socio-educative support to **113** UASC, including **peer educators**
- Provided legal counselling to **59** UASC
- Provided legal representation in asylum procedures to **8** UASC
- Submitted criminal complaint and informed the Ombudsperson of physical abuse of children in Bogovađa AC by the security staff, resulting in their dismissal
- Organised **8** workshops for **6** UASC peer educators within the framework of *Community-Based Protection of the Rights of UASC and Preventing SGBV* Project
- Provided expert support to guardians and outreach workers of the Centres for Social Welfare in UASC protection

Psychosocial

- UNHCR and partners provided mental health & psychosocial support in:
 - **561** individual/group psychological counselling sessions
 - **415** psychosocial/creative/recreational etc. workshops
 - Monitoring of **170** vulnerable cases (incl. **47** UASC) in constant need of psychological support and **72** children from single-parent households
 - **120** immediate first psychological interventions
 - **4** psychological assessments/reports for asylum procedures
 - **25** community-based support group meetings
 - **33** visits to specialized institutions for mental health
 - **52** advocacy interventions regarding provision of psychiatric services during coronavirus pandemic
- Created and shared the materials which helped beneficiaries feel more secure during the Covid-related state of emergency and lowered the risk of them developing psychological difficulties

Education

- UNHCR and partners provided **167** educational workshops, **117** recreational/occupational workshops and **37** workshops and group counselling sessions for asylum-seeker parents
- Provided **288** classes of Serbian language and **85** English workshops in **5** RTCs for **425** adults and children

- Successful launch of [Serbian Language e-platform](#) with 24 active learners
- Assisted **50** asylum-seeker children with homework and better understanding of school subjects
- Provided **19** asylum-seeker and refugee children with distance learning equipment and enhanced Internet connection; also provided **8** children with schoolbags, sportswear and learning materials
- Provided **12** computers to child protection institutions and asylum centres providing accommodation of UASC to facilitate their online learning
- Provided over **30** **cultural mediation** services as well as Pashtu literacy & calligraphy classes to UASC at Branko Pešić School and Vodovodska Centre

Reception

- Regularly updated and posted online [Joint Assessment](#) with the SCRM of governmental Asylum, Reception and Transit Centres against applicable UN, EU and national reception standards
- Supported SCRM and institutions accommodating UASC with over **127,000 non-food relief and hygiene items** (clothing & hygiene parcels, shoes, blankets and sleeping bags, towels and quilts, gloves, masks, diapers, hand sanitizing gels, liquid soap, contactless thermometers, etc.), also in view of Covid-19 response/assistance
- Supported **institutions accommodating UASC** and vulnerable children with hygiene packages, food procurements (during Ramadan), and other items for leisure activities
- Engaged **6** cleaners in Bujanovac and Preševo RTCs for a period of two months to enhance hygienic measures in view of Covid-19 epidemic
- Created **Guidelines for Protection of UASC from Abuse in Reception Institutions**

Coordination and Communication

- Under the **Refugee Coordination Model**, UNHCR co-chaired:
 - **5 Refugee and Migrant Theme Group** meetings of the UN Country Team and
 - **1 Refugee Protection Working Group** meeting, as well as
 - a number of sectoral coordination meetings
- Contributed to the **Socio-Economic Impact Assessment of Covid-19** of the Public Investment Management Office of the Government of Serbia with assessment concerning refugees, asylum seekers and stateless persons
- Undertook **Cross Border Missions** with Croatia and virtual tripartite Croatia-Bosnia and Herzegovina-Serbia mission as well as with colleagues in Priština
- Produced leaflets with information regarding COVID-19 for persons accommodated in government centres in English, Arabic, Persian, Pashto and Kurdish and leaflets on advice for COVID-19 protection based on WHO recommendations for persons accommodated privately in English, Farsi and Arabic; created a micro-website [Let's stop the pandemic](#) with information regarding COVID-19
- Produced over **50 updates** on the UNHCR programme in Serbia, and contributed to **14 UNCT Covid SitReps**
- Issued **12 Covid-related press releases**, both HQ and local ones, in addition to the [Global Trends](#) and [World Refugee Day \(WRD\) press releases](#)
- Published **3 human interest stories**, including one on the global [UNHCR website](#)
- Maintained social media presence, including **5,400 Facebook followers**, **33,270 visits/107,358** page views [to the UNHCR Serbia website](#) as well as **40** interviews to electronic and print media
- On World Day for Cultural Diversity for Dialogue and Development 21 May, UNHCR partner produced a [public statement/video](#) on tolerance, cultural diversity and peaceful communication
- On International Children's Day 1 June, UNHCR partners published a [statement concerning the rights of UASC](#) and their exposure to maltreatment, exploitation, human trafficking, neglect, sexual harassment and discrimination
- On the occasion of **World Refugee Day (WRD)** 20 June, UNHCR partners issued a [press release](#) and started **two public campaigns** entitled [#StanimoJedniUzDruge](#) [Let's stand by one another] and [#BetterSideOfTheWorld](#); in the period 18-22 June, local and global WRD video clips were broadcasted three times per hour on screens in central public squares of Belgrade and Niš and on two major TV stations; partner BCHR gave two WRD-related interviews to N1 TV and Radio Belgrade and partner Psychosocial Innovation Network (PIN) brought refugee teachers and students together to mark WRD; the Representative and Comms Associate gave five WRD interviews: three on national TVs RTS, N1, Nova S morning programmes and two for the daily newspaper Politika
- Produced a video on "[Peer Educators](#)" project
- In view of Covid-19 epidemic, established Facebook pages [Information about Covid-19 for refugees in Serbia](#) and [Online Counselling for Refugees and Asylum-Seekers](#)

2. SOLUTIONS FOR REFUGEES

Free Legal Aid

- UNHCR and partners provided free legal counselling and legal aid to **5,550** refugees

Local Integration

- UNHCR and partners, provided **511 Serbian language lessons** to **34** refugees and asylum-seekers, incl. those privately accommodated; another **24** users benefitted from learning Serbian through an [online platform](#) managed by a partner NGO
- **Eight** families (**14** children) received distance learning equipment during the Covid-related State of Emergency **7** children benefitted from tailored learning support; **8** UASC and their guardians and friends from the local community attended a week's **winter camp in Kopaonik** mountain, with UNHCR covering the costs and equipping the children with winter outfits
- Refugees provided **83 free online lessons in Persian and Kurdish** languages to the members of the local community
- Supported the local integration of **225** refugees and asylum-seekers
- Supported **83** refugees with financial assistance, and another **2** with one-off grants
- Supported **167** refugees in obtaining documents
- Supported **87** asylum-seekers and refugees through workshops in search for employment; supported asylum-seekers in the integration process i.a. through **2 Integration Workshops** in Krnjača and Banja Koviljača ACs
- **Four** asylum-seekers self-employed as wall painter, graphic designer, masseur and art gallerist, received assistance in equipment and coverage of fees for participating in sales events; **2** benefitted from driving courses and **3** were supported in having their foreign driving licences recognized in Serbia
- The **joint UNHCR/SCRM Local Integration Team** continued to update governmental and UNHCR records on refugees and ensuring that all have individual integration plans
- Facilitated participation of **32** asylum-seekers children (incl. UASC) in **6** joint events with local population
- Provided support for one asylum-seeker in presenting her handmade Persian jewellery and other handicrafts during *Belgrade Night Market* event in June
- Engaged **6** UASC in football training and **3** UASC in a kick-box club, **4** UASC in a public discussion on hate speech and **9** UASC in First Aid training
- On World Refugee Day (20 June), organised [workshops "Box of Wishes" and "Messages for refugees"](#) for children and parents in Preševo and Vranje RTCs
- Supported the Government in implementing pledges related to the [Global Refugee Compact](#)

Regional Housing programme (RHP)

- In Serbia, over **8,800** beneficiary families have been selected i.e. found eligible to benefit from RHP so far. The number of processed eligible applicants is greater than the number of housing solutions offered in all SRB sub-projects together. To date **4,800** solutions have been delivered and this number is increasing daily, progressing towards delivery of a total of **7,537** housing solutions currently approved for Serbia.
- Assisted **281** refugees on housing in Countries of Origin, through legal advice, power of attorney for acquisition of documents, compiling of documents and submitting demands for housing care, etc.
- Supported vulnerable refugees to obtain **122** documents free of charge
- Assisted **78** Roma refugees to access labour, social, status and other rights
- Supported **49** Roma refugees to access to RHP or other housing programmes

Resettlement

- Due to Covid-19 situation and the related State of Emergency in Serbia, there were no successful resettlements or submissions for resettlement in the first six months of 2020

3. PREVENTION AND REDUCTION OF STATELESSNESS

Free Legal Aid

- Close **monitoring of implementation of the new Law on Free Legal Aid** and its impact on persons of concern
- Supported **56** administrative/court procedures, including **2** through cross-boundary cooperation
- Followed up on **137** procedures initiated in 2019 or earlier but not yet completed
- Supported **50** persons in having their nationality granted/confirmed

Advocacy

- With the onset of Covid-19 epidemic, advocated with government bodies and local institutions to include persons at risk of statelessness in the existing assistance programmes (delivery of food and hygiene parcels, access to soup kitchens, social welfare, etc.)
- Intervened directly on behalf of **75** families with nearly **360** members for inclusion in aid schemes

4. SUPPORT FOR INTERNALLY DISPLACED PERSONS (IDP)

Free Legal Aid

- UNHCR and partners provided **311** IDPs with free legal aid

Voluntary Return

- UNHCR and partners organised **4** return-informative meetings and registered **10** families for return to Kosovo², while continuing daily cross-boundary cooperation on returns

Local Integration

- Distributed food and hygiene parcels to **230** vulnerable **IDP households** during the State of Emergency introduced with Covid-19 epidemic

Advocacy & Capacity Building

- Participated in the [Skopje Initiative for Durable Solutions for Internally Displaced Persons from Kosovo](#)³ with the OSCE and relevant institutions from Priština, Belgrade, Skopje and Podgorica
- Continued close cooperation with the Ministry for Public Administration and Local Self-Government and Ombudsperson office on realization of the MoU signed in October 2019 aiming on reducing and preventing statelessness. Operational Group meeting, as well as 2 meetings of the signatory parties' representatives were organised in the first half of 2020.
- **Twenty** young Roma women and men were selected through a Call for Applications, and trained in **6** online workshops to influence social and political processes related to Roma inclusion, following which they were employed as **UNVs for 6 months in local-self-governments and local organizations**
- Supported networking of **65** young Roma volunteers from 2018, 2019 and 2020 projects
- Supported activities of A11 which **enabled access to drinking water to IDPs** in „Čukarička šuma“ informal settlement
- Conducted **12** stakeholder interviews in order to collect data on implementation of National Strategy for Resolving the Issues of Refugees and IDPs

Inclusion of Roma IDP children

- Supported partner Indigo to sign **7** cooperation agreements with educational institutions in Novi Pazar, Kraljevo and Bela Palanka, educating Roma IDP children; engaged **24** volunteer teachers and associates who provided support with homework and study, schoolbooks and materials, monthly bus tickets, referrals to health institutions and centres for social welfare
- Supported **231** Roma children with improved quality of education and greater inclusion, also food and hygiene parcels in view of Covid-19 epidemic
- During the State of Emergency when authorities organised online/TV learning, out of 198 Roma primary schoolchildren involved in the project, **106** did not have the means of accessing distance learning and were supported by supply of printed relevant materials and support by phone
- An orphaned Roma IDP girl received a laptop and Internet connection as support to continuing education and distance learning
- All **198** primary schoolchildren involved in the project successfully passed their final school exams

² All reference to Kosovo should be understood in full compliance with United Nations Security Council Resolution 1244

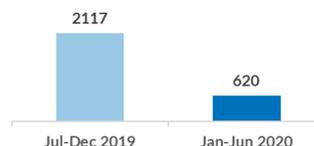
³ *ibid*

5. MAIN STATISTICAL TRENDS OF COUNTRY SITUATION

General

Total (observed) arrivals – Jan-Jun 2020:	9,222 ↓
Total (observed) arrivals – Jul-Dec 2019:	19,840 ↓
Total (observed) arrivals of UASC – Jan-Jun 2020:	620 ↓
Total (observed) arrivals of UASC – Jul-Dec 2019:	2,117 ↓
Total occupancy of government centres – end Jun 2020:	4,251 ↓
Total occupancy of government centres – end Dec 2019:	5,199 ↓
Total presence of asylum-seekers/migrants – end Jun 2020:	5,188 ↓
Total presence of asylum-seekers/migrants – end Dec 2019:	5,833 ↓

UASC among the total observed arrivals



Asylum

Intentions to seek asylum – Jan-Jun 2020:	1,150 ↓
Intentions to seek asylum – Jul-Dec 2019:	8,343 ↓
Applications for asylum submitted – Jan-Jun 2020:	50 ↓
Applications for asylum submitted – Jul-Dec 2019:	107 ↓
Substantive first-instance decisions – Jan-Jun 2020:	46 ↓
Substantive first-instance decisions – Jul-Dec 2019:	57 ↓
Positive decisions – Jan-Jun 2020:	13 ↑
Positive decisions – Jul-Dec 2019:	8 ↓

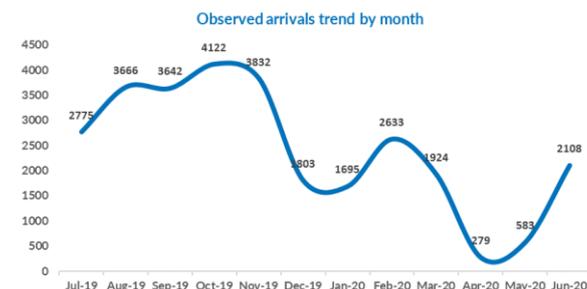
Registered intentions to seek asylum



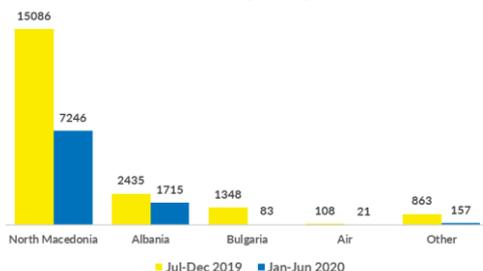
New asylum-seekers and migrants - presence and shelter



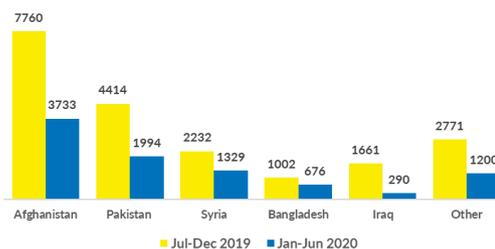
Observed new arrivals - demographics and country of transit



Observed arrivals by country of transit

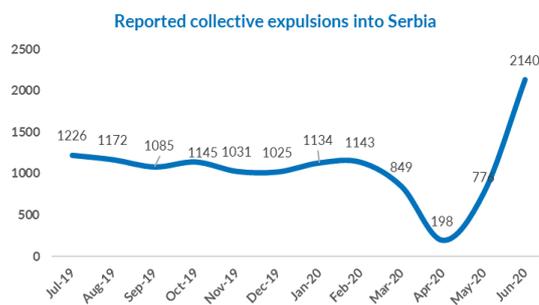


Observed arrivals by country of origin



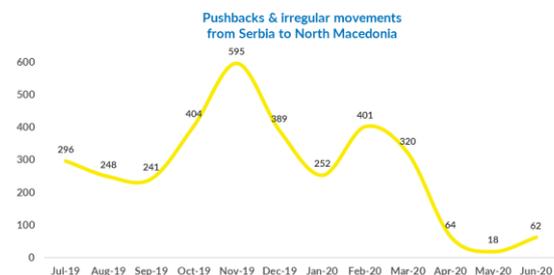
Reported collective expulsions into Serbia

Total collective expulsions - Jan-Jun 2020	6,240 ↓
Total collective expulsions - Jul-Dec 2019:	6,684 ↓
Collective expulsions from Hungary - Jan-Jun 2020:	1,254 ↓
Collective expulsions from Hungary - Jul-Dec 2019:	1,971 ↓
Collective expulsion from Croatia - Jan-Jun 2020:	846 ↓
Collective expulsions from Croatia - Jul-Dec 2019:	1,501 ↓
Collective expulsions from Romania - Jan-Jun 2020:	3,786 ↑
Collective expulsions from Romania - Jul-Dec 2019:	1,635 ↑
Collective expulsions from BiH - Jan-Jun 2020:	354 ↓
Collective expulsions from BiH - Jul-Dec 2019:	1,577 ↓

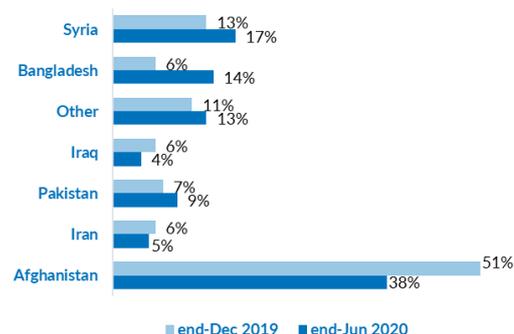
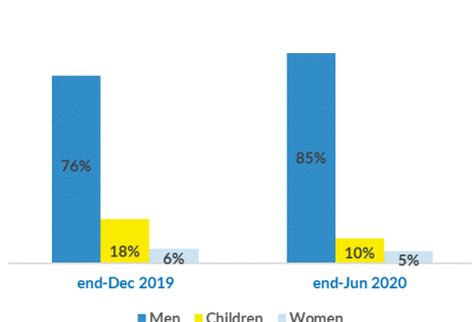


Reported irregular movements from Serbia to North Macedonia

Irregular movements to N. Macedonia - Jan-Jun 2020:	1,117 ↓
Irregular movements to N. Macedonia - Jul-Dec 2019:	2,173 ↓

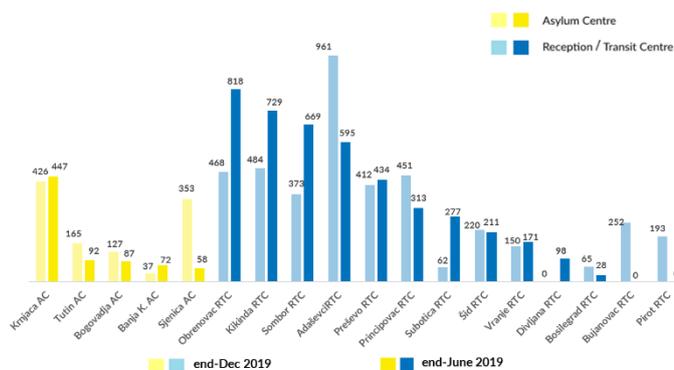


Profile of asylum-seekers and migrants



Occupancy of Asylum, Reception and Transit Centres

*please also see [Site Profiles](#)



Presence of top nationalities in government centres

