



**ASSESSMENT OF THE NEEDS  
OF INTERNALLY DISPLACED  
ROMA IN SERBIA**

## LIST OF ACRONYMS

BiH	Bosnia and Herzegovina
CSW	Center for Social Work
EU	European Union
EUROSTAT	European agency for statistics
FGD	Focus group discussion
IDP	Internally displaced person
JIPS	Joint IDP Profiling Service
KiM	Kosovo and Metohija
BR	Birth registry
NATO	North Atlantic Treaty Organisation
NES	National Employment Service
NGO	Non-governmental organisation
SILC	Survey on Income and Living Conditions
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children Fund

The views expressed herein are those of the author and do not necessarily reflect the views of the UN High Commissioner for Refugees or the Commissariat for Refugees and Migration of the Republic of Serbia

The data for this survey were collected by CeSID in late 2014.

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## SUMMARY

More than 90% of the internally displaced Roma moved from Kosovo and Methoja at the time of intensive armed conflict. The majority of them moved to Belgrade - approximately 40%. Notwithstanding the widespread opinion that Roma migrate frequently, only 24% of Roma IDP households migrated in the period 1999 - 2014. Excluding those who moved across the territory of Belgrade, this means that less than 20% of households changed their surroundings after the year 2000. There are 18% of Roma IDP households with one or more members having lived abroad at least once for more than 30 days since early 2010, or who still live abroad. Among these households, the most numerous are Roma from Niš, Kostolac and only then from Belgrade. A mere 2.4% of the displaced Roma would like to return to KiM, considerably less than in 2010 when the share of those who wished to return amounted to 8.8%. The main reasons for this attitude are the security situation in KiM and fear of discrimination.

The human resources situation in Roma IDP households is very unfavourable. These households are large and, on the average, have more children than those of the domicile Roma. The share of dependent household members is high among both groups, with the Roma IDPs more often having children as dependants, while the elderly dependants prevail among the domicile Roma households. The situation of Roma IDPs on the labour market is extremely bad: the activity rate stands at 52%, the unemployment rate is 74%

and the employment rate is 14%. According to these indicators, they fare somewhat worse than the domicile Roma. Even when they have jobs these are informal, occasional and poorly paid. At the root of such an unfavourable labour market position lies the low education level of Roma. In this area also, Roma IDPs fare worse than the domicile Roma: two thirds of Roma IDPs have not completed primary school as compared to approximately 50% of the domicile Roma.

The internally displaced Roma live in extremely poor housing conditions: less than 50% of them own housing, one third lives in buildings not intended for housing, ¾ have less than 15 m<sup>2</sup> per household member. The buildings that they live in are in a very bad condition: 29% of Roma IDP households live in buildings not intended for housing which they do not own, 50% do not have one of the elements of basic housing facilities (water, electricity, toilet, sewage, telephone), and almost 90% live in low quality housing (humidity, worn out joinery, dilapidated walls, etc.). The internally displaced Roma are worse off than the domicile Roma also according to this dimension of living conditions: 20% of them are vulnerable and 18% are extremely vulnerable on a composite housing index as compared to 14% and 12% respectively among the domicile Roma. The internally displaced Roma would be ready to accept social housing, construction materials for repair of housing or a prefabricated house, depending on their concrete housing situation. For the most part they neither show sufficient knowledge

of housing legislation, nor of the procedures related to construction of houses and their maintenance. The internally displaced Roma households are extremely deprived, even more so than the domicile Roma households. In all, 92% of the former and 78% of the latter are below the at-risk-of-poverty threshold (established at RSD 13,680/month per equivalent adult). A total of 98% displaced and 94% domicile Roma households cannot satisfy the basic nutritional needs, afford to pay for the utilities, health care, hygiene, education and local transport. Income from social welfare and occasional informal work is predominant among the internally displaced Roma households. More than 2/3 of Roma IDPs consider employment or work-related advancement as a solution for improvement of their economic status.

Many unemployed Roma IDPs are registered at the National Employment Service. The majority of the respondents - 62% of them – would prefer permanent jobs with employers, 15% would opt for self-employment, and 11% for seasonal jobs, while a significantly lower percentage of them opt for individual jobs in agriculture and public works.

The internally displaced Roma find it difficult to access social services. One of the central reasons for this is lack of basic personal documents such as an identity card, a birth certificate or a health card. On the other hand, they do not have them due to insufficient understanding of administration ('com-

plex procedures') and inability to afford taxes and other administrative fees most often. Minimum one member of some 15% of internally displaced Roma households does not have health insurance.

The next important dimension of the present social status of Roma in Serbia is low capture by the education system, i.e. early school drop out. Of the total number of school-age children among the IDP households, 66% did not attend school in the current academic year, as compared to 72% among their neighbours – the domicile Roma households. The reasons vary, but inability to afford school supplies prevails.

Based on several different criteria, a composite index of the financial status was constructed combining income and housing conditions. It was used to describe certain households as being 'in urgent need'. There are 63% of such households among the internally displaced Roma and somewhat less than 40% among the domicile Roma. When these rates are applied to the total number of the displaced Roma households, it follows that 3,059 are in the situation of urgent need (some 150 less than in 2011). This figure includes approximately 14,560 persons. A durable solution in the form of construction of new housing should be sought for some ¾ of internally displaced Roma households in urgent need. With respect to the ¼ of those who own a house, a solution may be sought through reconstruction and rehabilitation.



Photo: UNHCR / V. Simić

## 1. INTRODUCTION

### 1.1. General

Roma occupy an unenviable position in the Serbian society as they are the most vulnerable and marginalised minority. Poverty of Roma is approximately six times more prevalent and some ten times deeper than among the general population. The inactivity rate of Roma is extremely high, and the unemployment rate is higher than in the general population of Serbia (Strategy for Improvement of the Situation of Roma, 2010). Furthermore, Roma have a very low level of education: as many as 55% Roma have not completed primary school, 33% have primary education, 11% of them secondary and less than 1% college or higher education (The Second National Report on Social Inclusion and Poverty Reduction of the Republic of Serbia 2014: 287). According to the most recent data from the UNICEF Multiple Indicator Cluster Survey (MICS 5, 2014), only 69% of the Roma children enrol into primary schools. Out of this number, only 64% of them complete primary education. The picture of the poor educational structure is additionally illustrated by the information that 15% of Roma are illiterate, which is eight times that of the Republic average (Educational qualifications, literacy and computer literacy, 2013).

Roma live on the entire territory of Serbia, but their concentration is higher in Banat and particularly so in the south and south-east, while a considerably lower number of them lives in Western Serbia and Šumadija. The emergence of internally displaced Roma is linked to a sudden migratory wave from Kosovo and Metohija following the NATO intervention in 1999. It is then that a large number of non-Albanians left Kosovo and Metohija and settled in other parts of Serbia. This migration put a new burden on Serbia that had already received some 500,000 refugees from Croatia and BiH. The declaration of independence of Kosovo nine years later did not contribute to the improvement of the position of internally displaced persons but rather to further increase of uncertainty as regards their durable solution (UNHCR and the Commissariat for Refugees of the Republic of Serbia, 2011).

According to the records of the Commissariat for Refugees and Migration, 204,409 internally displaced persons lived in Serbia as at 19 June 2014. Concentration is again the highest in Central and Southern Serbia, with a smaller number – of Roma mostly – in

<sup>1</sup> According to the 2011 Census of Population, there are 147,604 Roma in Serbia. According to the estimates of Roma leaders and associations, this figure is significantly higher, ranging from 250,000 and even exceeding 400,000. However, this is not reflected in the Census as many Roma conceal their ethnic affiliation for fear of discrimination.

Vojvodina. The majority of the displaced persons live in private accommodation, and the number of persons in collective centres has been decreasing significantly. Most of the persons accommodated in the collective centres are the extremely vulnerable elderly and ill persons who require special attention.

The State of Serbia initiated several programmes that should facilitate the inclusion of IDPs in displacement and ensure durable solutions. The 2002 National Strategy for Resolving Problems of Refugees and Internally Displaced Persons established a framework for ensuring conditions for sustainable return or local integration. This strategy identified return of IDPs as the preferred durable solution. In recognition of the new circumstances of IDPs eight years later, the Strategy was revised and a new version was adopted in 2011. The 2010 Strategy for Sustainable Return and Subsistence in Kosovo supports sustainable returns of internally displaced persons and socio-economic development of Serbs and other non-Albanians in the province (UNHCR and the Commissariat for Refugees of the Republic of Serbia, 2011).

Numerous analyses of the situation of internally displaced persons show the greatest problems of IDPs to be housing, access to information and employment as well as lack of documentation. Also, the displaced

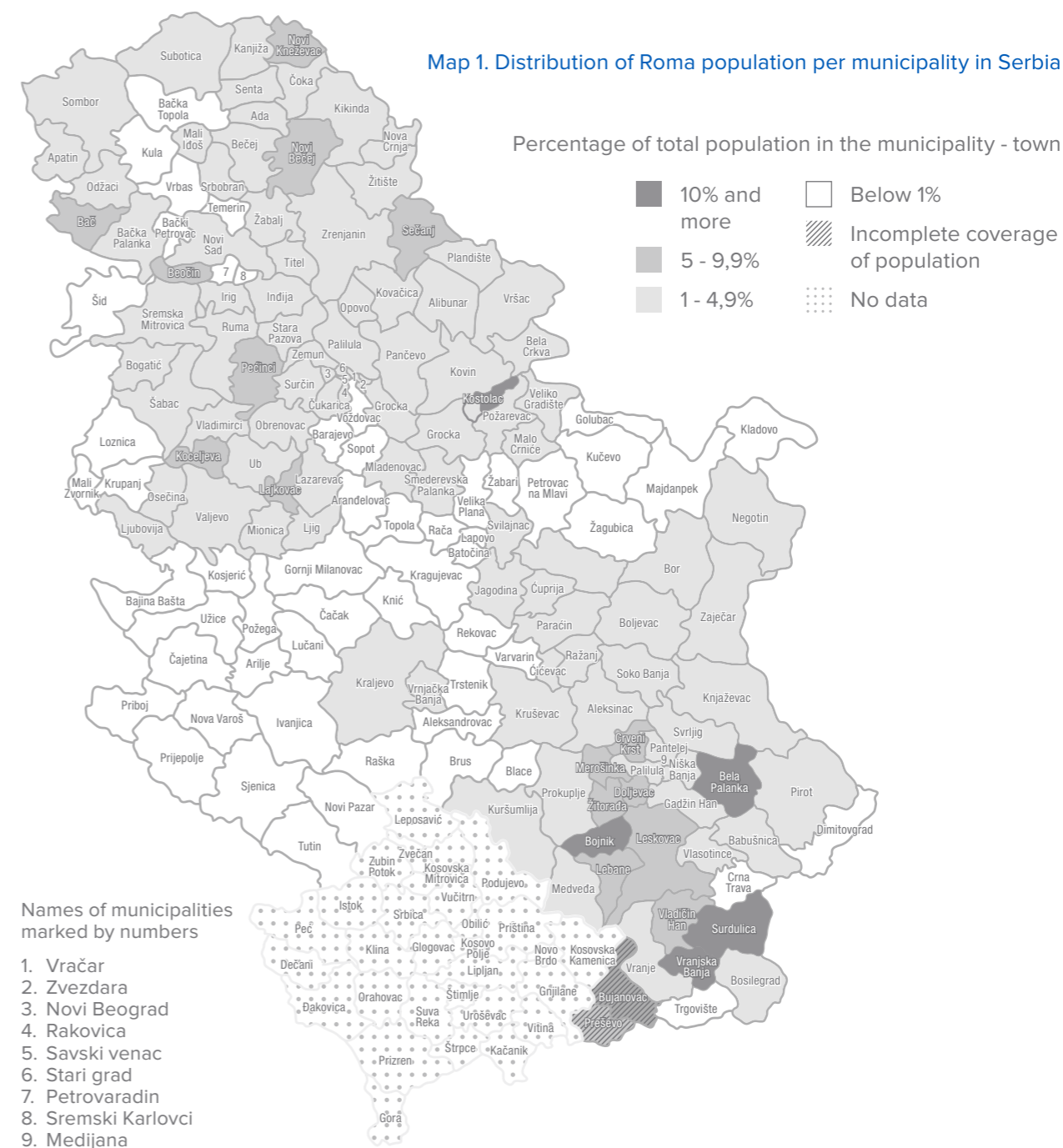
persons show a low level of autonomy, i.e. their access to employment is more difficult due to long-term inactivity and lack of skills which contribute to their dependence on social welfare (UNHCR and the Commissariat for Refugees of the Republic of Serbia, 2011). There are various, albeit very limited programmes funded by the European Union, United Nations agencies and international organisations, Government of the Republic of Serbia as well as governments of foreign countries which are mostly focused on:

- Provision of materials for completion of construction of the houses or rehabilitation of unsuitable houses, and allocation of prefabricated houses;
- Purchase of village and suburban houses with gardens;
- Merging the displaced families with domicile elderly households lacking support;
- Provision of housing units within the framework of social housing programmes;
- Facilitation and ensuring security of Go and See Visits (GSVs), Return-Facilitation Visits (RFVs) to Kosovo, Go-and-Inform Visits (GIVs), etc.);
- Financial support to families leaving collective centres and starting an independent life;
- Vocational training, re-qualification, and acquisition of additional qualifications;
- Donations in support of income-generating activities and economic empowerment;
- In-kind packages (food, clothing, firewood, etc).

Some 23,000 Roma are in the register of internally displaced persons in Serbia. According to some estimates, several thousand Roma from KiM were unable to register as IDPs after the conflict. Roma IDPs are in a very difficult position and, judging by all the information, they live in far worse conditions than the majority domicile population, worse even than the domicile Roma in Serbia.

The assumption that the living conditions of the internally displaced Roma from KiM are far worse than even the domicile Roma in Serbia will be verified in continuation.

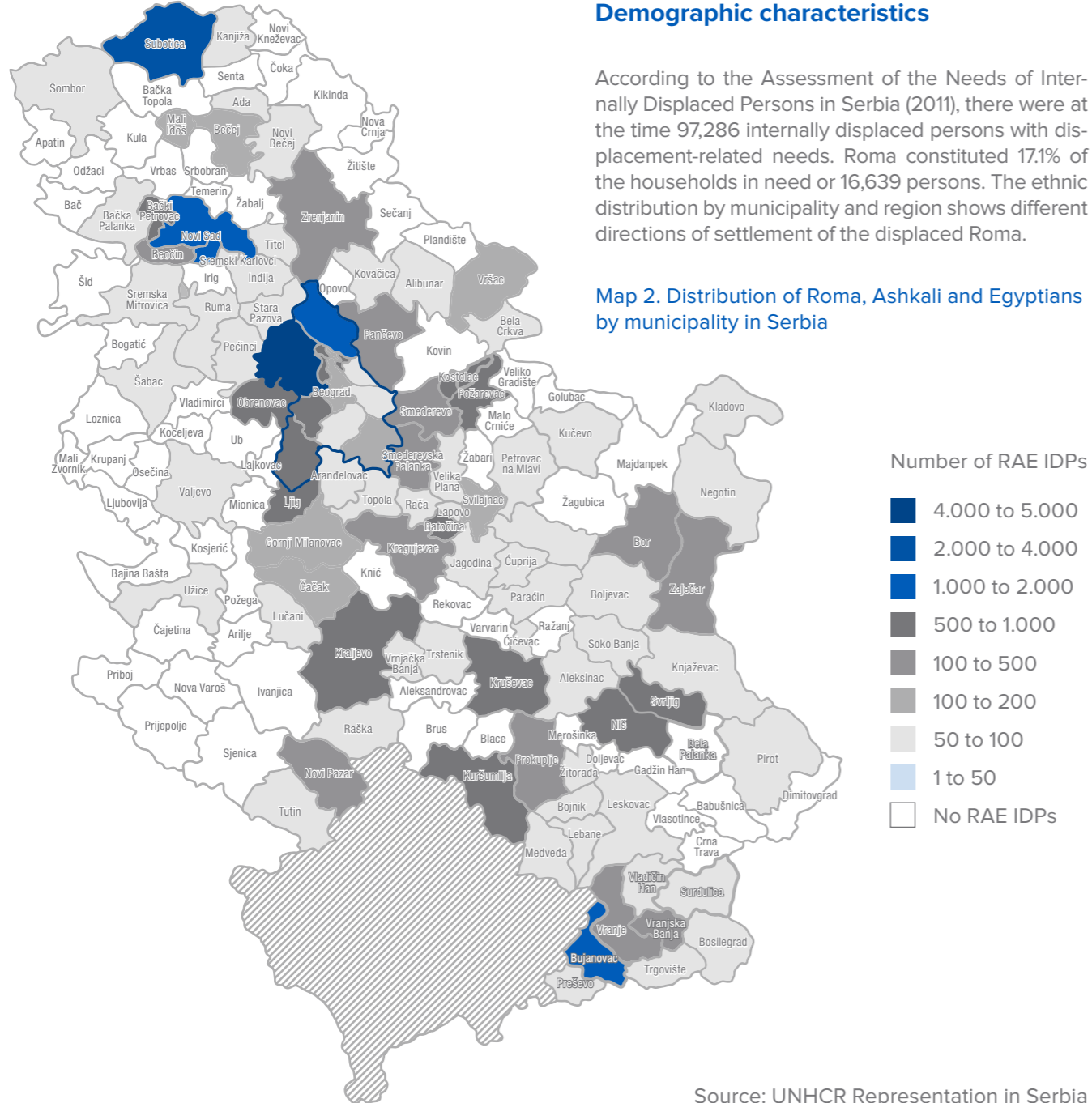
Map 1. Distribution of Roma population per municipality in Serbia



## Demographic characteristics

According to the Assessment of the Needs of Internally Displaced Persons in Serbia (2011), there were at the time 97,286 internally displaced persons with displacement-related needs. Roma constituted 17.1% of the households in need or 16,639 persons. The ethnic distribution by municipality and region shows different directions of settlement of the displaced Roma.

Map 2. Distribution of Roma, Ashkali and Egyptians by municipality in Serbia



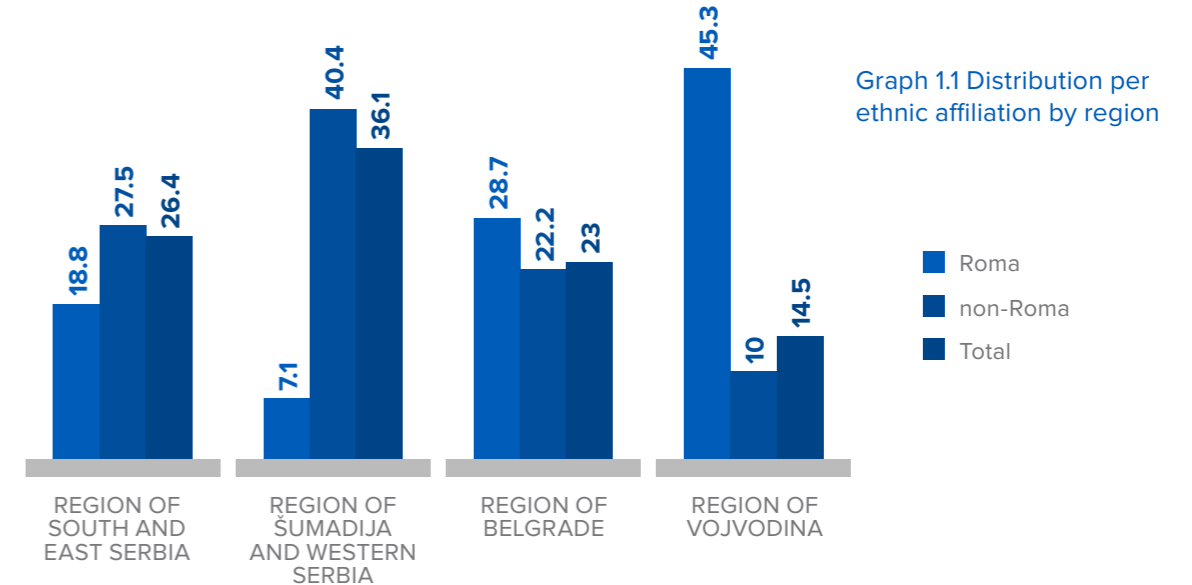
Source: UNHCR Representation in Serbia

## Patterns of displacement

The majority of the displaced persons from KiM settled in Central and South Serbia, while a smaller number – Roma mostly – went to Vojvodina. There were several migratory waves. An average IDP household has moved three times after the displacement from KiM. The second wave of migrations represented migration from towns to cities mostly.

Population movements are assumed to be a regular and often “normal” characteristic of the Roma. However, as shown later in this document, Roma IDPs did not

move residence often upon their arrival from Kosovo. In principle, Roma IDPs follow the territorial distribution of the domicile Roma, so their number in the most populated region of Western Serbia and Šumadija is the lowest - only 7.1%. However, their concentration in Vojvodina is higher than that of the domicile Roma population – as many as 45.3% of the displaced persons in Vojvodina are Roma. This may be explained by a higher potential for traditional Roma economic activities in the areas such as Novi Sad where 27.4% IDP Roma settled, in Belgrade (28.7%) and Zrenjanin (9.1%).



Source: Assessment of the Needs of Internally Displaced Persons in Serbia (2011)

## Settlements

Roma IDPs have mainly settled in the existing Roma settlements or in their immediate vicinity. According to the study The Art of Survival - where and how

Roma in Serbia live (Jakšić, Bašić, 2005), there are 593 Roma settlements<sup>2</sup> (settlements with a high concentration of Roma population) in Serbia. Of them,

<sup>2</sup> According to some estimates there are more than 700 Roma settlements.

314 have less than 200 Roma inhabitants, 179 settlements have between 200 and 500 Roma, and 62 settlements between 500 and 999 Roma. There are 22 bigger Roma settlements with up to 2,000 inhabitants, and 13 with up to 5,000 Roma. Only four settlements in Serbia have more than 5,000 Roma inhabitants. Approximately 70% of the total Roma population in Serbia live in these settlements.

The League of Roma is advocating for a separate law (*Lex specialis*) that would govern legalisation of informal settlements, as none of the four laws on legalisation of buildings passed since 2000 has provided for legalisation of informal Roma settlements established more than 50 years ago<sup>3</sup> (League of Roma, 2014).

Roma settlements are scattered in rural and urban areas equally, but the settlements located in urban areas are more densely populated and the population is bigger. Twenty eight percent of the Roma settlements in Serbia were built in line with official plans. Thirty five percent were built illegally and 35% expanded illegally from the originally planned nuclear settlements. The traditional way of life of the Roma, in Serbia and elsewhere, takes place in spatially and sub-culturally segregated parts of settlements - mahalas. Although the majority of Roma families live in urban, suburban and village mahalas, a mahala can hardly be called a preferred option in terms of residence.

The results of the survey conducted by Jakšić and Bašić (2005) show that the links of Roma families to mahalas weakened and that almost half of the Roma families living in them wish to move out and into mixed communities. This finding was also confirmed by more recent research (Cvejić, 2014). The

advantages of life in a mahala are the feeling of safety and solidarity, and integration of families into a local community. The key disadvantages are isolation, deprivation and different forms of exclusion. The majority of these Roma segments is small from the aspect of the number of inhabitants, and differs from the majority domicile community in spatial, infrastructural, social and economic conditions. The fact that some of these Roma settlements used to be located on the outskirts of cities and have been absorbed into the urban fabric since, albeit remaining poor and deprived of quality infrastructure, confirms that neglect of the housing conditions of the Roma communities which live there represents a habitual characteristic of all the local development modalities to date. This spatial segregation makes marginalisation of Roma visible and aggravates all the other forms of exclusion. Therefore, it comes as no surprise that many Roma who acquire sufficient resources (human, social, economic) for an independent life move to the parts of cities or villages inhabited by the majority population.

One particular form of discrimination of Roma with respect to housing are forced evictions from informal settlements. These evictions are in contravention of guarantees provided by the international human rights standards (Praxis, 2011, 2012a, 2012b, 2013a, 2013b).

An additional problem related to the housing of Roma is reflected in that Roma constitute approximately one third of all the homeless persons identified in the Census - assuming they belong to the category of secondary homeless persons i.e. the persons who live in a space that does not correspond to the definition of a housing unit offered in the Census of Population in Serbia (Bobić, 2014).

## Information on work strategies and living conditions

These data are not available in the official statistics because the key indicators cannot be monitored for Roma IDPs separately. However, there are numerous surveys on the Roma and the internally displaced persons that give some indications as to the living standards, access to services and social environment of the Roma IDPs. The most recent exhaustive survey of this type is the Assessment of the Needs of Internally Displaced Persons in Serbia conducted in 2010. The main finding of this assessment which refers to the living standards is that the internally displaced Roma make up 17.1% of households in need, or that 74% of the total number of Roma IDPs are in need. Almost

one half of the internally displaced Roma households had monthly income below 10,000 Serbian Dinars (approximately EUR 100 at the time). The activity rate of Roma IDPs was below 15%. Almost 85% of those who performed some kind of work in the week preceding the assessment held occasional or temporary jobs, which is twice as high as among the IDP Serbs. On the other hand, more than 2/3 of the internally displaced Roma households received financial social assistance for families, which is significantly more than among the Serb IDPs. Let us also add that 8.8% of Roma IDPs expressed readiness to return to KiM, which is significantly less than 23% of Serb IDPs.

## Security and discrimination

The position of Roma IDPs is the worst of all the vulnerable groups in Serbia in this domain also. They share the situation of Roma in general, characterised by exposure to multiple risks: illness, difficult and health-threatening jobs, child labour, violence against children and women, threats of violence directed at the Roma in general, frequent moves, forcible evictions<sup>4</sup>... Furthermore, the Roma are constantly exposed to various forms of discrimination (Praxis, 2013), and the citizens of Serbia see

them not only as the minority most discriminated against, but also express big social distance and prejudices towards them (The Regular Annual Report of the Trustee for Protection of Equality for 2013). Roma IDPs are even worse off than domicile Roma; the parts of the settlements they live in are in an even worse condition most often, the jobs they do are more difficult and less paid, and their access to social services even more elusive (Cvejić, 2014).

<sup>3</sup> The Platform builds on the fact that in 2004 Serbia signed the Vienna Declaration which notes the relevance of legislation and provides that the urban, social and economic integration of informal settlements into the overall urban structure is to represent a key factor in preparations for EU accession

<sup>4</sup> A summary review of forms of social exclusion of Roma is given in a Contribution to Social Inclusion and Combat against Discrimination of Marginalised Population in Serbia, 2013.



Photo: UNHCR / V. Simić

## 1.2 Purpose and objectives of the Assessment of the Needs of Internally Displaced Roma

In early 2014, UNHCR Representation in Serbia decided to collect and analyse the information related to Roma in order to obtain a clearer picture of the situation of the displaced Roma in Serbia, with a special focus on recommendations for durable solutions to their problems. The present assessment of the needs is conceptualised as part of UNHCR initiative 'Seeds for Solutions'. The basic concept of the survey was agreed with the Programme Unit and the Protection Unit of UNHCR.

**The purpose** of this study is to provide concrete input for development and adjustment of policies of the Government of the Republic of Serbia directed at the displaced Roma as a specific segment of internally displaced population in Serbia, and to serve as an instrument for enhancing advocacy for protection and assistance interventions, identifying durable solutions for them and developing assistance projects tailored to the special needs of this segment of internally displaced population.

**The overall objective** of this study is to assess the specific needs and the resources available (economic, human, social) of the Roma displaced in Serbia in the selected settlements, examining various dimensions of their overall living conditions. The needs and the resources available represent a basis for development of a coping strategy of Roma IDP families.

### Specific objectives

1. Assess the economic status of Roma IDP households by measuring the structure and size of their income.
2. Assess the housing conditions and needs of the displaced Roma households by measuring ownership status, the size and the quality of housing units as well as their preferences to certain proposed solutions in that respect.
3. Assess the human resources of the displaced Roma households by appraising their health status, level of education and skills, employment status and preferences in that respect.
4. Assess the availability of the social welfare system to the Roma IDPs, the obstacles they face in accessing these programmes and the potential solutions.
5. Assess the modalities of combining the afore-mentioned resources into different coping strategies.

The assessment and the study were conducted in close cooperation and coordination with the Commissariat for Refugees and Migrations of the Republic of Serbia and under the supervision and support of UNHCR JIPS.





Photo: UNHCR / V. Simić

## 2. METHODOLOGY

The study was produced applying three methods.

1. The framework for interpretation was prepared through desk analysis of the reports available on IDPs, Roma and other relevant documents.

2. The analysis and recommendations are mostly based on a survey developed for this purpose. A structured questionnaire was used for the assessment which contains questions and scales obtained through operationalisation of the main dimensions of living conditions of the displaced Roma. When developing the questionnaire, we took into account methodological solutions applied in previous surveys of the displaced and the Roma in Serbia as well as some basic definitions used in the official statistical surveys (e.g. activity status, level of education, etc.).

3. The data from the survey were supplemented by the information collected in focus group discussions (FGDs). These interviews with the families of the displaced Roma and the general Roma population focused on preferences of particular housing solutions and their sustainability as well as on the ways of combining the available resources towards achieving these, in order to assess sustainability of the durable solutions that will be formulated into a proposal.

The analysis of the information collected during the survey and FGDs allowed for a synthetic overview of different aspects of the living conditions of Roma IDPs and a comparative presentation of the living conditions of the domicile Roma who live in their neighbourhood.

## Execution of the survey

The questionnaire used was piloted and two versions were applied after the final fine-tuning: one for Roma IDPs and the other for the domicile Roma, their immediate neighbours. The differences between these two questionnaires were minimal, only in questions related to potential return to KiM. This was followed by training of interviewers. As a rule, the interviewers were Roma from the cities where the survey was conducted. Their motivation to take part in the process was a guarantee of the sustainability of quality of the research.

The survey was conducted on the samples of 800 households of internally displaced Roma and 400 households of the domicile Roma who live in their immediate neighbourhood. Both samples were implemented in 18 municipalities<sup>5</sup> in Serbia with a medium and high concentration of Roma IDPs. With respect to distribution by municipality, these households may be divided into four statistical regions: Vojvodina, Belgrade, Western Serbia and Šumadija and Eastern and Southern Serbia. The data on the distribution of Roma IDPs were verified from three sources: UNHCR, Commissioner for Refugees and Migrations of the Republic of Serbia and Roma associations. The assumption was that more than 2/3 of internally displaced Roma live in these 18 municipalities. The list of the Roma settlements in these municipalities was pre-defined by UNHCR on the basis of their field staff inputs. The households in these

settlements were selected systematically. Within the households, one adult member was selected by the principle of the last birthday. Heads of families (or their spouses) answered more questions in the questionnaire – those referring to the situation and the life of households. A shorter set of questions referring to individual experiences of social participation and discrimination was answered by a randomly selected member of a household. Such a structure of the ques-

**The survey was conducted on the samples of 800 households of internally displaced Roma and 400 households of the domicile Roma who live in their immediate neighbourhood. Both samples were implemented in 18 municipalities across Serbia with a medium and high concentration of Roma IDPs. Focus group discussions were conducted with heads of households, both Roma IDPs and the domicile Roma in their neighbourhood.**

tionnaire allowed for certain demographic, social and economic characteristics of the two groups of Roma to be assessed on the basis of information about all the household members (e.g. activity, employment, gender structure, level of education), and for the subjective perceptions to be evaluated on the basis of a random sample of members of Roma households.

Focus group discussions were conducted with heads of households, both Roma IDPs and the domicile Roma in their neighbourhood. One discussion per each of these groups of households was organised in three cities from the sample: Belgrade, Niš and Zrenjanin. A total of 48 Roma men and women: 27 men and 21 women, middle-aged on the average, took part in the work of the six focus group discussions.

<sup>5</sup> Zvezdara, Zemun, Čukarica, Rakovica, Novi Beograd, Palilula, Bujanovac, Kostolac, Kruševac, Prokuplje, Novi Pazar, Kraljevo, Crveni Krst (Niš), Vranje, Vranjska Banja, Novi Sad, Zrenjanin, Subotica



Photo: UNHCR / V. Simić

### 3. MIGRATION FROM KOSOVO AND METOHIJA AND SUBSEQUENT MIGRATIONS

The constancy of residence of the internally displaced Roma in one place is sine qua non to multiplication of opportunities for labour integration, achieving favourable housing solutions and integration through the system of social services. In order to assess this factor of integration of internally displaced Roma, this chapter will present the time and destination of their movements from KiM, the subsequent migrations within the territory of Serbia as well as any stays abroad over the past five years (since early 2010) ever since the pull factor of social policy measures in the EU countries became relevant to the phenomenon of the so-called "false asylum seekers".

The vast majority of households covered by the survey moved from KiM at the time of the intensive armed conflict there. In all, 93% of them arrived in Serbia in 1999, and an additional 2% in 2000. Prior to that period, 2% of them arrived in the period 1989 - 2000, and an additional 3% arrived since 2000.

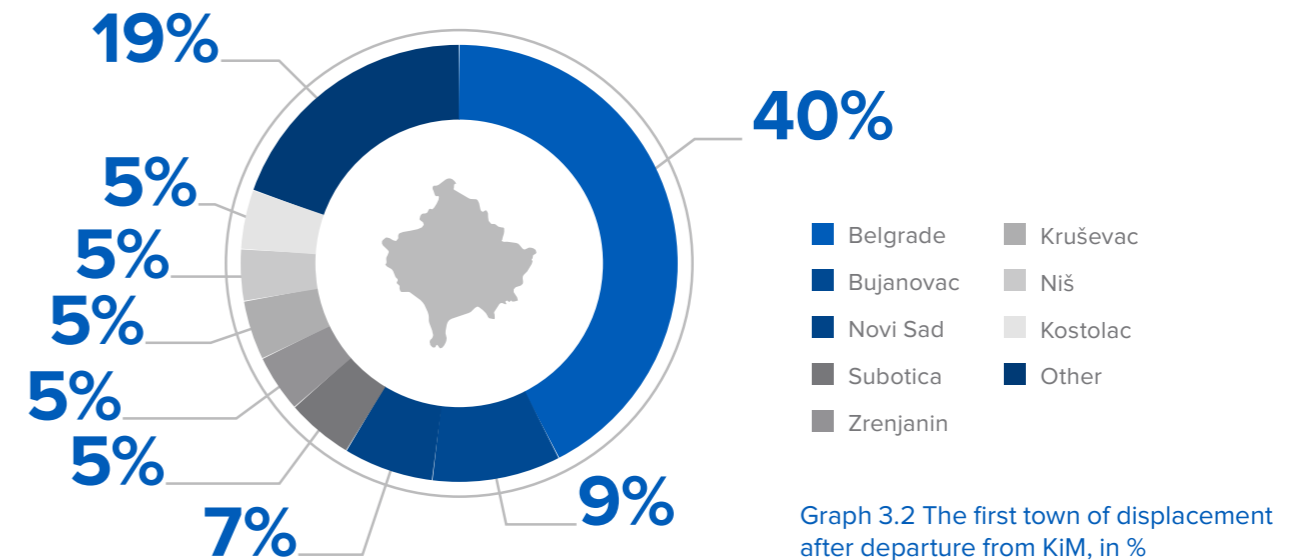
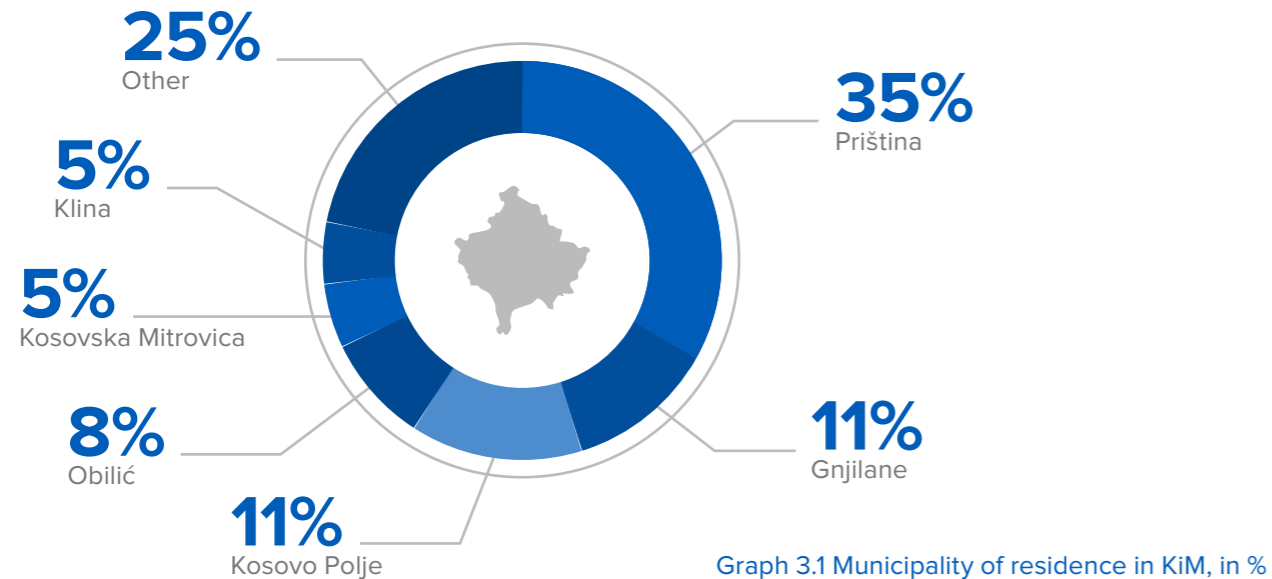
Almost 2/3 of the displaced Roma households arrived from six municipalities in KiM, while the remaining, just over 1/3 came from other 24 municipalities (Graph 3.1).

The tendency to concentrate in one location was preserved also after their arrival in Serbia, with Belgrade being the destination of as many as 40% of the displaced Roma households (the municipalities of Palilula, Novi Beograd and Čukarica mainly). A visible concentration (between 5 and 10%) was also measured in seven cities more, while some 19% of households headed in the direction of 27 towns in Serbia, and towards one in Croatia, Macedonia, Montenegro or BiH each (Graph 3.2).

of households still live in the municipality they arrived to in 1999, and another 7% in 2000. If we add to this some 3% of those who moved into their current place of residence directly from KiM after 2000, there remain 24% of households who have moved in the meantime. However, even these subsequent migrations took place within a limited territory i.e. towards a limited number of destinations: just over 50% moved to two Belgrade municipalities (mostly to Čukarica and a smaller number to Rakovica), and just below 50% to Subotica, Novi Sad and Kostolac. And while moves into the three last mentioned municipalities happened from various sides, movements from other Belgrade

The perception that Roma IDPs migrated often upon their arrival in Serbia is overstated. As many as 2/3

Only 24% of Roma IDP households moved in the period 1999 - 2014. However, these subsequent moves also took place within a limited space and towards a limited number of destinations. Excluding the households who moved across the territory of Belgrade, **less than 20% of households changed their environment after 2000.**



municipalities prevail in Belgrade. This means that actually less than 20% of households changed their environment after the year 2000. As stated by the respondents, the key reasons for these subsequent migrations are better housing conditions, reunification with extended families and better earning conditions.

We need to add to this information that one or more members of 18% of the households stayed abroad

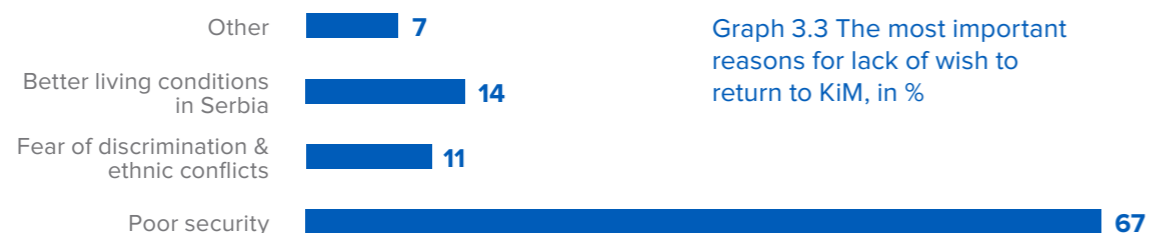
for longer than 30 days at least once, or are still there since early 2010. These 18% include 4% of the households in Serbia one member of which stayed abroad and the remaining 14% with two or more such members. Interestingly, those who now reside in Belgrade are not dominant among these 18% of the households. The majority come from Niš (22% of the total number), Kostolac (19%), Belgrade (17%), Zrenjanin (13%), Subotica (12%) and Novi Sad (6%).

### Return to Kosovo

Within the framework of the analysis of migratory flows of Roma IDPs, we also inquired into their readiness to return to KiM. Let us note that Roma IDPs were less inclined to return to KiM than the other displaced persons ever since the time of the first analyses of the living conditions of IDPs in Serbia (Babović, Cvejić, 2008).

The main reasons for Roma IDPs not wishing to return to KiM are poor security, fear from discrimination and ethnic conflicts and better living conditions in Serbia.

In the 2010 survey, 8.8% of Roma IDPs declared to be in favour of the possibility of returning to KiM. However, this percentage fell to a mere 2.4% in 2014.



Graph 3.3 The most important reasons for lack of wish to return to KiM, in %



Photo: UNHCR / V. Simić

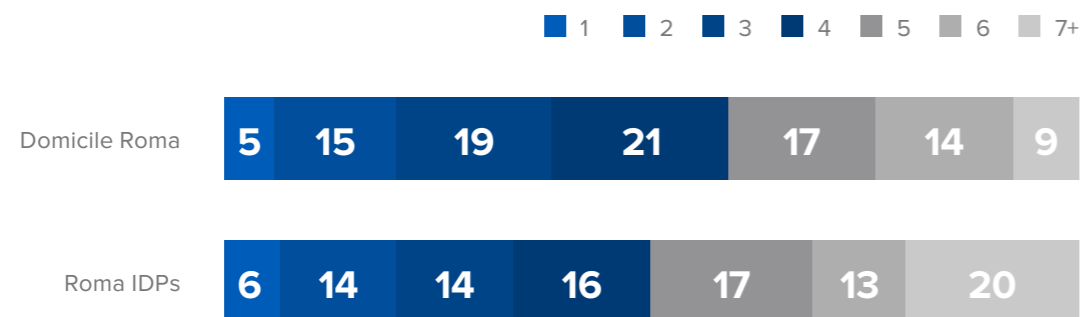
## 4. HUMAN RESOURCES OF THE INTERNALLY DISPLACED ROMA FROM KOSOVO AND METOHIJA

The purpose of this chapter is to give a concise overview of the human resources of the households of the internally displaced Roma. In order to assess ways in which the households may mobilise towards achieving durable solutions allowing for social inclusion of all the members, one must analyse the size of households, the ratio between the active and the dependent members of households, the educational structure of the members, the status and the quality of their employment and their health.

In order to obtain a more objective insight into the characteristics of the Roma IDP households, the data on them will henceforward be presented in comparison to those on the domicile Roma living in their neighbourhood. Bearing in mind the ethnic

affiliation, the customs, the language and culture in general, as well as the fact that the majority of Roma who moved from KiM settled in the vicinity of the existing Roma settlements, the living conditions and coping strategies of the domicile Roma represent a realistic comparative parameter for drawing proper conclusions about the needs of Roma IDPs.

On the average, Roma IDP households are bigger than those of the neighbouring domicile Roma. They have an average of 4,76 members, as compared to the domicile Roma households who have 4.16 members on the average. This is primarily due to the fact that the share of households with more than six members is two times higher among the Roma IDPs (Graph 4.1).



Graph 4.1 Distribution of households by size, Roma IDPs and domicile Roma, in %

The difference in household size goes hand in hand with the differences in age of the members. The households of the internally displaced Roma are younger. Among them, there are 47% of persons who have one or more children of preschool age (0-6), as compared to 36% among the domicile Roma in their neighbourhood. The share of households who have children (0-14) among the internally displaced Roma is 67%, as compared to 60% among the domicile Roma. Furthermore, there are as many as 35% of Roma IDP households with three or more children, as compared to the 23% of them among the domicile Roma.

On the other hand, the share of households with one or more members above the age of 65 is 10% among the Roma IDPs, as compared to 15% among the domicile Roma. In line with the above, the share of households who have dependant members is similar in both groups surveyed (73% among IDPs and 71% among the domicile Roma), but children prevail in the former and the elderly in the latter group. In addition, Roma IDP households have more dependent members in which the share of those with 3 or more dependent members is 36% as compared to 25% among the domicile Roma population. The contrary trend exists among the working age persons: there are 38% of Roma IDP households with more than two working-age members compared to 43% among the domicile Roma. These data may summarily be presented by the dependency rate<sup>6</sup>, and speak of

the evident difference between the two groups observed: the average dependency rate among the internally displaced Roma is 0.91, and 0.75 among the domicile Roma. In other words, there are four dependent members to every four working-age members of households with Roma IDPs, as compared to three dependent members to four working age members of households among the domicile Roma.

The above data should be completed by the fact that the share of households who have minimum one member with serious health impairment among the

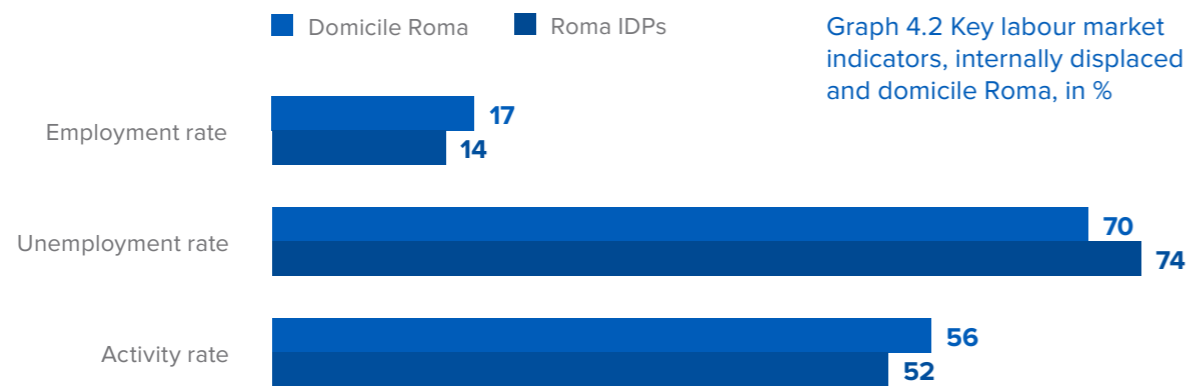
**Domicile Roma households exhibit a better ratio between dependent and able-bodied members. The share of Roma IDP households with three or more dependent members is 36%, as compared to 25% among the domicile Roma households. The situation is opposite with respect to the persons of working age: 38% of Roma IDP households have more than two working age members as compared to 43% among the domicile Roma.**

displaced Roma is 14%, and 19% among the domicile Roma. Almost 1/2 of these members in both groups have a certificate of disability issued by a medical committee.

In order to assess the actual weight of this household structure, one should consider their potential on the labour market. This will be presented by the key indicators – activity rate, employment and unemployment rates.<sup>7</sup> The main finding is that, despite the dire position of all the Roma on the labour market, there exists a difference between the internally displaced and the domicile Roma, in the sense that the position of the former group is somewhat worse.

<sup>6</sup> This is the quotient of the sum of the number of members of a household aged 0-14 and aged 64 + and the sum of the number of household members aged 15-64.

<sup>7</sup> The activity rate represents the share of all the employed persons and the unemployed persons in active search of a job in the total number of persons aged 15+. The unemployment rate is the share of unemployed persons in search of a job in the total number of active persons. The employment rate is the share of employed persons in the total number of persons aged 15+.



The above finding should be supplemented by the information on yet another indicator showing the position of Roma IDPs to be worse than that of the domicile Roma – the share of permanent employment in total employment. Of all the Roma IDPs from the sample who held paid jobs, only 19% had a permanent job (formal or informal), as compared to 21% among the domicile Roma. The others had fixed-term, seasonal and occasional jobs. The majority of those jobs are informal (without a contract or on the basis of verbal agreement with the employer), but this absence of formality occurs somewhat more

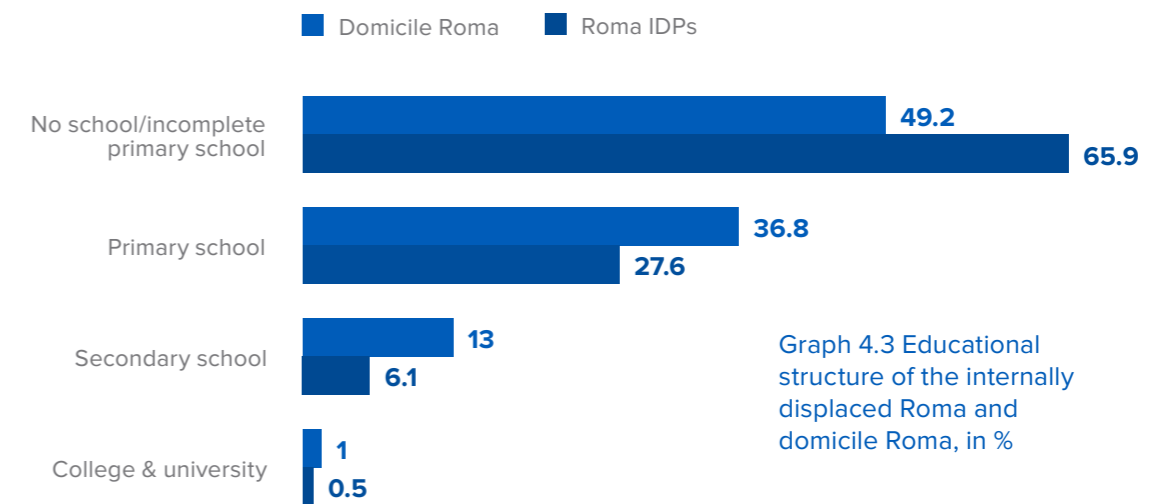
frequently among the employed Roma IDPs: 83% as compared to 72% among the employed domicile Roma.

A very poor educational structure lies at the core of such an unfavourable position on the labour market. Both groups of Roma covered by the survey have a considerably weaker educational structure than the general population of Serbia, but the position of the internally displaced Roma is worse than that of the domicile Roma according to this indicator too, particularly so with respect to lack of formal education (Graph 4.3).

The small number of employed internally displaced Roma most often hold temporary or seasonal jobs, their status being informal (unregistered). The situation of IDP Roma is worse than that of the domicile Roma in this respect as well.

Adding to the above finding is the information that the other skills that could help improve the position on the labour market are also underdeveloped among the internally displaced Roma. One third of them are computer literate, only 7% have a driving licence, and 17% speak a foreign language. In all, 16% of the interviewed persons have trade skills, and only 2% have art skills.

The above mentioned data lead to the conclusion that the human resources situation of the Roma IDPs is extremely bad. The households are big, with a considerable share of dependants. The activity rate of the household members is higher than could be expected on the basis of the data available on the situation of Roma on the labour market, but the unemployment rate is ex-



tremely high and the employment rate very low. Furthermore, only half of the employed Roma IDPs have permanent employment. In view of the fact that 2/3 of Roma IDPs have not even completed primary schools, and only 6% have secondary school diplomas, the chances for them finding employment are very limited.

Since human resources empowerment in the Roma IDP households is largely based on trainings, information and continuous schooling, it is also important to establish which language these households speak most frequently.

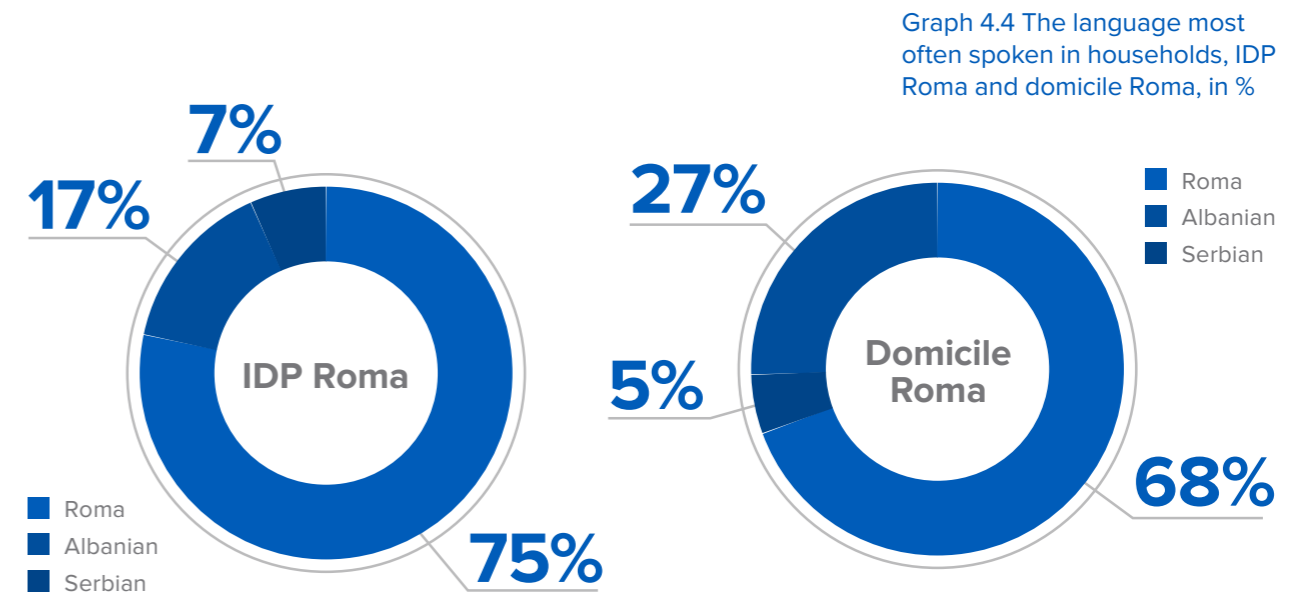




Photo: UNHCR / V. Simić

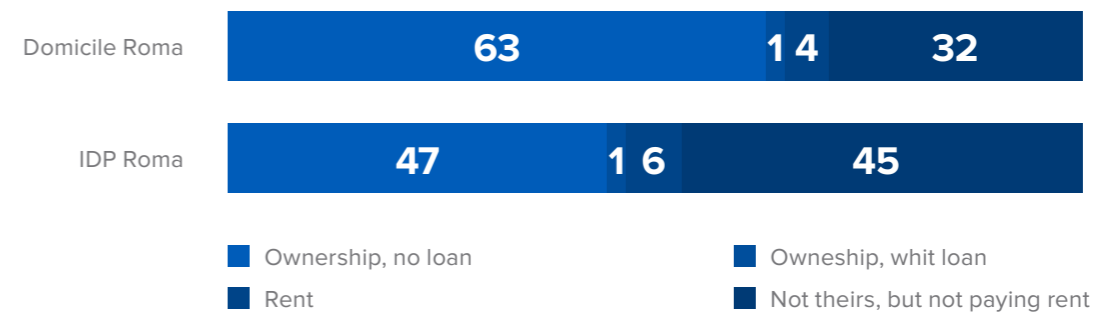
## 5. HOUSING CONDITIONS

Housing conditions: the size of housing and presence of inside facilities, quality of housing and ownership status are among the most painful aspects of the living conditions of the Roma in Serbia and in Europe. These elements of the situation that Roma find themselves in have for years been subject to analyses and piloting of different solutions. However, progress towards a comprehensive solution remains slow for various reasons: absence of a clear strategy, lack of funds, discriminatory practices of the authorities as well as of the citizens. There exist factors among the Roma themselves that impede achievement of sustainable solutions: the extremely low employment rate, the low and volatile income, and sometimes also cultural obstacles such as difficult adjustment to life in common residential buildings.

In order to realistically assess the need for housing solutions, this chapter will discuss the housing conditions of Roma IDPs again in comparisons to the domicile Roma.

The percentage of Roma who have their own house is significantly lower than among the general population of Serbia where this figure is in the realm of 85%. But even so, there is an evident difference between the Roma IDPs and the domicile Roma with respect to this issue (Graph 5.1). The Roma IDPs are less frequently owners of the housing (less than 50% of them), and live in houses that are not theirs more often than the domicile Roma, but they do not pay the rent.

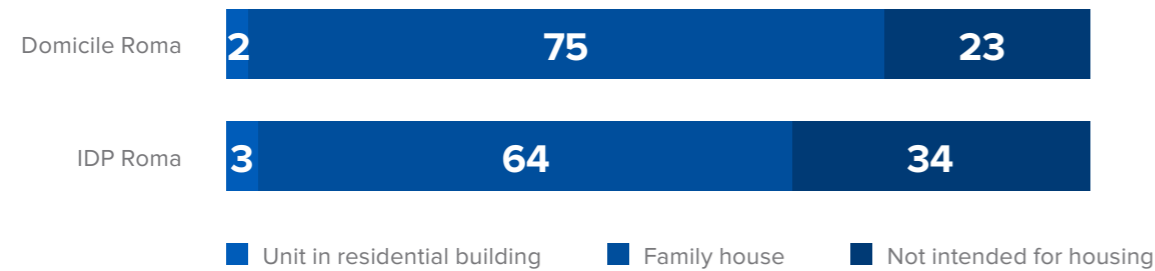
Graph 5.1 Ownership status of housing unit, IDP Roma and domicile Roma, in %



In addition, Roma mostly live in family houses, very few of them in multi-apartment residential buildings, but a considerable number of them lives in buildings

not intended for housing (Graph 5.2). Again, more Roma IDPs than domicile Roma live in unsuitable housing.

Graph 5.2 Type of housing



Adding to the above information, we note that there are as many as 29% of internally displaced Roma who do not own a house and the one they live in is not intended for housing. Among the domicile Roma this share is 18%.

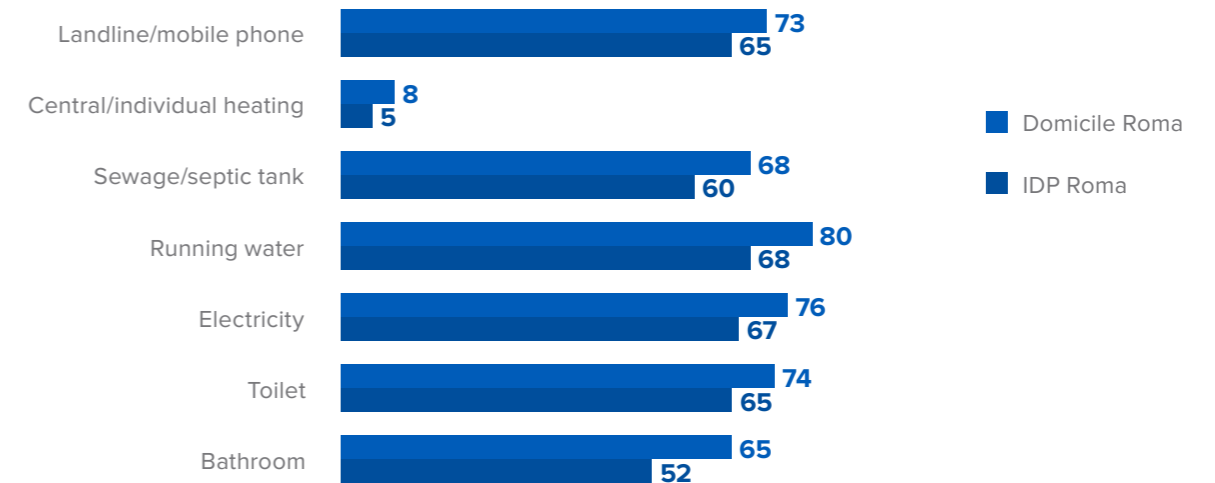
With respect to the legality of housing, a very limited number of persons in both groups have legalised housing. Roma IDPs fare worse even on this indicator – 20% of them had their housing legalised, as compared to 25% among the domicile Roma. In all, 16% of Roma IDPs and 25% of local Roma applied for legalisation of housing. This means that 1/2 of the domicile and just below 2/3 of internally displaced Roma currently reside in illegal housing.

The size of housing varies from 10m<sup>2</sup> and up to more than 200 m<sup>2</sup>. An important indicator is that the average number of square meters per member of household at the level of the groups (IDP and domicile Roma) is not under the acceptable threshold for housing i.e. 12 m<sup>2</sup>: among the IDPs it is on the very threshold (11.44 m<sup>2</sup>), and it amounts to 14.50 m<sup>2</sup> among the domicile Roma. Nevertheless, this is largely a consequence of an isolated number of cases where the small households live in large houses. Measured differently, 2/3 of Roma IDP households have less than 12 m<sup>2</sup> per family member, while the percentage of them among the domicile Roma is 54%. It should be added that the average size in m<sup>2</sup> per family member in family houses is 15.2 m<sup>2</sup>, in the housing units in residential buildings 12.7 m<sup>2</sup>, while

this figure is a mere 6.1 m<sup>2</sup> in the buildings unsuitable for housing. An overview of infrastructural equipment and quality of housing (Graph 5.3) is given in continuation.

Here also one may see that many Roma families live in bad conditions, but that these conditions are somewhat worse for Roma IDPs than for the domicile Roma.

Graph 5.3 Inside facilities, IDP Roma and domicile Roma, in %



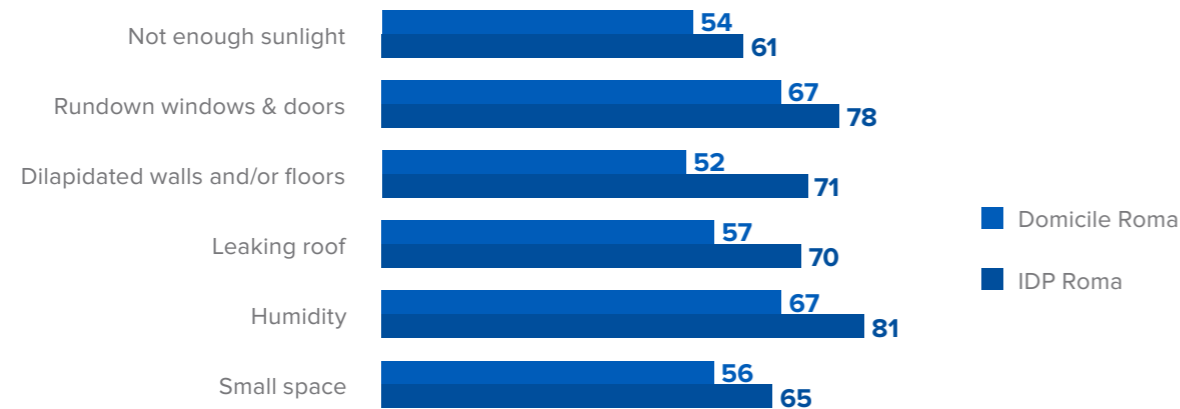
These numbers conceal the fact that 17% of internally displaced and 8% of domicile Roma households do not have a single of the above shown elements of inside facilities. In order to obtain a more succinct summary portrait of the level of equipment of housing of these two groups of Roma households, we constructed a composite index of facilities comprising all the above mentioned elements. The households that have less than five elements (for instance,

running water, electricity, toilet, septic tank, a mobile telephone or a landline) are considered insufficiently equipped. As many as 48% of such households pertain to Roma IDPs and the considerable 36% pertain to the domicile Roma.

The quality of housing was assessed based on the presence of housing problems. The presence of these problems is shown in the graph below.



Graph 5.4 Housing-related problems, IDP Roma and domicile Roma, in %



The conclusion is similar as with the previous indicators: both groups of Roma live in substandard housing, but the incidence of individual problems with housing among the domicile Roma appears mostly in approximately one half of the households (except humidity and worn out joinery). More than 2/3 of IDP households have problems with all the indicators except with daylight. In this case also, a composite housing index was constructed in order to give a more precise overview of the situation. Basically, the presence of any of the above problems denotes a

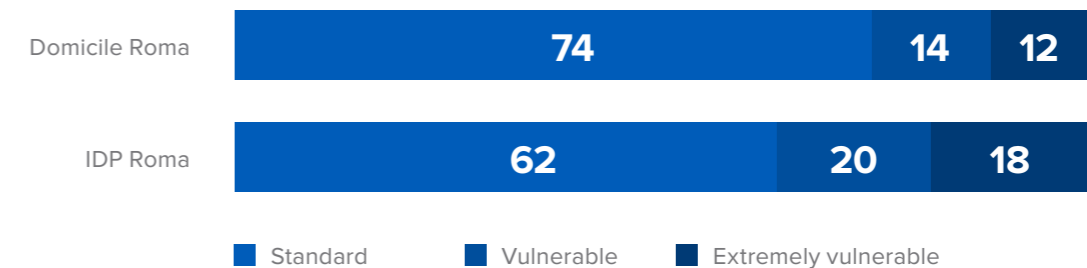
reduced quality of housing. However, there are only 8% and 16% of Roma IDP and domicile households respectively who do not have a single of the above problems. The fact that **as many as 41% IDP and 30% of domicile Roma households have all the six listed problems in their homes is astonishing**. Under the composite housing index any housing unit with more than one of the listed problems is considered as substandard. According to this indicator, 88% of internally displaced Roma households and 73% of the domicile Roma households live in substandard housing.

- The internally displaced Roma live in dire conditions:
- 29% of Roma IDP households live in buildings not suited for housing and which they do not own.
  - 50% of them do not have basic inside facilities.
  - Almost 90% live in low-quality housing conditions

From the above presented data, a composite housing vulnerability index was constructed which differentiates the categories of the vulnerable and the extremely vulnerable. The vulnerable are those that have less than 15 m<sup>2</sup> of housing space per member of household, less than five elements of inside facilities

and more than one problem with the quality of housing. The extremely vulnerable households are those which, in addition to the mentioned elements, live in the space not intended for housing (shed, garage, etc.). The distribution of these categories among the surveyed households is presented in the below graph.

Graph 5.5 Level of housing vulnerability of households, IDP Roma and domicile Roma, in %

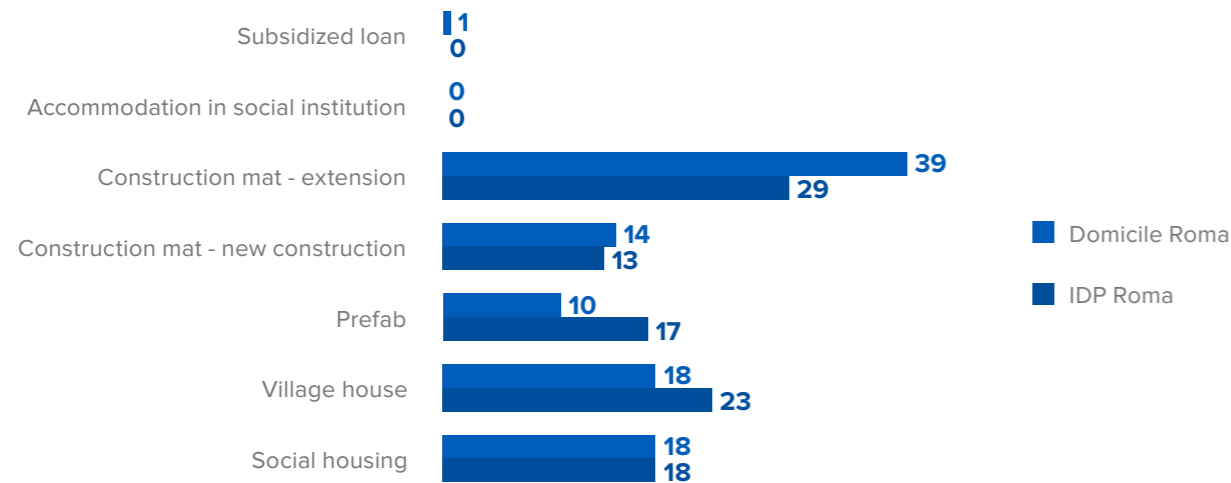


The Roma households have been facing these problems for quite a long time and many of them have applied for the housing assistance programmes. The share of those who applied among the IDP households is 44%, and 27% among the domicile Roma households. However, only 5% of the former and 3% of the latter received some form of assistance to this end, resulting in the 11% implementation rate. In the case of both groups, this most often took the form of construction materials assistance, followed by social housing for Roma IDPs and social housing or village houses for the domicile Roma.

In view of the above, it appears extremely important to assess the form of assistance for improve-

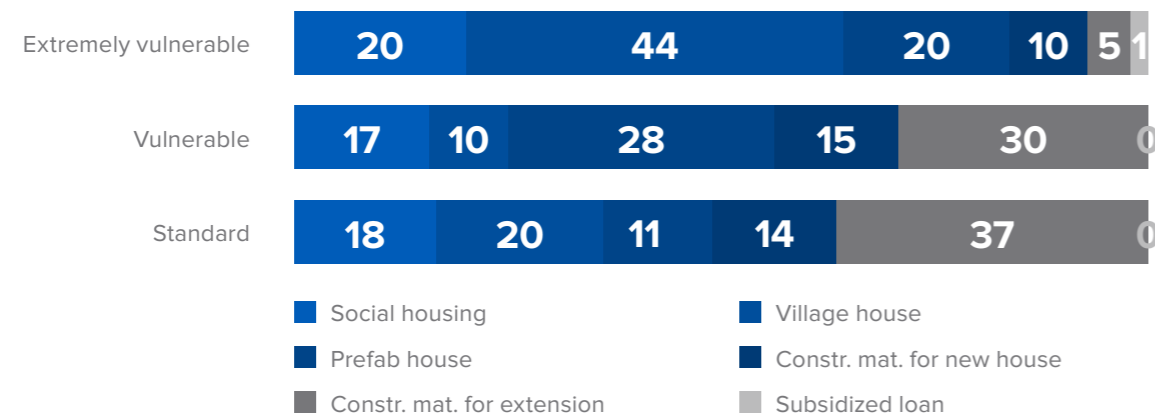
ment of housing conditions that the Roma IDPs would accept in the future. They were presented with the possibility of multiple choices and it must be noted that, in line with the previous finding, the interest was the greatest for construction materials for extension of existing housing, somewhat greater among the domicile Roma than among the internally displaced. Roma IDPs expressed more interest in village houses and prefabricated houses than the domicile Roma and the equal interest in social housing. Both groups were least interested in subsidized loans. When asked about which of the above types of assistance would suit them best, the respondents answered as shown in the below graph..

Graph 5.6 Preferred type of housing assistance, IDP Roma and domicile Roma, in %



If the preferences of Roma IDPs with different levels of housing vulnerability with respect to housing assistance are factored in, a picture presented in the below graph is obtained.

Graph 5.7 Preferred type of housing assistance for different levels of housing vulnerability of IDP Roma, in %



The distribution of preferred forms of resolution of housing problems is quite expected.

In the context of the above, it is interesting to note that as many as 43% of the Roma IDP households would be willing to move to another municipality for a favourable housing solution. This option is favoured also by 1/3 of the domicile Roma. However, this does not include the municipalities in KiM – return to KiM is not an acceptable option for the majority of the internally displaced Roma (some 2%

Those with less housing problems prefer rehabilitation and extension of the existing houses. Others who have more problems but live in a residential building would most readily accept a new (prefab) house or rehabilitation of an existing house. Still others with practically nothing, would prefer a village house.

only). This certainly has to do with the fact that of the 41% of Roma IDPs who own or have owned a house in KiM, only 3% (which is just above 1% of all Roma IDPs) are able to confirm that their property has not been damaged. As many as 35% of them are ignorant of the current status of their property while 61% know that it has been destroyed or damaged. The majority of the respondents cannot answer the question related to the main reasons for not being

able to dispose their housing unit in Kosovo. The key reasons stated by those who answered this question are: illegal occupation (42%) and the house being empty (15%).

The housing conditions of Roma IDPs are dire, and even below human dignity for a considerable number of households. A large number of the displaced Roma households do not own a housing unit and, if they do, it is most often poorly equipped and in a bad condition. It may be said that almost 1/3 of these households

are vulnerable, and half of them are very vulnerable from the aspect of housing. In search of adequate housing solutions one cannot count on the property of these households in KiM, and thus the proper question refers to the solution that could be achieved in Serbia. One positive fact is that these households are willing to take different solutions and to move, some of them even into rural areas, for that purpose.



Photo: UNHCR / V. Simić

## 6. INCOME

Achieving sustainable solutions for the internally displaced Roma from KiM depends, to the fullest extent, on their capacity to provide income allowing for decent housing and satisfactory social services. Further to the housing conditions, poverty or low income are the key disadvantages in the coping strategies of the Roma households and of the Roma IDPs in particular. From the data about the situation of human resources we saw that Roma IDPs have an extremely low level

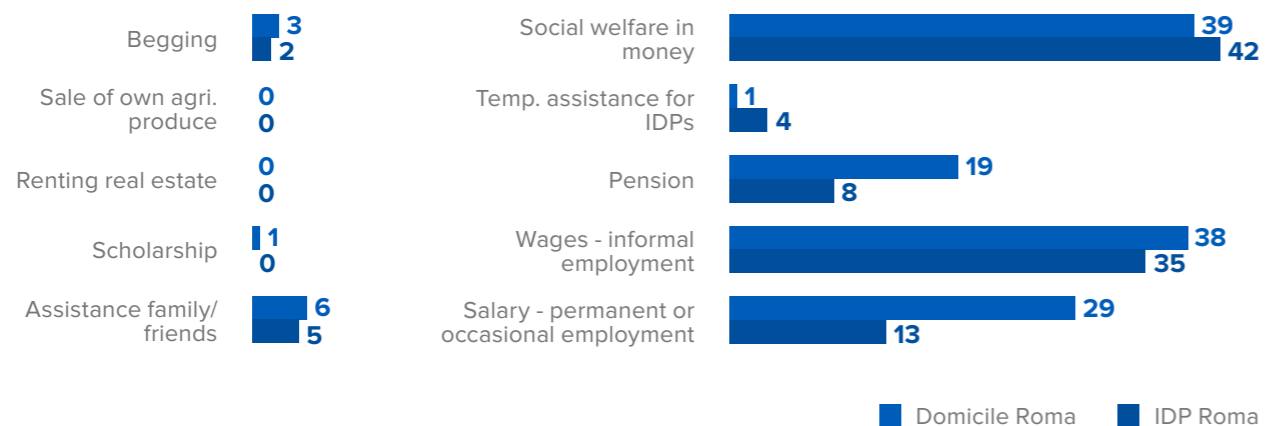
of education and do not have the skills that would ensure their better standing on the labour market, an extremely high unemployment rate, and mostly unstable and the lowest quality jobs even when they work. This indicates a potentially highly unfavourable picture of their income. In order to present this in concrete terms, we posed questions related to the sources and size of their income. The data will be presented comparatively for IDP and for the domicile Roma.

**The internally displaced Roma households are extremely deprived, even more so than the domicile Roma households. In all, 92% of the former and 78% of the latter are below the at-risk-of-poverty rate (established at RSD 13,680 /month per equivalent adult).**

A total of 98% Roma IDP households and 94% domicile Roma households cannot satisfy their basic nutritional needs, cannot afford to pay the utilities, health care, hygiene, education and local transport.

**More than 2/3 of Roma IDPs consider employment or work-related advancement as the solution to the improvement of their.**

Graph 6.1 Different sources of income of households, IDP Roma and domicile Roma, in %



Briefly described, the structure of the Roma IDP households' income is: a lot of pecuniary social assistance, some informal work, little formal employment and very limited pensions. An exceptionally limited number of households receive temporary benefit for internally displaced persons who lost their jobs in KiM and just as many households receive occasional assistance from family or friends. The picture of income is equally bad for the domicile Roma, but nevertheless visibly better compared to Roma IDPs. This is because the domicile Roma receive steady salaries or pensions and also earn through informal employment more often.

The replies of 98% of the displaced Roma and 94% domicile Roma households to the effect that they cannot fulfil their basic needs in food, payment of bills, health care, hygiene, schooling and local transport logically follow from the above findings. At the same time, this is the information about the extreme material deprivation of these households.

The image of income may be complemented by the

information on the number of members of households who generate any type of income. First, it is important to note that the percentage of households who do not have a single member like that i.e. no income at all: 2% and 3% among IDP and domicile Roma respectively. The average rate of income-generation is 0.7 among Roma IDPs and 0.68 among the domicile Roma, meaning that just above 2/3 of household members on the average take part in generation of income<sup>8</sup>.

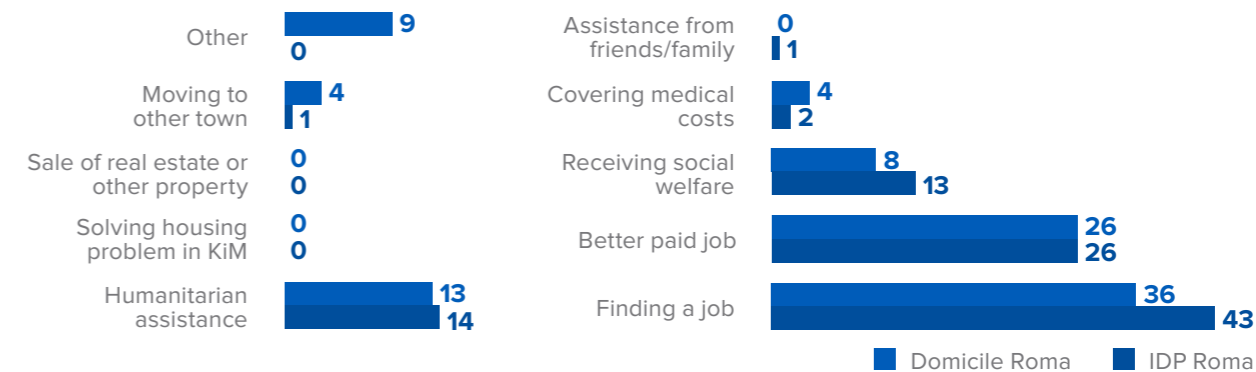
When asked about the total income from all the sources during the month preceding the survey, only 27 households (2%) avoided the answer. The number of households who reported an income of zero (0) Serbian Dinars (RSD) is not high either - none among the IDP Roma and four among the domicile Roma. The range of income varies from RSD 300 – 100,000, but almost 50% of IDP Roma households are in the range of RSD 10,000 to 20,000. Among the domicile Roma, 50% of the households are within the range of 15,000 to 30,000 Serbian Dinars. Consequently, the average income for Roma IDP households amounts

to RSD 16,774 and RSD 21,898 for domicile Roma. However, as presented, IDP households are larger than the domicile ones, so this difference expressed by the average income per household members is higher: RSD 4,504 among the displaced and RSD 6,031 among the domicile households. In case of income as an aspect of the living conditions, it is hard to define the line that distinguishes the vulnerable households from the others, as these households are very deprived by all the formal indicators. Accepting as true the information given by the households about their total income and considering as relevant the data on the at-risk-of poverty threshold of RSD 13,680 based on the SILC<sup>9</sup> methodology re-

cently implemented in Serbia for the first time (Second National Report on Social Inclusion and Poverty Reduction in the Republic of Serbia: 47), we may calculate the at-risk-of-poverty rate<sup>10</sup> also for the households included in the survey on the needs of internally displaced Roma from KiM. Consequently, **92% of households of internally displaced Roma and 78% of the domicile Roma households are below the at-risk-of-poverty threshold.**

The respondents in the survey answered to the question as to what type of assistance would best improve their economic status. The answers to this question are presented in the graph below.

Graph 6.2 Preferred type of assistance for improvement of economic status, Roma IDPs and domicile Roma, in %



More than 2/3 of Roma IDPs perceive employment or work-related advancement as a solution towards improvement of their economic status. Still, just over 1/4 of them believe social and humanitarian assistance

to be a better solution, and these are not primarily elderly households or households without active family members, but quite the contrary –the households where no member is over 64 years old mostly.

From all the above said about the income of households of the internally displaced Roma, we may conclude that the dominant income of these households comes from informal work and social welfare, which makes them extremely deprived from the aspect of the quality of the jobs they do, the pay and the number of dependants. On the whole, their capacity to financially support quality housing solutions and better living conditions is almost non-existent. Nevertheless, they express readiness to improve their financial standing by finding more permanent and better paid jobs and it is there that one must look for space for attaining sustainable solutions.

<sup>8</sup> In light of the data on the high dependency rate presented in the chapter discussing human resources of households, this information should be interpreted by the fact that child allowance is ascribed to a child as a basis for income generation, and that many household members work informally in seasonal jobs or collect scrap.

<sup>9</sup> EUROSTAT Survey on Income and Living Conditions

<sup>10</sup> Total income divided by the number of members of households according to the OECD equivalence scale: the first adult member is allocated weight 1, each next adult 0.5, and each child (under the age of 15) 0.3.



Photo: UNHCR / I. Szabo

## 7. ACCESS TO SOCIAL SERVICES

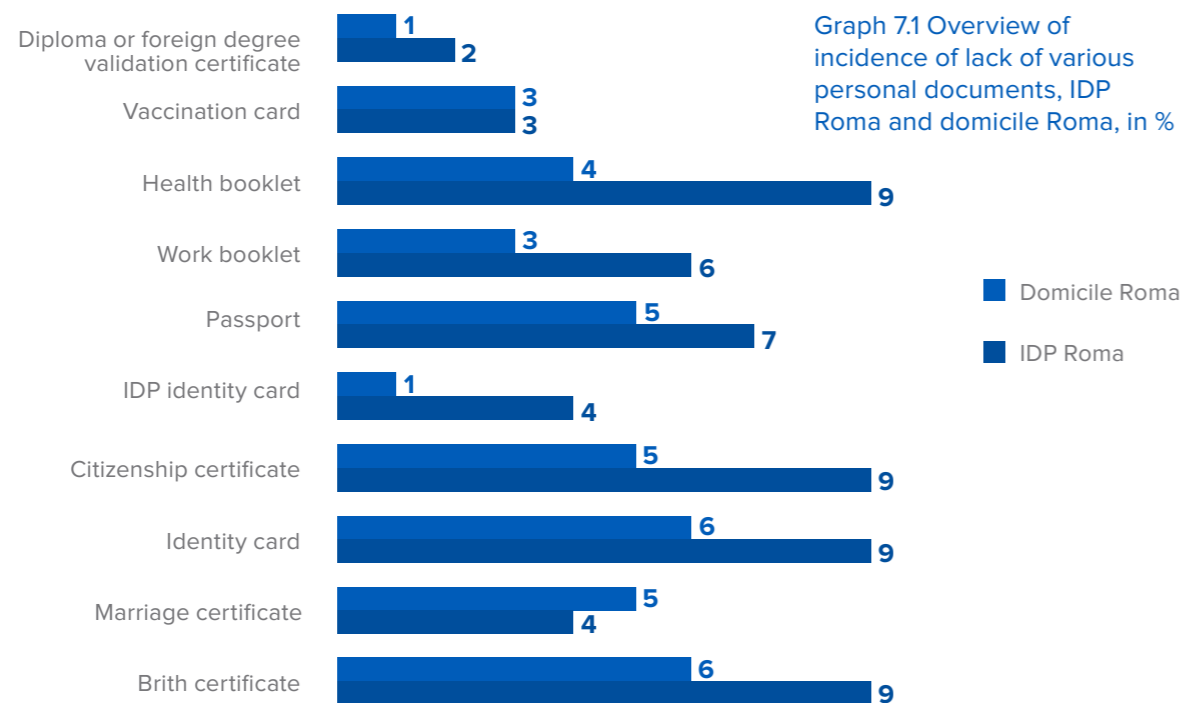
This chapter will discuss different institutional mechanisms of social support to the internally displaced Roma from KiM that should allow for their improved social inclusion. We will analyse the issues related to their basic civil status - possession

of the essential personal documents, the issues related to human resources empowerment (access to social welfare, education, employment support measures), as well as exercise of the rights to social welfare.

### Personal documents

Significant progress was made in reducing the number of “legally invisible” and the undocumented Roma within the framework of cooperation established by the Memorandum of Understanding signed between UNHCR, the Ministry of State Administration and Local Self-Government and the Ombudsman. The success is a result of joint efforts to develop systemic solutions to these problems in the future. However, there are still persons among IDP Roma who are not registered in birth registries. That is why it has been agreed to extend the cooperation within the framework of the MOU until the end 2016.

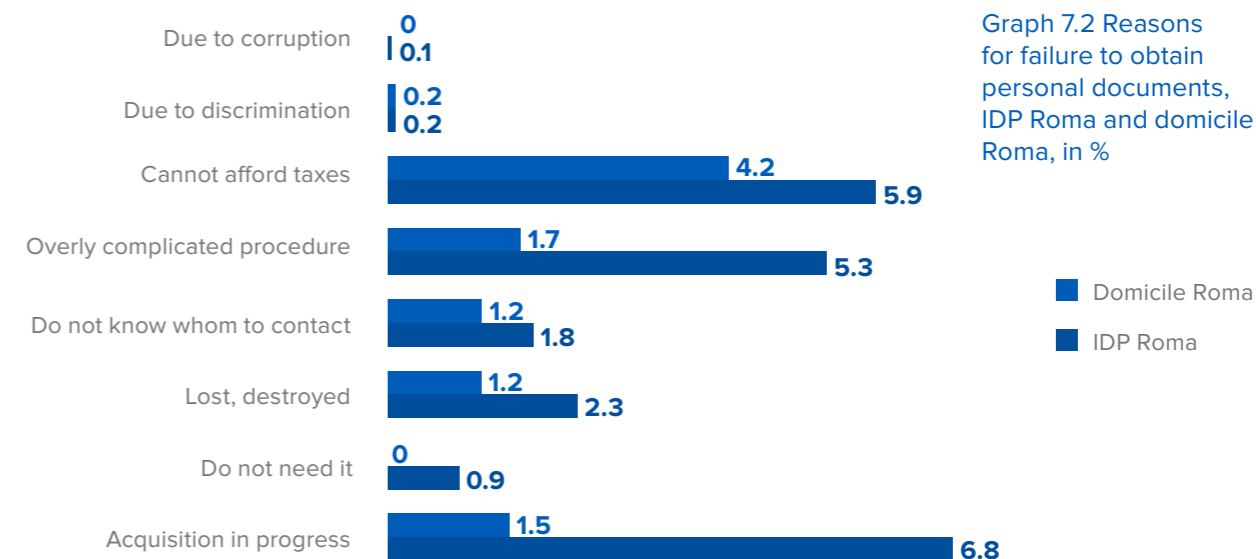
There are 5% of Roma IDP households with one of the members not registered in the birth registries. The number of these persons is lower among the domicile Roma - below 1%. Asked whether all the children under 15 have been registered in the birth registries, 7% of the former and 2% of the latter households replied negatively. Although this picture is somewhat better than the one in 2011 when the previous report on this topic was developed (based on the 2010 data), more efforts should be made to improve social inclusion of Roma IDPs (and other Roma). These are the problems that require urgent solutions in order for all the households and persons to be brought into the same legal status.



The data presented indicate lack of personal documentation still to be a significant problem among the internally displaced population. There are 9% of households wherein one of the members lacks a birth certificate, an identity card, a citizenship certificate and a health card. It is not that the same 9% of households lack all of these four documents, but it is important to stress also that half of the households

who do not have all the important documents lack more than three such documents.

The reasons for which the respondents cannot obtain the necessary documents vary, the dominant being complex procedures and inability to afford the taxes. Discrimination did not appear as a significant factor.



In accordance with the above, when opting for the type of assistance they need most when acquiring personal documents, the internally displaced Roma mention money for taxes (9% of the surveyed and practically all who reported they miss one of the documents) and the presence of a person who knows the procedure related to the acquisition of documents (6.5%) most

often. Explaining the procedure (free legal assistance) is also beneficial - as mentioned by 5.3% households, while the presence of an interpreter was rarely mentioned (1.2%). If they need to opt for one of the types of assistance, they most often mention money for taxes, followed by free legal assistance and presence of a knowledgeable person in equal shares.

## Health care

There is a notable difference between the internally displaced and the domicile Roma households also in the domain of coverage by health insurance. While the share of domicile Roma households in which all the members are covered by health insurance is 95%, with Roma IDPs it is 85%. Most often it is one or two members who do not have health insurance. However, more than three members do not have health insurance in 1/3 of the IDP households which are deprived of this form of social protection, representing 5% of the total number of Roma IDP households.

Asked about the type of support that they would find useful in ensuring health insurance, only a limited number of IDP households (9%) answered they did not need assistance and that they would do it alone. The major problem for them is lack of personal documents required for exercise of the right to health insurance – 85% of persons who do not have insurance stressed this issue and it is the most frequent one among the domicile Roma also. Furthermore, the preferred types of support are also provision of information about the rights and procedures (free legal assistance) and presence of a person knowledgeable in administrative procedures.

## Early school drop-out

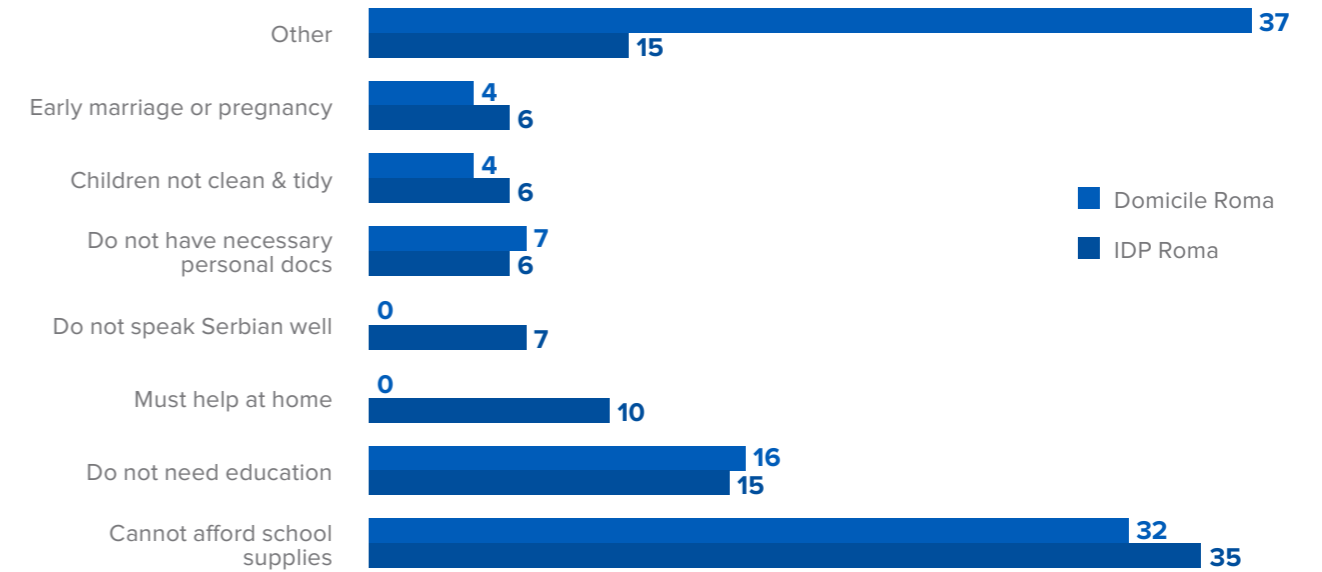
The sample contains 64% of internally displaced Roma households with children of mandatory pre-school, primary or secondary school age (aged 6-18). There are 63% of such households among their neighbours – domicile Roma. Of the total num-

Roma IDPs declare themselves according to this pattern also when they need to single out one type of assistance as the most important – 76% of those who have at least one member of a household who lacks health insurance state they need to acquire the relevant personal documents, 10% that they are in need of relevant information and 4% opt for the presence of a person knowledgeable in administrative procedures.

One of the important aspects of health care analysed through this survey was inoculation of children. Upon arrival from KiM, 90% of the internally displaced Roma households were offered a possibility to inoculate their children. This was done in a large number of households. Notwithstanding, in approximately 6% of the households who have children aged up to 15 there is minimum one child that has not been vaccinated. In 50% of these households one child was not vaccinated, in 23% two children and in the remaining 27% three or more children were not vaccinated. The main reasons for not having their children inoculated, as reported by the respondents, were either a chronic health condition of the child or that the child was ill at the time of vaccination.

ber of children in this range, 66% and 72% from IDP and domicile Roma households respectively did not attend school in the current school year. The reasons vary, the most prominent being lack of money for school supplies.

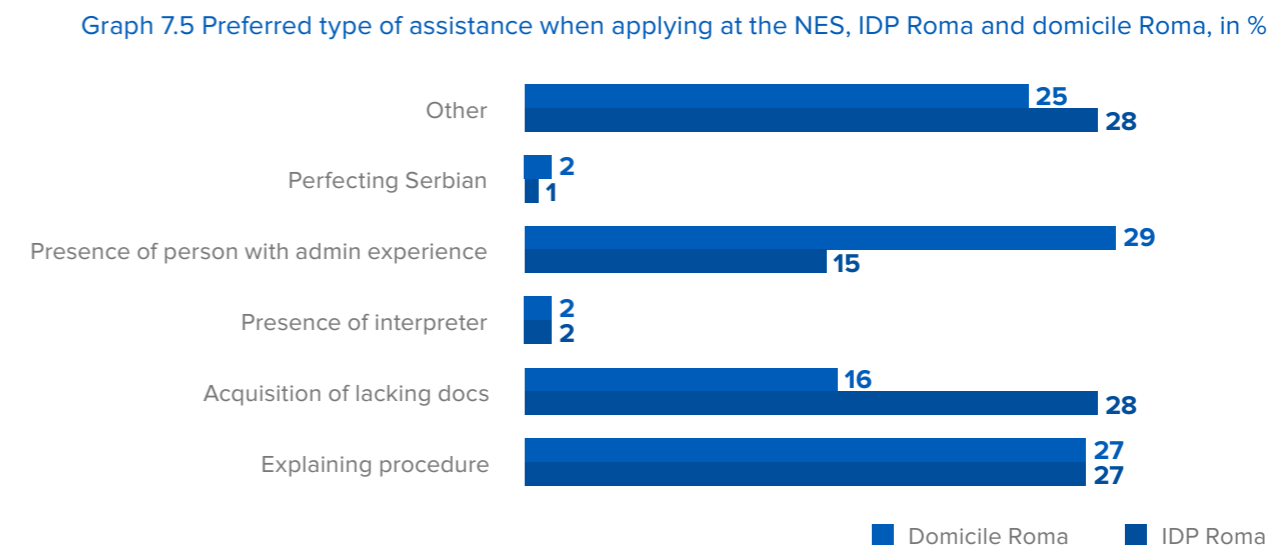
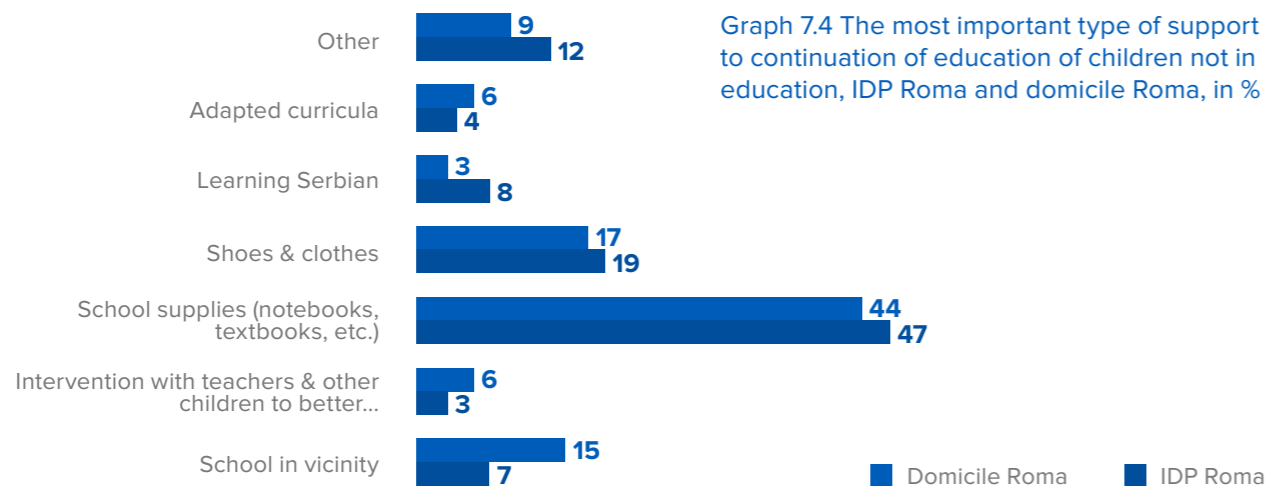
Graph 7.3 Main reasons for the children aged 6-18 not to attend schools, IDP Roma and domicile Roma, in %<sup>11</sup>



The questions about the types of support they would need in order for the school-age children not in the education system to continue with schooling was answered by between 122 and 134 respondents from both subsamples – significantly below the number of households with such children. The most

frequently mentioned were school supplies, clothing and footwear, but there are a number of cases when Serbian language learning and adaptation of curriculum were mentioned. When asked to choose a single, dominant type of support they would like to receive, the respondents answered as shown below.

<sup>11</sup> The competent Ministry issued an instruction that the children must be enrolled into school even in absence of the necessary personal documents, and that these must be acquired later. The schools apply this instruction as a rule, but a number of parents evidently states this as a reason for children not attending them.



### Access to National Employment Service

As shown earlier, unemployment represents one of the key challenges in development of a sustainable coping strategy of Roma households, and Roma IDP households from KiM in particular. The sample covered 83% of the Roma IDP households with minimum one unemployed member, and 76% of households where at least one unemployed member is registered at the National Employment Service. A similar tendency exists among the domicile Roma, but its intensity is somewhat weaker –85% of these households have one unemployed member and 80% members registered at NES. The key reasons for the unemployed internally displaced Roma not to

register at the NES are that they do not believe they can find employment through NES (64%) and/or that they do not have personal documents required for registration (38%). The other reasons such as lack of information about NES, lack of knowledge about the registration procedure or discrimination in NES appear infrequently.

Still, in addition to obtaining the necessary documents, the explanation of the procedure and presence of a person experienced in registration are often cited as the preferred types of support for registration at the NES.

The respondents were asked about the preferred type of employment for those who are currently unemployed. The highest percentage of the respondents (62%) would like to have a steady job with an employer, 15% would choose self-employment, 11% seasonal jobs, while a significantly lower percentage would opt for an independent job in agriculture and public works.

### Social assistance and social protection

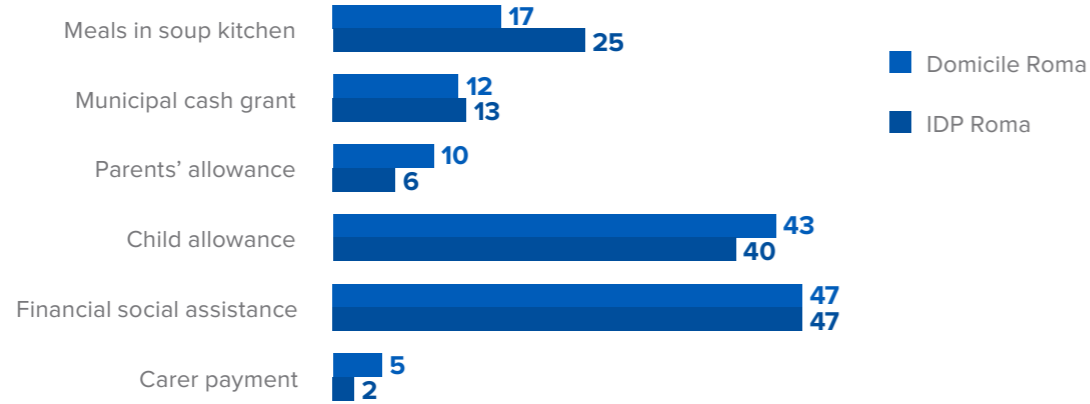
Many Roma households live in segregated settlements and in extreme deprivation, without regular employment, and with extremely low and unstable income. Therefore, the social welfare system is exceptionally important for them. The fact that Roma households have the highest share of persons receiving social welfare is notorious, but in order to enhance their community integration, social services are also important to them. That is the reason for

the following presentation of access of Roma IDPs and the domicile Roma to various types of financial assistance and social protection, as well as of the perceptions of persons who did not receive this assistance on the key reasons for that.

The below graph presents the share of households who receive some type of financial assistance or who are entitled to meals in soup kitchens.



Graph 7.6 Share of households where minimum one member receives financial social welfare or a meal in soup kitchen, IDP Roma and domicile Roma, in %

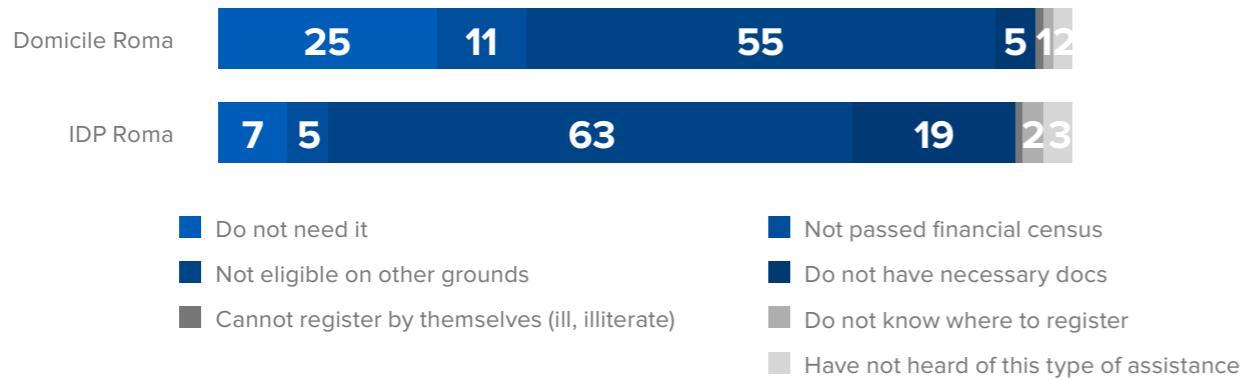


As expected, the share of households receiving financial social welfare and/or child allowance is high. However, the finding that the share of these households is equal among IDPs and the domicile Roma must be emphasized. Still, the share of households receiving child allowance is lower among the Roma IDPs, although these households are poorer and have more children on the average than the domicile Roma households. The share of households receiving

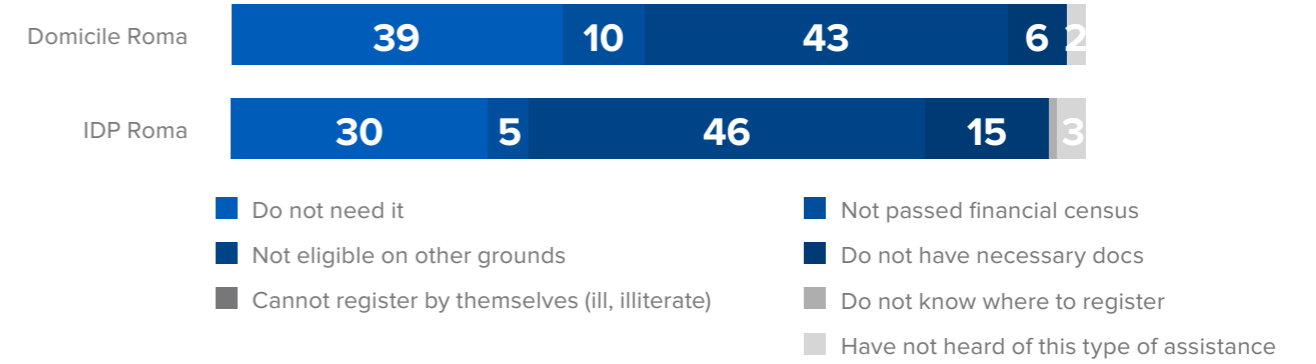
assistance is higher among Roma IDPs than among the domicile Roma only in case of the most accessible of all the types of assistance – meals in soup kitchens.

In continuation, we shall present the key reasons for which the households did not receive the two key types of assistance: financial social assistance and child allowance.

Graph 7.7 Reasons for failure to receive financial social assistance, IDP Roma and domicile Roma who did not receive assistance, in %



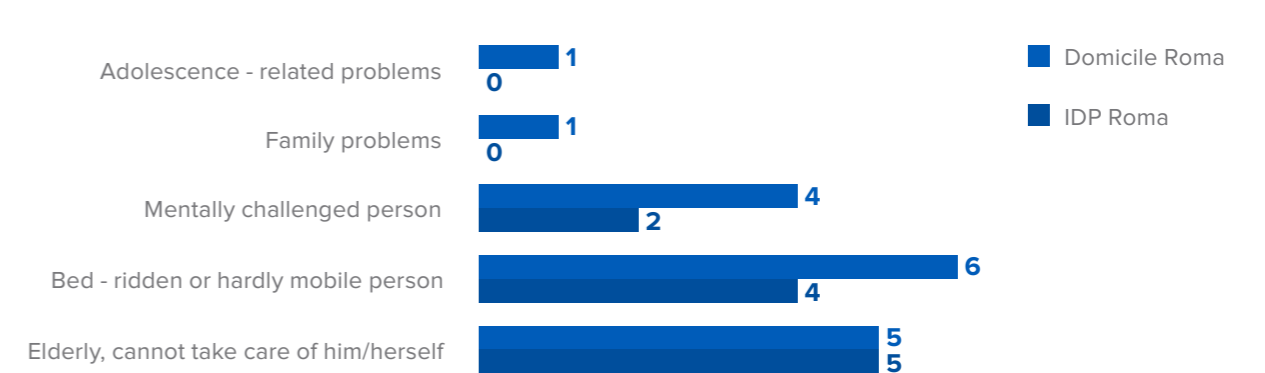
Graph 7.8 Reasons for failure to receive child benefit, IDP Roma and domicile Roma who did not receive child benefit, in %



As may be expected when level of poverty and the number of children in households are taken into account, Roma IDPs less frequently state that they do not need financial social assistance or child allowance. In case of both types of assistance, they lack the necessary documents to exercise the rights and have problems with the assessment of the Centre for Social Work on the eligibility for assistance more often than the domicile Roma. These are two tracks that the future support should be directed to.

As for the family problems that call for the social protection, the survey listed several most frequently occurring problems and the respondents answered whether they have them in their households and whether they received support in order to resolve them. The incidence of the problems is relatively low and relatively uniform among the IDP and the domicile Roma households, as shown in the graph below.

Graph 7.9 Social problems in households, IDP Roma and domicile Roma, in %



The level of assistance received is very uniform among the IDP and the domicile Roma households. The share of households who received assistance for the above listed problems is low – for problems in families and in behaviour of adolescents less than 10%, and between 20% and 25% of the households of others. The social welfare institutions are the

dominant service provider in these cases, but the role of local governments and non-governmental organisations is not negligible at all.

The structure of preferred forms of assistance is almost identical in both groups of Roma households.

Graph 7.10 Preferred type of assistance for access to social protection services, IDP Roma and domicile Roma, in %

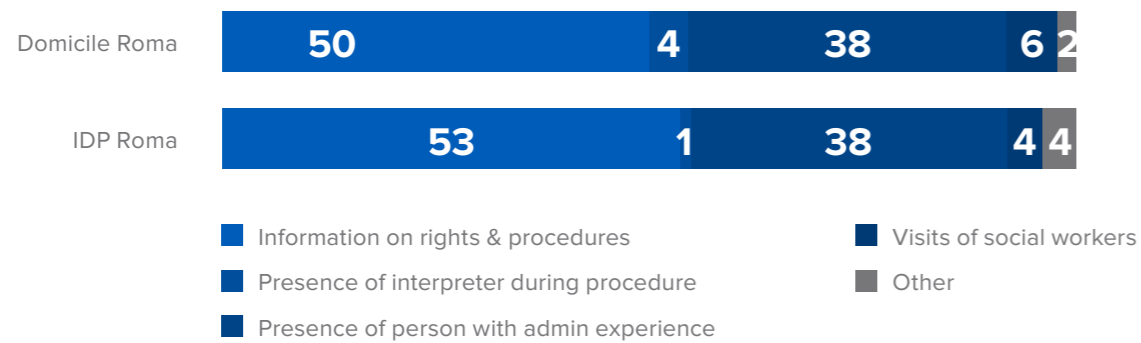


Photo: UNHCR / I. Szabo

## 8. SOCIAL PARTICIPATION, DISCRIMINATION AND SECURITY

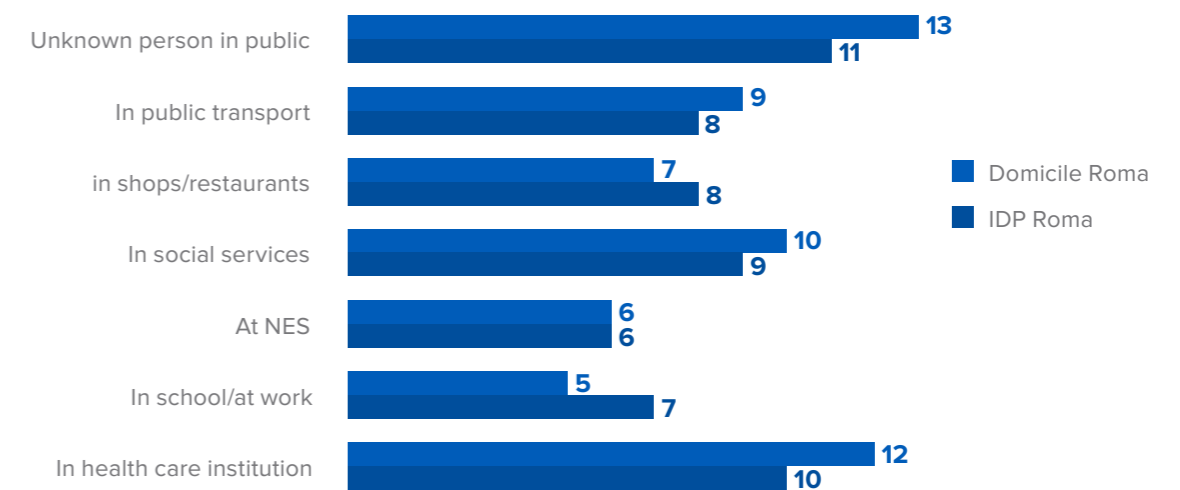
Although the opportunities for participation of Roma in the Serbian social, cultural and political life increased significantly over the past years through the framework of activities defined in Roma Decade and various programmes of international agencies, the practice in these domains is not developed and the Roma remain quite invisible and excluded. The key forms of participation of the Roma are reduced to marking the traditional Roma holidays, participation in elections to the ethnic minority councils and involvement in the work of a Roma NGO possibly (Cvejić, 2014).

The survey rendered similar results. The potential for social participation of both groups of Roma is very low, but still lower among the internally displaced than the domicile Roma. Only 5% of IDPs are members of associations representing the interests of the Roma, as compared to 9% among the domicile Roma. This coincides with their perception that

personally they can ill affect the decisions of municipal or state institutions that refer to their status and quality of life – only 4% of Roma IDPs and 9% of domicile Roma feel this to be in their power. On the other hand, there is some hope for increasing their participation in the finding that 30% of internally displaced and 38% of domicile Roma would be ready to take part in the activities of organisations representing the interests of IDPs and/or Roma and take a public stand in fighting for their interests and rights.

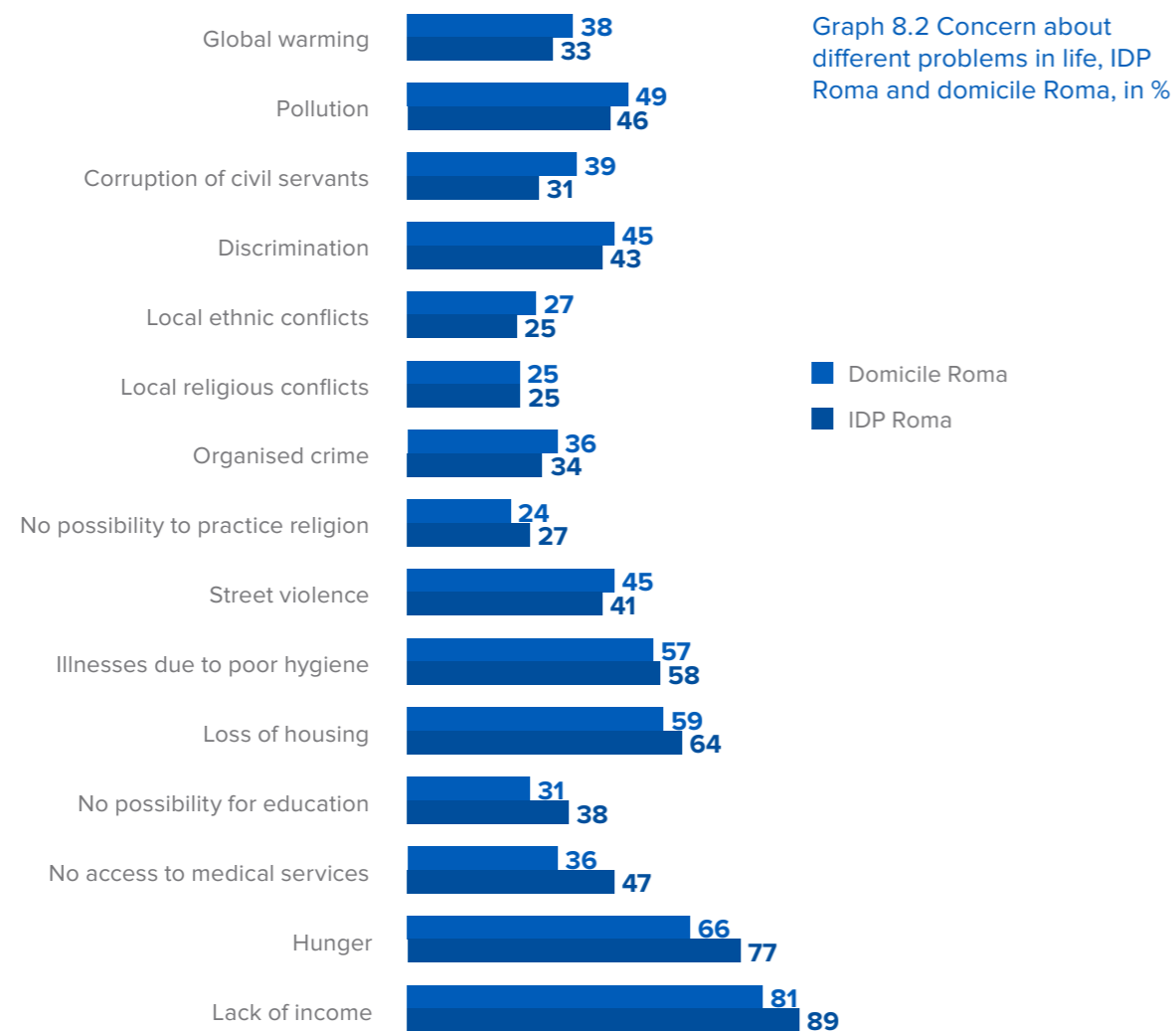
The domicile Roma are somewhat more sensitized to discriminatory practices than the internally displaced. Asked whether someone had humiliated them in the period of three months preceding the survey, 15% of internally displaced Roma and 21% domicile Roma answered positively. The most frequently mentioned places/institutions where such an event occurred are shown in the below graph.

Graph 8.1 Places where, IDP Roma and domicile Roma, experienced humiliation in %



Life on the margins of the society and in utter deprivation causes concern of both the IDP and the domicile Roma with respect to different situations that could impact them and their households adversely. Both groups are by far the most concerned about poverty and hunger, followed by possibility of losing

housing and the poor hygienic conditions in the direct environment, but the number of those worried about access to different social services is not negligible. A detailed overview has been shown in the next graph.



Having in mind the above findings, the Roma IDPs more so than the domicile Roma, are expected to be somewhat more concerned about the direct living conditions such as income, hunger, housing and access to social services, and somewhat less about

the general problems such as pollution, corruption, street violence or global warming. This is yet another confirmation that the Roma IDPs live even worse than Roma in general, and that they are a very vulnerable and excluded social group as per different indicators.

Domicile Roma recognize discrimination somewhat more frequently than IDP Roma. The latter are more concerned about the existential problems such as poverty, hunger, homelessness and health risks associated with poor hygiene.



Photo: UNHCR / V. Simić

## 9. CONCLUSIONS AND RECOMMENDATIONS

The data presented show a picture of a pronounced social and economic exclusion of the internally displaced Roma. The internally displaced Roma fare even worse than the domicile Roma living in their immediate surroundings in all the analysed dimensions of life. These results of the survey were confirmed also in focus group discussions in all the three cities – Belgrade, Niš and Zrenjanin.

The situation with respect to identification of durable solutions for their more successful inclusion and active participation is very difficult. The majority of Roma IDPs live in dire housing conditions, in sub-standard buildings lacking numerous elements of infrastructure. Almost all of these households are at risk of poverty, with low and unstable incomes. Almost half of them receive some type of financial social assistance, but very few have regular income from formal employment, pensions or temporary benefit for internally displaced persons. The majority of the households have members employed in occasional, informal and poorly paid jobs. The situation is difficult to change also because the internally displaced Roma have an exceptionally low level of education and no skills that could potentially improve their status on the labour market. No solution to this problem is in sight since the new generations are also failing to attain qualifications, with many of them not even completing primary school.

Focus group discussions have shown that coping strategies of the majority of Roma IDP households have been reduced to them owning the housing they live in (which literally ensures them a ‘roof over their heads’) and to keeping the costs of living at the minimum. They achieve the latter by not investing into housing at all, not paying for the utilities (water, electricity), and they cope by connecting illegally to the water or power supply networks. They also receive one-time assistance in heating derivatives from time to time. As the focus group discussions showed, they cover the costs of living – most often food, mobile phones and Internet bills (because of the children) at the expense of education, local transportation and medical treatment. Certainly, there is a number of internally displaced Roma households that are better off, that have regular income and better living conditions, but these do not need support as they have already achieved sustainability.

In addition, an exceptionally small percentage of internally displaced Roma households can count on their property in KiM, and a significant number of those in Serbia still lack important personal documents required for exercise of some of the basic rights such as the right to social assistance or registration with the National Employment Service that could ease their more stable inclusion into the community.

In order to assess the need for various forms of support realistically, a group of households in urgent need was identified based on different indicators used in the survey. The methodology used for this part of the analysis is very similar to the one applied in the 2011 Assessment of the Needs of Internally Displaced Persons from KiM (UNHCR and Commissariat for Refugees of the Republic of Serbia, 2011: 45). This means that the group of persons in urgent need includes members of Roma households who:

- Have less than 15 sqm of housing space per member of household, have less than five elements of indoor facilities from the 7-elements list we registered, have more than one problem with the quality of housing (of the listed six) and are at risk of poverty (less than RSD 13,680 per equivalent adult member of household), or
- Live in buildings not intended for housing and are at risk of poverty, or
- Live in a building they do not own and are at risk of poverty.

This is how **a group of 63% of internally displaced Roma households in urgent need was identified**. This share totals 40% among the domicile Roma households. By way of reminder, the share of Roma IDP households in need totalled 75% (UNHCR and Commissariat for Refugees of the Republic of Serbia, 2011:45) in the 2011 Assessment of the Needs of IDPs. This difference in

percentage of households in need cannot be interpreted directly, due to the use of absolute poverty line in 2011 and relative poverty line in 2014.

If we start from the information that there are approximately 23,000 internally displaced Roma in Serbia and the finding of the survey that the average size of these households is 4.76, it follows that 3,059 of the 4,832 internally displaced Roma households are in urgent need (some 150 less than in 2011). This means some 14,560 persons.

Exactly 50% of the households in urgent need from the sample are located in Belgrade, 20% are in Southern and Eastern Serbia, 20% in Vojvodina and approximately 10% in Western Serbia and Šumadija. The average size of these households is within the average values for the group, 4.76 relative to 4.6 for all Roma IDP households in the sample. The dependency rate of Roma IDP households in urgent need is the high - 1.04, compared to 0.6 among other internally displaced Roma. The average number of children per household is 2.19 in households in urgent need, and 1.39 in the households of other internally displaced Roma. This characteristic further complicates the search for sustainable solutions, for it entails additional engagement of household members in taking care of the children, the need for additional support for inclusion of children into the education system

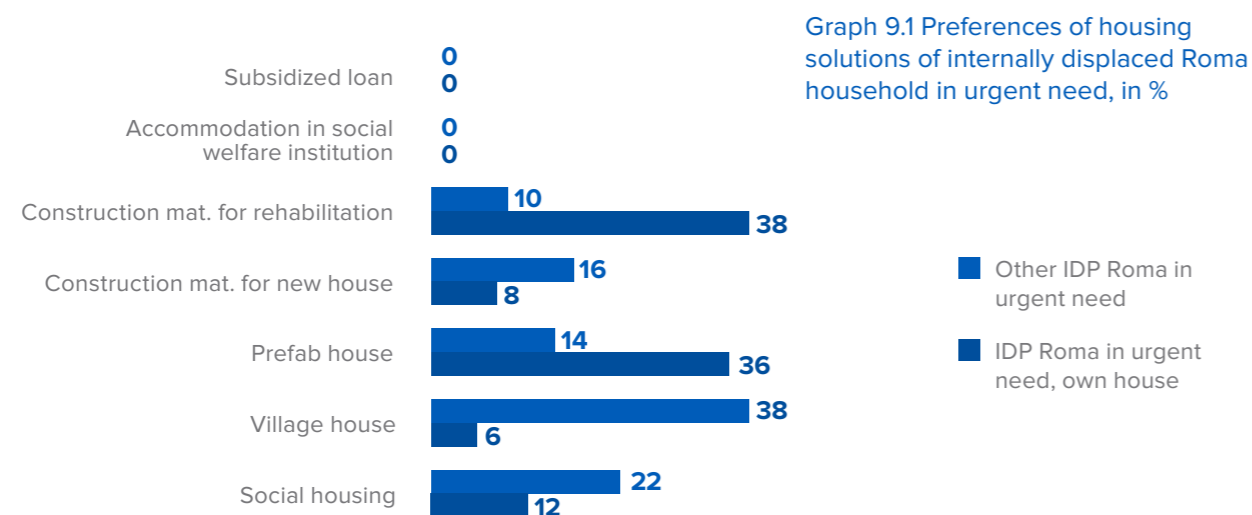
and ensuring of health care for all household members in the given circumstances. Namely, the average share of members without health insurance is 13% in the households in urgent need as compared to 4% in other households, with the share of school-age children (6-18) not attending schools being approximately the same in both types of households- some 2/3.

The labour market indicators are not less favourable among the households in urgent need, but it must be noted that these indicators are unfavourable for the entire group: the activity rate of the households in need is 52%, inactivity rate is 75%, and the employment rate stands at 13%.

Among the internally displaced Roma households in urgent need, there are 42% of those who live in housing that they do not own and that is not intended for housing, 6% live in their own housing, but which is not intended for housing, 23% live in family houses that they own and 20% live in family houses that

they do not own and that they do not pay rent for. Consequently, durable solutions should be found for some ¾ of households of internally displaced Roma in urgent need. These should entail building of new housing or allocation of a village houses with gardens, and reconstruction and rehabilitation for some 1/4 of households who own houses.

Taking into account preferences with respect to housing solutions for households of the internally displaced Roma in urgent need, it is evident that several options would be possible: village houses with gardens (for 45% of them), prefabricated houses (for 37% of them), construction materials for new housing construction (for 29% of them), construction material for rehabilitation of the existing houses (for 28% of them), and even social housing (for 40% of them). Still, when asked to choose one of the options that would suit them best, the respondents most readily chose a village house, followed by social housing as shown in the graph below.



It is important to note here the difference between the IDP Roma households in urgent need who own a house and those who do not. A small percentage of the former accept the option of moving to rural areas, and would most readily accept a new prefabricated house in lieu of the existing one or materials for rehabilitation of the existing housing, while the other vulnerable households would readily move to rural areas and to social housing.

It is also useful to stress other insights into the IDP Roma household preferences obtained in focus group discussions. These focus groups discussed different housing options and their sustainability. The internally displaced Roma differed very much from the domicile Roma – they insisted on discussing housing solutions much more than the domicile Roma who have more stable housing solutions and who were interested in discussing income generation and employment opportunities. Just as in the survey, the representatives of the displaced Roma households, in particular those in the Belgrade focus group presented a worse housing situation than the domicile Roma.

- With respect to village houses with gardens as a potential solution, it turned out that participants who had the experience of rural life or relatives who lived there were more inclined to this option. Still, there were also those who were ready to move with their families provided they received support in mastering agricultural and other skills necessary for life in villages.
- The second important conclusion is that social housing mostly induced concern among the participants. Cultural shift needed for life in a residential building after years of life in individual ground floor buildings is less of a problem than the possibility of losing tenancy rights for failure to pay the bills. The participants of the focus group discussions were aware of the potential risk of not being able to ensure sufficient income for sustainability of this solution and rather opt-

ed for a solution wherein they might remain out of water or electricity if needed, but have a 'roof over their head'. This finding recommends social housing in protective environment, but it is also relevant from the aspect of identifying solutions where higher participation of beneficiaries is expected (e.g. prefabricated houses or construction of new standardized buildings). Still, there were participants who had a clear idea about this type of housing and who believe they can fulfil the obligations associated with it.

- As for new construction, the discussions showed that the majority of participants do not know which permits are required and what are the other administrative conditions. Those who did know, stressed they would not be able to afford the costs associated with the taxes and infrastructural connections. They could participate with their own work on construction, much more so as it turned out many of them gained the required experience in informal work on construction sites.
- Also with respect to extension and/or rehabilitation of the existing buildings, the participants in focus group discussions showed ignorance of the legal obligations and administrative procedures asserting no permits were required for extensions.

The general impression from focus group discussions is that the participants were largely inhibited by poverty and apprehension over financial sustainability, so that deliberations of any solution requiring them to be an active factor for a longer period of time is problematic. This leads to a conclusion that identification of sustainable solutions must inevitably include social integration along with housing solutions, creating conditions for employment of active members as well as assistance in acquisition of the necessary personal documents, support to children to remain in education, organizing education for adults in order to increase their labour market opportunities, etc.

## Recommendations

In view of the complexity of the social and economic situation of Roma which implies their multiple deprivation, the process of identification of solutions that would allow for their sustainable inclusion into the community is also complex. However, it is most certain that partial solutions in one area only (housing, education, employment...) will not bring about tangible improvement of the living conditions for the majority of internally displaced Roma households in urgent need. They need prudently inter-linked interventions in several areas and a well-coordinated implementation of these that would strengthen their own resources, pull them out of deprivation and support the long-term sustainability of the new living conditions thus gradually relieving them from the need for external support. Furthermore, these interventions need to be 'tailor made' due to the specific combination of resources (financial, hous-

ing, human) of the households. Therefore, only general models of solutions may be recommended herein.

As various solutions in the area of housing include different locations with specific social and economic environment, these solutions should serve as basis for identification of the types of support which entail, in addition to housing solutions, also support in income generation, administrative support and access to social services. Furthermore, in view of the fact that setting up certain types of support requires lengthy administrative preparations for construction of housing and the construction itself, programmes of support should be planned in several steps. Thus the period of administrative preparations and construction would be used for capacity building and regulation of their legal status.

### GENERAL SUPPORT MEASURES as preparation for inclusion into different models of support in the area of housing and economic empowerment

1. Continuing support to the internally displaced Roma in acquisition of lacking documentation (birth registration, identity card, health card, school diploma, etc.). This includes informing of Roma about the rights and procedures, financial support for payment of taxes as well as administrative support during registration and submission of proper documentation. Roma associations should be engaged in provision of support in order to strengthen capacities of the Roma community to self-organise, advocate for its rights, collect and disseminate information and enhance the social skills of the Roma. Ensure that Roma who have embarked upon the procedures for establishing the time and place of birth, subsequent registration and re-registration into birth registries be identified as beneficiaries of free legal aid in the future Law on Free Legal Aid.
2. Support Roma IDP households to return /keep the children in schools. The access to the support programme should be conditioned by regular school attendance. At the same time, provide the necessary support to households - to children (clothes, schoolbooks, school supplies, assistance in learning) and parents alike (recognising the significance of education, information on functioning of the education system, intermediation with school administrations and teachers in case of the need to regulate pupils' status, excusing absences etc.) together with Roma associations and teaching assistants.
3. Support adults to start/continue education by taking part in adult education programmes. Condition access to the support programme by minimum

one-year attendance of the literacy programme and/or adult education programme or tailor-made trainings for specific economic activities that Roma engage in (agriculture for those who opt for village houses, collection of and trading in secondary raw materials and different crafts, as well as establishment of cooperatives for the persons who will remain in urban areas). At the same time, support adults in mastering the curricula and disseminate information on the functioning of the education system and the labour market.

4. Develop a programme of support to Roma IDP employment through interventions (and in cooperation with) of the National Employment Service, that would be launched no later than on the date of provision of a housing solution within the framework of the programme. Simultaneously also develop other programme(s) of support to employ-

ment through subsidies for employers who would employ the Roma, support to founding cooperatives (of collectors of secondary raw materials, farmers, craftsmen) and in business plans development. The support to individual or joint business start-ups may be accompanied by grants in equipment or raw materials so as to ensure initial sustainability of the new ventures. Replicate the best practices that already exist in Serbia in this domain (UNHCR, OSCE, WHO programmes, programmes of local NGOs).

5. Intensify awareness-raising activities, targeting representatives of local administration, on Roma issues, UN guiding principles on internal displacement, human rights, prohibition of discrimination and good governance. This would raise the capacities of local communities to combat xenophobia and hate speech.

### SUPPORT MODEL NO. 1 - Construction of new housing

#### HOUSING 1

With respect to housing, this model implies construction of small standardised terrace houses or installation of small prefabricated houses. This construction may take place within the already existing settlement or at a new location in the same settlement that allows for carrying out of economic activities recommended by the support model and a normal access to social and other services (health care, education, local transport, administration...). The plans for construction of solid housing following the principle of accelerated construction should provide for the possibility of extension by one or two rooms. In addition, each house should be surrounded by a small courtyard suitable for growing fruit and vegetables for the household and/or keeping small animals or some other economic activity resulting in income generation in money or in-kind, in accordance with the law.

In a certain number of cases this model may require already developed urban-planning solutions providing for construction and they best be integrated into local urban-planning designs, wherever these exist. In some cases, this support model stimulates regulation of the entire informal settlements where both the internally displaced and the domicile Roma live. In order to prevent sale of newly-built housing, their use would be based on lease agreements with the possibility of buy-off within a defined timeframe, and residence in protective environment for four years for those households that have no employed members, so as to give them time to acquire primary education and/or find employment. Members of Roma households included in this model of support should take part in construction works, in as much as they are able and skilled to do so.

The ultimate objective is for the households to assume ownership of the houses and dispose of them responsibly in the foreseeable future.

Approximately 1000 houses should be built and 530 houses installed within this support model. This number should be complemented by some 365 prefabricated houses for the Roma IDPs in urgent need who own houses that are a poor condition and where new ones should be built.

#### ECONOMIC EMPOWERMENT 1

The price of residence should be planned at the level that may be covered by monetary social transfers (taking into account the possibility of acquiring the status of the energy protected buyer, or a vulnerable buyer of heating), as these constitute the key income of many households. However, sustainability of the entire support model will be enhanced if employment of Roma IDPs was facilitated. The data collected in this survey show that many of them are in search of jobs, a considerable number works in the informal sector and the majority considers employment as the best way to exit from poverty. In view of their low qualifications and poorly developed skills, training programmes and employment should run in parallel. A good model would be association in cooperatives

that would unify these two functions - receiving external support of the trainers and ensuring access to the labour market through contracts with the socially responsible companies or through the international agencies' projects. These cooperatives would be of wider significance for the local Roma communities as they would directly assert the value of work, entrepreneurship, legality and formality (institutionalisation).

The second model would be more geared towards the persons with primary or secondary education and would build more on the measures implemented by NES (self-employment, support to employers hiring workers from vulnerable groups, public works, etc.). However, since the analyses of the NES active labour market measures identified a number of weaknesses threatening sustainability of these employment models, special attention should be paid to support to start-ups. Start-up grants and business counselling are the key forms of support that should be ensured. Information activities, trainings and mentoring offered by regional development agencies may be the model of advisory assistance for enhancement of such employment. Also, in keeping with the good experiences of the past projects, the grants should be disbursed in equipment or production materials, with deferred transfer of ownership.

### SUPPORT MODEL NO. 2 - Provision of village houses with gardens

#### HOUSING 2

This model implies moving to villages and life in village houses with gardens suitable for fruit and vegetable growing, raising of small animals and possession of agricultural equipment. The use of village houses should be defined by contracts including a non-binding option of buy-off limited to five years, which would allow sufficient time to see whether the

beneficiaries are able to achieve economic sustainability and stimulate them to responsibly use and regularly maintain the houses.

Approximately 1450 houses should be provided within this support model for Roma IDPs in urgent need who do not own a house and some 50 village houses more for the Roma who do own housing albeit in a very poor condition.

#### ECONOMIC EMPOWERMENT 2

This housing solution should be accompanied by trainings for basic agricultural works. Also, a programme of grants for start-up of agricultural activities should be developed. Support to establishment of cooperatives and development of business plans for joint production and sales of products could be offered in villages where several village

houses are provided. The model of the sector for agriculture and rural development of regional development agencies may also be used for these activities. In this model of economic empowerment, start-up grants imply distribution of production materials (seeds, seedlings, fertilizer), animals (broilers, goats, pigs, etc.) and tools or small value machinery (motocultivators, sprinklers, etc.), also with deferred transfer of ownership.

### SUPPORT MODEL NO. 3 - Social housing

#### HOUSING 3

Building on a decade-long positive experience in Serbia (Housing Centre, 2015), it would be best for this to be social housing in supportive environment. Within the framework of this model, multi-storey residential buildings will be built in urbanised parts of cities (the so called "constructed urban fabric") with regulated infrastructure and normal access to social services and public transport and without the possibility of buy-off of the units. This housing solution implies active participation of local governments who take part in the construction by ensuring construction land, infrastructure

and the necessary documentation (or assume ownership of the building), as well as of the centres for social work which take care of social inclusion of the tenants and manage the entire project.

Approximately 820 units for internally displaced Roma in urgent need who do not own housing should be secured within this support model.

#### ECONOMIC EMPOWERMENT 3

The measures of support for economic empowerment in this model are the same as in model 1.

### SUPPORT MODEL NO. 4 - Distribution of construction material for extension/reconstruction/rehabilitation of existing houses

#### STANOVANJE 4

This support model implies distribution of construction material packages and main building tools. Provision of support should be conditioned by regulation of the legal status of housing, i.e. acquisition of all the permits necessary for construction works. The beneficiaries of this form of support should be provided with adequate legal aid in the process of acquisition of the necessary documents and supervision and counselling during the execution of the works.

According to the estimates, some 470 construction material packages are needed for Roma IDPs in urgent need – owners of houses who are willing to invest efforts to improve the quality thereof.

#### ECONOMIC EMPOWERMENT 4

The measures of support for economic empowerment in this model are the same as in models 1 and 3.



## OTHER MEASURES OF SUPPORT

1. Support to economic empowerment, acquisition of documents and strengthening of human resources should also target Roma IDPs not in urgent need, as the majority of them may easily slip into that situation. In situations where Roma IDPs would continue to live alongside the domicile Roma, these interventions should also include the domicile Roma in order to enhance cohesion of local communities, avoid discrimination by the domicile Roma and pre-empt conflicts between these two groups.
2. Bearing in mind that all the displaced persons have the right to repossess their houses, land and /or property arbitrarily or illegally taken from them, or to receive compensation if repossession is impossible, intensify activities in support of these persons in the process of restitution of property they own in Kosovo and Metohija:
  - Continue programmes such as Go-and-See visits
  - Enhance free legal aid for internally displaced persons who are taking part in the procedures of property restitution or compensation for the property damaged or destroyed in Kosovo and Metohija
  - Continue collecting updated feedback on applications submitted for property reconstruction and complaints filed for usurpation of property.
3. Assist the limited number of Roma IDP households who wish to return to KiM to receive accurate information on the possibilities of return, programmes of support upon return and the living conditions of minority communities in the municipalities they wish to return to voluntarily.

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- UNHCR and the Commissariat for Refugees of the Republic of Serbia (2011) Assessment of the Needs of Internally Displaced Persons in Serbia.

## ANNEXES

### Sample plan

REGION	MUNICIPALITY	ROMA IDP HOUSEHOLDS	DOMICILE ROMA HOUSEHOLDS
Belgrade	Rakovica	44	31
	Zemun	31	20
	Novi Beograd	37	14
	Čukarica	157	36
	Palilula	69	40
	Zvezdara	8	29
Vojvodina	Zrenjanin	40	20
	Subotica	80	37
	Novi Sad	60	30
Southern and Eastern Serbia	Vranje	7	15
	Vranjska Banja	5	10
	Bujanovac	66	15
	Prokuplje	26	15
	Niš	46	25
	Kostolac	51	25
Western Serbia and Šumadija	Kruševac	30	15
	Kraljevo	30	14
	Novi Pazar	25	16
<b>TOTAL</b>		<b>812</b>	<b>407</b>



Photo: UNHCR / V. Simić



Photo: UNHCR / V. Simić

## SURVEY ON LIVING CONDITIONS OF INTERNALLY DISPLACED PERSONS

### QUESTIONNAIRE 1

Dear,

UNHCR in cooperation with Commissariat for Refugees and Migrations of the Republic of Serbia is conducting a survey on the living conditions of internally displaced Roma, Ashkali and Egyptians from Kosovo and Metohia. In this questionnaire we raise questions about your needs with regard to health care, education and housing, about employment opportunities and missing personal documentation. This information will be used to have a better understanding of the living conditions of internally displaced Roma.

Most of the questions are related to your household and its members and in the second part of the questionnaire there are just few questions about one of your household members personally.

This questionnaire is anonymous and the name of the respondent will not be recorded. You are not obliged to participate in the survey, but we kindly ask you to take part and respond to our questions honestly and thoroughly.

Please stay aware that this survey is by no means related to distribution of assistance.

THANK YOU!

IDENTIFICATION DATA	
01. Municipality	<input type="text"/> name Code of municipality <input type="text"/> <input type="text"/> <input type="text"/>
02. Settlement	<input type="text"/> name Code of settlement <input type="text"/> <input type="text"/> <input type="text"/>
03. Household phone number	<input type="text"/> Land or mobile
04. Is there any internally displaced person from Kosovo and Metohia living in your household?	1. Yes 2. No
05. Is there any refugee from Croatia or Bosnia and Herzegovina living in your household?	1. Yes 2. No
06. Name and surname of the interviewer	<input type="text"/> Code of interviewer <input type="text"/> <input type="text"/> <input type="text"/>
Date of the interview	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 2 0 1 4 Duration of the interview <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
	day month year minutes

if all 'NO' leave the household

(a) Ord. num.	1. Name	2. Sex  1 Male 2 Female  (circle an appropriate code)	3. Relation with the head of the household  (write an appropriate code)	4. Year of birth	5. Nationality  1 Roma (write code 1) 2 Serb 3 Ashkali 4 Egyptian 5 Albanian 6 Other	6. Do you have ID of displaced persons or refugees		7. Activity
						Yes	No	
1.		1   2	head of the household			1	2	
2.		1   2				1	2	
3.		1   2				1	2	
4.		1   2				1	2	
5.		1   2				1	2	
6.		1   2				1	2	
7.		1   2				1	2	
8.		1   2				1	2	
9.		1   2				1	2	
10.		1   2				1	2	

**Codes for question 3. Relation with the head of the household**

- Marital/consensual partner
- Child of the head of the household or marital/consensual partner
- Brother/sister or son/daughter in law of the head of the household or marital/consensual partner
- Grandson/granddaughter of the head of the household or marital/consensual partner
- Parent of the head of the household or marital/consensual partner
- Other relative
- Non-relative

**Codes for question 7. Activity (in the last week)**

1 - Employed (formally)	10 - Pensioner
2 - Working outside formal employment	11 - Has income from property (rent, lease, dividends)
3 - Employer (co-/owner of company or shop)	12 - Has other personal income (social assistance, alimony)
4 - Individual agricultural worker	13 - Housewife
5 - Performs activity independently	14 - Child, pupil, student
6 - Supporting family member	15 - Incapable of work
7 - Others who perform occupation	16 - Others, not performing occupation
8 - Unemployed – seeking employment	00 - Abroad
9 - Stopped working (military service, serving prison sentence)	

8. The highest completed school  (write an appropriate code)	9. Attending school  (write an appropriate code)	10. Reason for not attending school  (write an appropriate code)	11. If any household member performs a paid job...  (write an appropriate code)	12. On which kind of contract does person perform that job  (write an appropriate code)	13. Citizenship:  (write on the line below)
	0 Do not attend school 1 Preparatory pre-school program 2 Primary school 3 Secondary school 4 High or higher school	The answer should be written only for children between 6 and 18 years who do not attend school	1 On indefinitely time 2 On definitely time 3 Seasonally 4 Occasionally 5 Do not work on any paid job 6 Do not wish to answer	1 Written contract, permission 2 Verbal contract with an employer 3 Without contract 4 Do not wish to answer	0 No citizenship 1 Serbian 2 Albanian 3 Montenegrin 4 BiH 5 Macedonian 6 Bulgarian 7 Other, which one?

**Codes for question 8. The highest completed school**

- Children and pupils in elementary school
- Without school
- Incomplete elementary school
- Elementary school
- Secondary school
- High school
- Faculty/higher school

**Codes for question 10. Reason for not attending school**

1 - We don't know the enrolment procedure	8 - They have to help at home
2 - We don't have the needed personal documents	9 - They have to help the household to earn an income
3 - We cannot keep them clean and tidy	10 - Early marriage or pregnancy
4 - Health problems/disability of the child	11 - We don't have money to pay school supplies
5 - Teachers and/or children do not accept them	12 - They don't need education
6 - There is no kindergarten/school nearby	13 - They don't speak Serbian well
7 - They don't need education	14 - Other, please specify

## B. MIGRATION DATA

B1. Municipality and the state of **permanent residence of the head of household** (as stated in ID)

B1.1. Municipality

B1.2. State

B2. Municipality and the state of **temporary residence of the head of household** (green/white card)

B2.1. Municipality

B2.2. State

B3. In which month and year did your household leave Kosovo and Metohia?

B3.1. month  B3.2. year

B4. Which was the municipality you lived in Kosovo and Metohia?

B5. How many members lived in you household in Kosovo and Metohia?

B6. Which was the first municipality you settled in Serbia after leaving Kosovo and Metohia?

B7. In which year did you settle in the municipality of current residence?

B8. Which was the major reason for moving to the current municipality of residence (single answer!!!)?

- |   |   |
|---|---|
| 1. they moved here directly from Kosovo and Metohia | 6. marriage, establishing a new household                 |
| 2. better housing conditions                        | 7. merging with wider family                              |
| 3. better income generation opportunities           | 8. discrimination in the former municipality of residence |
| 4. better schooling facilities                      | 9. Other, please specify <input type="text"/>             |
| 5. better health care facilities                    |   |

B9. From which municipality did you move to this one?

B10. Number of household members who have since 2010 at least once spent abroad more than 30 days or are still staying there

## C. PERSONAL DOCUMENTATION

C1. Are all of household members registered in birth registers?	1. YES	2. NO
C2. Are all children in your household younger than 15 registered in birth registers?	1. YES	2. NO
C3. Is there a member of your household that cannot obtain some of the following personal documents (multiple choice)		
C3.1. Citizenship certificate	1. YES	2. NO
C3.2. Birth certificate	1. YES	2. NO
C3.3. Marriage certificate	1. YES	2. NO
C3.4. ID	1. YES	2. NO
C3.5. IDP document	1. YES	2. NO
C3.6. Passport	1. YES	2. NO
C3.7. Work booklet	1. YES	2. NO
C3.8. Health insurance document	1. YES	2. NO
C3.9. Vaccination record	1. YES	2. NO
C3.10. Diploma, copy of diploma, diploma validation certificate	1. YES	2. NO
C4. Why cannot you obtain these documents (multiple choice)		
C4.1. The process of obtaining is ongoing	1. YES	2. NO
C4.2. They don't need them	1. YES	2. NO
C4.3. Lost or destroyed	1. YES	2. NO
C4.4. They don't know whom to address	1. YES	2. NO
C4.5. Too complex procedure	1. YES	2. NO
C4.6. They don't have money to pay associated fees	1. YES	2. NO
C4.7. Because of discrimination	1. YES	2. NO
C4.8. Because of corruption	1. YES	2. NO
C4.9. Other, please specify <input type="text"/>	1. YES	2. NO
C5. Which kind of support is needed in order to obtain the needed personal documents (multiple choice)		

If all is 'NO' skip to D1

C5.1. Explanation of the procedure (free legal aid)	1. YES	2. NO
C5.2. Money for the fees	1. YES	2. NO
C5.3. Presence of translator during the procedure	1. YES	2. NO
C5.4. Presence of a person experienced in administrative tasks during the procedure	1. YES	2. NO
C5.5. Other, please specify <input type="text"/>	1. YES	2. NO
C6. Which of the mentioned supports is the most important? (enter the code of the selected answer) <input type="text"/>		

#### D. UNEMPLOYMENT

D1. Number of unemployed household members actively seeking for job (whichever way: through employment service providers, internet, newspapers, friends...)	<input type="text"/>	
D2. How many members of the household have been registered with the National Employment Service?	<input type="text"/>	
D3. If there are unregistered who seek for a job, why don't they register? (multiple choice)		
D3.1. They don't trust they can find a job through NES	1. YES	2. NO
D3.2. They didn't know they could do that	1. YES	2. NO
D3.3. They don't know how to apply	1. YES	2. NO
D3.4. They had/heard of experience of discrimination	1. YES	2. NO
D3.5. They lack the needed personal documents	1. YES	2. NO
D3.6. Other, please specify <input type="text"/>	1. YES	2. NO
D4. Which kind of support is needed in order to register at NES? (multiple choice)		
D4.1. Explanation of the procedure	1. YES	2. NO
D4.2. Obtaining the needed personal documents	1. YES	2. NO
D4.3. Presence of translator during the procedure	1. YES	2. NO
D4.4. Presence of a person experienced in administrative tasks during the procedure	1. YES	2. NO
D4.5. Better knowledge of Serbian language	1. YES	2. NO
D4.6. Other, please specify <input type="text"/>	1. YES	2. NO
D5. Which of the mentioned supports is the most important? (enter the code of the selected answer) <input type="text"/>		

If '0' skip to E1

#### E. HEALTH

E1. How many members of your household don't have health insurance?	<input type="text"/>	
E2. Which kind of support do you need to obtain health insurance? (multiple choice)		
E2.1. We don't need support, we make it on our own	1. YES	2. NO
E2.2. Obtaining personal documents	1. YES	2. NO
E2.3. Information about rights and procedures	1. YES	2. NO
E2.4. Information on location of health care services and how to access them	1. YES	2. NO
E2.5. Presence of translator during the procedure	1. YES	2. NO
E2.6. Presence of a person experienced in administrative tasks during the procedure	1. YES	2. NO
E2.7. Health care workers' visits	1. YES	2. NO
E2.8. Other, please specify <input type="text"/>	1. YES	2. NO
E3. Which of the mentioned supports is the most important? (enter the code of the selected answer) <input type="text"/>		
E4. Have any in your household received medical treatment (or medical check-up) during the last three months?	1. YES	2. NO
E5. How many persons in your household have seriously damaged health that seeks for constant help from other people in everyday living?	<input type="text"/>	
E6. How many of these persons have disability proven by health commission?	<input type="text"/>	
E7. Which kind of help do you need urgently for the members having seriously damaged health? (multiple choice)		
E7.1. Health insurance	1. YES	2. NO
E7.2. Money	1. YES	2. NO
E7.3. Presence of translator during the procedure	1. YES	2. NO
E7.4. Presence of a person experienced in administrative tasks during the procedure	1. YES	2. NO
E7.5. Medicines	1. YES	2. NO

If '0' skip to E4

If '0' skip to E9

E7.6. Surgery	1. YES	2. NO
E7.7. Orthopedic supplies	1. YES	2. NO
E7.8. Support at home	1. YES	2. NO
E7.9. Other, please specify <input type="text"/>	1. YES	2. NO
E8. Which of the mentioned supports is the most important? (enter the code of the selected answer) <input type="text"/>		

(If there are children in your household) <b>VACCINATION OF CHILDREN</b>		
E9. If there are children in your household, how many have been vaccinated? Please enter number of children by age group below:	E9.1. 0-1 <input type="text"/>	E9.2. 1-4 <input type="text"/>
	E9.3. 5-15 <input type="text"/>	
E10. Were you offered vaccination for your children at any point after arriving in this country?	1. YES	2. NO
E11. If there are any children who have not been vaccinated, what are the reasons? (multiple choice)		
E11.1. They do not need them	1. YES	2. NO
E11.2. We were not informed	1. YES	2. NO
E11.3. We were informed not to vaccinate children ( if so, by whom: e.g. family member, friend) <input type="text"/>	1. YES	2. NO
E11.4. Child has a chronic illness or condition	1. YES	2. NO
E11.5. Child was sick when vaccination was due	1. YES	2. NO
E11.6. Fear of adverse effects	1. YES	2. NO
E11.7. Children not registered in health care centre	1. YES	2. NO
E11.8. Difficult to access health centre, please explain further (costs, too far, fear of discrimination by health authorities, fear of discrimination by other residents) <input type="text"/>	1. YES	2. NO
E11.9. Other, please specify <input type="text"/>	1. YES	2. NO
E12. Which of the mentioned reasons is the most important? (enter the code of the selected answer) <input type="text"/>		

If '0' skip to F

(If there are children of school age in the household that don't attend school) <b>If children are preschoolers, GO TO G F. SCHOOL DROPOUT</b>		
F1. If there are any children of school age in your household that don't attend school, which kind of support do you need to keep these children enrolled in school? (multiple choice)		
F1.1. A school in proximity	1. YES	2. NO
F1.2. Mediation with teachers and other children to better accept our children	1. YES	2. NO
F1.3. School supplies (books, copybooks, pens, pencils, stationary)	1. YES	2. NO
F1.4. Clothes and shoes	1. YES	2. NO
F1.5. Training in Serbian language	1. YES	2. NO
F1.6. Adjusted school programs	1. YES	2. NO
F1.7. Other, please specify <input type="text"/>	1. YES	2. NO
F2. Which of the mentioned supports is the most important? (enter the code of the selected answer) <input type="text"/>		

<b>G. INCOME</b>		
G1. Which are the sources of income for your household? (multiple choice)		
G1.1. Salary from formal employment (permanent and occasional)	1. YES	2. NO
G1.2. Wage from informal (unregistered) employment	1. YES	2. NO
G1.3. Pension	1. YES	2. NO
G1.4. Temporary compensation for persons displaced from Kosovo and Metohia	1. YES	2. NO
G1.5. Monetary social assistance (financial social assistance, child allowance, disability allowance, etc.)	1. YES	2. NO
G1.6. Financial support from friends/relatives	1. YES	2. NO
G1.7. Scholarship	1. YES	2. NO
G1.8. Real estate renting	1. YES	2. NO

G1.9. Trade with own agricultural products	1. YES 2. NO
G1.10. Money begging	1. YES 2. NO
G1.11. Other, please specify	1. YES 2. NO
G2. What was the total income from the above mentioned sources that your household made last month? (mark the currency!!!)	
G3. Number of household members that make any income (salary, wage, pension, social assistance, begging, etc)	
G4. Is the total household income sufficient to pay for basic needs? (meals, utilities, health care, hygiene, education, local transport)?	1. YES 2. NO
G5. Which type of support would most successfully improve your economic position (SINGLE answer!)	<ol style="list-style-type: none"> <li>1. Getting a job</li> <li>2. Getting better paid job</li> <li>3. Getting social assistance</li> <li>4. Covering costs of health care</li> <li>5. Help from friends/relatives</li> <li>6. Humanitarian aid</li> <li>7. Resolving housing issue at Kosovo and Metohia</li> <li>8. Selling a real estate or other possessions</li> <li>9. Moving to another city</li> <li>10. Other, please specify</li> </ol>

H. HOUSING	
H1. Is the house/space in which you live:	<ol style="list-style-type: none"> <li>1. Ownership of your household, without any loan obligation</li> <li>2. Ownership of your household, with loan obligations</li> <li>3. You rent it and pay the rent</li> <li>4. You live in the space that is not yours, but you don't pay a rent</li> </ol>
Characteristics of the housing space	
H2. What type of accommodation premises do you live in?	<ol style="list-style-type: none"> <li>1. An apartment in a multi-level store</li> <li>2. A family house</li> <li>3. Premises not intended for human habitation (a garage, a shed, etc)</li> </ol>

H3. Has the premises you live in been legalized	1. Yes 2. Delivered request 3. under construction 4. no
H4. How large is the space you live in?	m <sup>2</sup>
H5. Do you have the following in your space:	
H5.1. Bathroom (shower, bath)	1. YES 2. NO
H5.2. Toilet (inside the bathroom or as a separate room)	1. YES 2. NO
H5.3. Electrical power	1. YES 2. NO
H5.4. Fresh water	1. YES 2. NO
H5.5. Connection to public sewage system or septic tank)	1. YES 2. NO
H5.6. Distant heating	1. YES 2. NO
H5.7. Land or mobile phone	1. YES 2. NO
H6. Do you have the following problems in your house/apartment:	
H6.1. Not enough living space for household members	1. YES 2. NO
H6.2. Humidity	1. YES 2. NO
H6.3. Leaking roof	1. YES 2. NO
H6.4. Walls/floors are damaged	1. YES 2. NO
H6.5. Joinery (doors, windows) is ruined	1. YES 2. NO
H6.6. Not enough daily light	1. YES 2. NO
H7. Did you ever asked for assistance to improve living conditions	1. YES 2. NO
H8. Did you get assistance for improving living conditions	Yes ► Question H9 No ► Question H11



H9. What kind of assistance did you get		
H9.1	Apartment from social housing programme	1. YES 2. NO
H9.2	Village house (with garden)	1. YES 2. NO
H9.3	Prefabricated house	1. YES 2. NO
H9.4	Building material	1. YES 2. NO
H9.5	Other, specify <input type="text"/>	1. YES 2. NO
H10. Which of the mentioned assistances do you need (multiple choice, interviewer should explain each option)		
H10.1.	Apartment from social housing programme	1. YES 2. NO
H10.2.	Village house (with garden)	1. YES 2. NO
H10.3.	Prefabricated house	1. YES 2. NO
H10.4.	Building material for housing construction	1. YES 2. NO
H10.5.	Building material for house adaptation (upgrading)	1. YES 2. NO
H10.6.	Accommodation in a nursing home or some other institution	1. YES 2. NO
H10.7.	Subsidized loan	1. YES 2. NO
H10.8.	Other, please specify <input type="text"/>	1. YES 2. NO
H11. Which of the mentioned assistances would you prefer the most? (enter the code from the previous answers)		
H12.	Are you willing to move into any other municipality if your housing problem would be solved there	1. YES 2. NO

I. RETURN TO KOSOVO AND METOHIA		
I1.	Do you want to return on Kosovo and Metohia?	Yes ▶ Question I2 No ▶ Question I3
I2. What kind of support would be the most useful for returning on Kosovo and Metohia (multiple choice)		
I2.1. Solving housing problem		
I2.1.1	Construction of new housing unit	1. YES 2. NO
I2.1.2	Reconstruction of apartment/house	1. YES 2. NO
I2.1.3	Housing care programme	1. YES 2. NO
I2.2. Assistance in income generation		
I2.2.1	Employment	1. YES 2. NO
I2.2.2	Private business start-up	1. YES 2. NO
I2.2.3	Social assistance	1. YES 2. NO
I2.3. Legal assistance		
I2.3.1	Returning possessions	1. YES 2. NO
I2.3.2	Obtaining documentation	1. YES 2. NO
I3. Which are the major reasons for not returning on Kosovo and Metohia (multiple choice)		
I3.1	Not safe	1. YES 2. NO
I3.2	Fear of ethnical conflicts/discrimination	1. YES 2. NO
I3.3	Limited freedom of movement	1. YES 2. NO
I3.4	Illegally occupied property	1. YES 2. NO
I3.5	Destroyed or damaged possession	1. YES 2. NO
I3.6	Insecure future for the children	1. YES 2. NO
I3.7	Mistrust in local institutions	1. YES 2. NO

13.8 Low living conditions	1. YES 2. NO
13.9 Lack of adequate health care	1. YES 2. NO
13.10 Lack of adequate education for the children	1. YES 2. NO
13.11 Limited job opportunities	1. YES 2. NO
13.12 Better living conditions here in Srbija	1. YES 2. NO
<b>14.</b> Which of the mentioned reasons is the most important? (enter the code of the selected answer) <input type="text"/>	

POSSESSIONS	
<b>15.</b> Do you have apartment/house in your possession on Kosovo and Metohia	1. Yes 2. No 3. Do not wish to answer Yes ► Question I6 No ► Question J1
<b>16.</b> Degree of your object preservation on Kosovo and Metohia	1. Destroyed 2. Damaged 3. Undamaged 4. Don't know 5. Do not wish to answer
<b>17.</b> Is your housing unit on Kosovo and Metohia	1. Unauthorized occupation 2. Rented 3. Living some of the household members 4. Living relatives or friends 5. Empty 6. Don't know 7. Do not wish

J. Monetary social assistance in the household			
J1	The type of social assistance	a) Did they get in the last month?	b) If not, why?
J1.1	Disability allowance	1. YES 2. NO	1 2 3 4 5 6 7 8
J1.2	Financial social assistance (MOP)	1. YES 2. NO	1 2 3 4 5 6 7 8
J1.3	Child allowance	1. YES 2. NO	1 2 3 4 5 6 7 8
J1.4	Parenthood (motherhood) allowance	1. YES 2. NO	1 2 3 4 5 6 7 8
		a) In the last year?	
J1.5	One-time municipal financial assistance	1. YES 2. NO	1 2 3 4 5 6 7 8
J1.6	Meal in a soup kitchen	1. YES 2. NO	1 2 3 4 5 6 7 8
xx.b. Codes for reasons for not receiving financial assistance:			
1. They don't need it 2. They didn't pass financial census 3. They didn't qualify in other reasons 4. They didn't have the needed personal documents 5. They don't speak my language in the Center for social work 6. They cannot apply on their own (illiterate, old, sick, etc) 7. They don't know where to apply 8. They didn't hear about the program			
Access to social protection services			
J2	a) Is there any of the following problems in your household?	b) Did you get help?	c) If you didn't get help, why?
J2.1	Old person that cannot take care of herself	1.yes 2.no	
J2.2	Immobile or hardly mobile person	1.yes 2.no	
J2.3	Person with mental handicap	1.yes 2.no	
J2.4	Problems in family relations	1.yes 2.no	
J2.5	Problems in behaviour of adolescents	1.yes 2.no	
xx.b. Codes for providers of the help:			
1. Yes, from CSW 2. Yes, from local authorities 3. Yes, from gerontological center 4. Yes, from the Ministry of Social Affairs 5. Yes, from NGO 6. Yes, from a health care institution 7. Yes, from the church, religious organization 8. Yes, else, who (write it in the cell) 9. No, we didn't get help			
xx.c. Codes for reasons for not getting the help:			
1. They didn't ask for help 2. We were told we were not eligible for the service 3. We were told we cannot get the service because we are very distant, or the capacities of provider are low zbog udaljenosti, nedovoljnih kapaciteta 4. We couldn't pay for the service 5. We couldn't travel to regular therapies/services due to large distance 6. We couldn't travel to regular therapies/services due to lack of money 7. We couldn't obtain necessary documents 8. Due to language barrier 9. Else, what (write it in the cell)			

J3. What kind of support would be the most useful for better access to social protection services (multiple choice)		
J3.1 Information about rights and procedures	1. YES	2. NO
J3.2 Presence of translator during the procedure	1. YES	2. NO
J3.3 Presence of a person experienced in administrative tasks during the procedure	1. YES	2. NO
J3.4 Mediation in exercising rights and procedures	1. YES	2. NO
J3.5 Social workers' visits	1. YES	2. NO
J3.6 Other, please specify	1. YES	2. NO
J4. Which of the mentioned supports is the most important? (enter the code of the selected answer)		

K. Please tell us if there is in the 15 minutes walk from this segment of the settlement:		
K1 Primary health care center:	1. YES	2. NO
K2 Elementary school:	1. YES	2. NO
K3 Kindergarden:	1. YES	2. NO
K4 Grocery shop:	1. YES	2. NO
K5 Operating community center:	1. YES	2. NO
K6 Caffe, taverna or restaurant:	1. YES	2. NO
K7 Pharmacy store:	1. YES	2. NO
K8 Public transportation line (bus, train) daily:	1. YES	2. NO
K9 Public pipe with drinking water:	1. YES	2. NO
K10 Dump site, landfill:	1. YES	2. NO
K11 Another source of pollution of air or water	1. YES	2. NO
If yes, please specify		
L. Which is the most frequently spoken language in your household?	1. Romani 2. Albanian 3. Serbian 4. Other? Please specify	

M. QUESTIONS ABOUT AN INDIVIDUAL	
to be answered by randomly selected member of the household older than 14	
M0. Ordering number from the table of household members	
M1. Can you claim that you know (circle, multiple responses allowed)	1. A foreign language 2. How to use a computer 3. How to drive a car (with a license) 4. Craft (excluding DIY or knitting and similar) 5. Artistic skills (playing an instrument, painting, etc.)
M2. If unemployed, which kind of job he/she prefers:	1. Small farmer 2. Own business (self-employed) 3. Permanent job for an employer 4. Public works 5. Seazonal jobs 6. Other, please specify
M3. Are you a member of a civil society organization that protects Roma rights?	1. Yes 2. No
M4. Do you feel that you personally can influence decisions about your status and/or quality of living, made by local or central administration	1. Yes 2. No
M5. Do you think that you should take part in actions organized by CSOs that advocate for interest of IDPs and/or Roma and to publicly act in defense of your interests and rights?	1. Yes 2. No
M6. Have you been treated in a way that you felt was prejudiced during the last three months?	1. Yes 2. No ▶ Question M8

IF YES: M7. Who treated you in a way that you felt was prejudiced? MULTIPLE RESPONSE, INDICATE WITH ✓	✓	Not indicated
M7.1. Health care services		
M7.2. School/work		
M7.3. Employment office		
M7.4. Police		
M7.5. Judicial system		
M7.6. Social services		
M7.7. Shops/restaurants		
M7.8. Public transport		
M7.9. Bank/insurance company		
M7.10. Landlord/local housing office		
M7.11. Close relative		
M7.12. Unknown person in a public place		
M7.13. Other (specify) [Redacted]		

M8. There are many situations that could negatively affect you or your household. Please tell me, how <b>worried</b> are you about each of the following situations, assessing each type <b>from 1 to 5</b> ('1' not worried at all and '5' very worried)?							
	'1' not worried at all to '5' very worried					NA	Don't know
M8.1. Lack of sufficient incomes	1	2	3	4	5	99	999
M8.2. Hunger	1	2	3	4	5	99	999
M8.3. Denied access to health care practitioners	1	2	3	4	5	99	999
M8.4. Denied access to education	1	2	3	4	5	99	999
M8.5. Lack of housing (eviction)	1	2	3	4	5	99	999
M8.6. Poor sanitation-related diseases	1	2	3	4	5	99	999
M8.7. Street crime	1	2	3	4	5	99	999
M8.8. Denied opportunity to practice your religion	1	2	3	4	5	99	999
M8.9. Organized crime (racketeering you business for example)	1	2	3	4	5	99	999
M8.10. Local religious conflicts (conflicts between different religious groups)	1	2	3	4	5	99	999
M8.11. Local inter-ethnic conflicts (conflicts between different ethnic groups)	1	2	3	4	5	99	999
M8.12. Discrimination	1	2	3	4	5	99	999
M8.13. Corruption of officials	1	2	3	4	5	99	999
M8.14. Pollution	1	2	3	4	5	99	999
M8.15. Global warming	1	2	3	4	5	99	999
M8.16. Other, please specify [Redacted]	1	2	3	4	5	99	999

## GUIDE FOR FOCUS GROUP DISCUSSION

### MAIN TOPIC: HOUSING SOLUTIONS AND THEIR SUSTAINABILITY RESEARCH TOPICS:

1. Current housing conditions and maintenance (15 min)
2. Desirable housing solution and conditions for its sustainability (60 min)
  - Adaptation and reconstruction of an existing house (15 min)
  - Building of new house (including prefabricated house) (15 min)
  - Small rural farm (15 min)
  - Social housing (15 min)

### INTRODUCTION, EXPLANATION OF PROJECT AND METHODOLOGY

#### QUESTIONS FOR GROUP DISCUSSION

##### 1. Current housing conditions and maintenance (15 min)

- a. How does the space you live in look like? Is it large enough, can you organise daily activities and relaxation for all family members properly?
- b. What about quality of the space? Do you have running water, electricity, heating, bathroom? If not, how do you get along?
- c. Who is the owner of the space you live in?
- d. What is the amount of utility and tax bills and do you pay regularly? How do you get money for paying the bills and maintaining the living space?
- e. Would you change your housing unit (move away)? Would you agree to move to another city?
- f. If you would move, would you prefer living in Roma settlement/community or in mixed one, where also members of other ethnic groups live? Why?
- g. Which housing solution would you prefer: adaptation of current unit, building material for new unit, prefabricated house, small rural household, social housing or something else? Why?

**Now we will consider some of possible housing solutions and how much it would fit your household**

##### 2. Adaptation and reconstruction of an existing house (15 min)

- a. What do you need to improve quality of the unit you live in?
- b. Do you have legal conditions to reconstruct existing unit? Which licences you need for that? Where can you get these licences and how?
- c. How would you get the needed building material? Who would do the (re)construction? Do you have enough skills to perform this task?

##### 3. Building of new house (including prefabricated house) (15 min)

- a. What do you need to build a new house? Do you have a piece of land and building material? If not, how would you get it? Who would do the reconstruction? Do you have enough skills to perform this task?
- b. Which licences you need for that? Where can you get these licences and how?
- c. Would you have skills and means for maintenance of the house (paying the bills, doing repair work, annual tax)? How would you get this money?
- d. Do you know what a prefabricated house is? Would you agree to live in such a housing unit?

##### 4. Small rural farm (15 min)

- a. Would you be able to adapt to rural living? Would your household members do only field and cattle works or something else, too?
- b. Can you perform basic tasks in field, orchard, garden, with cattle? Who else from your household would do this?
- c. Do you have initial financial means for this solution (buying poultry and/or small animals, purchasing seeds and seedlings, paying vet, etc.) Where would you get this money from?
- d. Do you need advice (counseling) to start with this way of living?
- d. How would you get along on with your neighbours? Would it be better to have only Roma as neighbours? Why?

##### 5. Social housing (15 min)

- a. Do you know what social housing assumes? How does living in a loft building look like, what are the tenants' duties?
- b. Do you know what are the costs of living in social housing? Would you be able to cover those costs and where from?
- c. What would your family need in order to live in a social housing, which way of support?
- d. How would you get along on with your neighbours? Would it be better to have only Roma as neighbours? Why?

