Quantitative Snapshot of UNHCR Serbia Achievements 2019

Population of Concern to UNHCR in Serbia¹
- 30,216 newly arrived asylum seekers and migrants
- 26,329 refugees
- 452 asylum-seekers in substantive procedures
- 1,951 persons at risk of statelessness
- 198,545 internally displaced persons, of which 68,514 still in need of sustainable solution

UNHCR Serbia priorities
UNHCR supported Serbia inter alia in:
- Asylum System Development
- Solutions for Refugees and for Internally Displaced Persons
- The Prevention and Reduction of Statelessness as well as the Protection of Stateless Persons

Working with Partners
UNHCR Serbia is grateful for the excellent cooperation of 14 partners under Project Partnership Agreements:

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

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

Expenditure and Donors
In 2019, UNHCR Serbia expended USD 7.3 mil thanks to its generous donors.

Special thanks to major donors of unearmarked contributions - 2019² | USD
Sweden 99.8 million | Private donors Spain 67.8 million | United Kingdom 44.6 million | Norway 44.5 million | Netherlands 37.5 million | Private donors Republic of Korea 34.4 million | Germany 26.7 million | Denmark 24.4 million | Private donors Japan 20.4 million | Private donors Italy 15.8 million | Switzerland 15.1 million | France 14 million | Private donors Sweden 12.3 million | Private donors USA 11.7 million | Ireland 10.2 million

Thanks to donors of other softly earmarked contributions accessible to the Serbian Operation - 2019² | USD
United States of America 19.9 million | Private donors Australia 12.6 million | Denmark 5.2 million | Kuwait 5 million | Private donors Germany 4.8 million | Private donors Republic of Korea 4.3 million | Sweden 3.3 million | Canada 2.3 million

Thanks to donors of earmarked contributions to the 2019 UNHCR Serbia operation
United States of America | Russian Federation | Japan | Republic of Korea | Serbia

¹ Source: SCRM, Ministry of Interior and UNHCR
² Contributed without restrictions on its use, unearmarked funding allows UNHCR critical flexibility in how best to reach refugees and other populations of concern who are in the greatest need and at the greatest risk. Where a donor has contributed $10 million or more, the total amount of the contribution is shown.
³ Due to their earmarking at the region or sub-region, or to a related situation or theme, the other softly earmarked contributions listed are those which can potentially be used for Serbia. Where a donor has contributed $2 million or more, the total amount of the contributions is shown.
1. **ASYLUM SYSTEM DEVELOPMENT**

**Asylum**

- UNHCR and partners provided legal counselling on asylum in almost 25,000 instances
- Assisted 7,307 asylum-seekers with registration and transport to government centres
- Represented 167 asylum-seekers in asylum procedure (incl. 20 UASC), of which 14 were granted refugee status (incl. 1 UASC) and 12 subsidiary protection
- Supported 32 asylum seekers to appeal negative decisions with the Commission for Asylum, administrative courts, the Constitutional Court and/or the ECHR
- Trained 40 border guards and other MOI employees in airport asylum procedure

**Identification and Referrals**

- UNHCR and partners provided over 37,000 translation/cultural mediation and over 34,000 information/counselling services to asylum seekers
- Profiled over 25,900 new arrivals
- Identified and referred to appropriate services 1,705 persons with specific needs, including 18 survivors of sexual or gender-based violence
- Conducted over 4,000 monitoring visits to Asylum Centres (ACs), Reception/Transit Centres (RTCs), Institutions for Accommodation for UASC, transit/border zones and informal gathering sites
- Conducted Participatory Assessments with 327 asylum seekers of all ages, genders and nationality
- Trained authorities and civil society on LGBTI Rights, on Sexual Orientation and Gender Identity Based Refugee Claims and on Harmful Practices and Attitudes towards LGBTI Persons in Country of Origin
- Organised Focus Group Discussions to raise awareness on Protection from Sexual Exploitation and Abuse with 147 asylum seekers in 12 centres
- Produced leaflets & posters *Zero tolerance for sexual exploitation and abuse* in English, Arabic, Urdu, Farsi and Pashto, and distributed them in all centres in Serbia
- Organised 14 refresher sessions on Protection from Sexual Exploitation and Abuse for authorities and partners
- Supported HCIT and CRPC Joint Publication *Between closed borders 2018*
- In December alone, held 38 Focus Group Discussions with 976 persons newly arrived in Serbia to ascertain their needs for international protection and why they did not request protection in countries of transit

**Unaccompanied and Separated Refugee Children (UASC)**

- UNHCR and partners identified, assisted, counselled and/or referred over 3,800 UASC (incl. 15 girls)
- Provided guardians to 1,358 UASC
- Provided individual psychological support and socio-educative support to 815 UASC
- Provided legal counselling to 255 UASC
- Provided legal representation in asylum procedures to 20 UASC
- Trained 12 UASC peer educators on gender norms, SGBV, LGBTI rights/discrimination and human trafficking
- Successfully intervened for the release of two wrongfully detained UASC
- Organized a conference on *Protection of Unaccompanied and Separated Asylum-Seeking, Refugee and Migrant Children in Serbia - A Call for Action*

**Psychosocial**

- UNHCR and partners provided mental health & psychosocial support in:
  - 1,393 individual/group psychological/psychiatric counselling sessions/psychotherapy
  - 1,024 psychosocial/creative/recreational etc. workshops
  - Monitoring of 105 asylum seekers (incl. 36 UASC) in constant need of psychological support
  - 64 immediate first psychological/psychiatric interventions
  - 35 psychological assessments/reports for asylum procedures or other purposes
  - 13 community-based support group meetings
  - 11 visits to specialized institutions for mental health
- Supported PIN to present results of the 2019 *Study on Refugees’ Mental Health*, to publish a chapter on *Methods and Ethics in Refugee Research* in the *International Handbook Forced Migration and Social Trauma - Interdisciplinary Perspectives* and four articles in relevant academic journals.
- Supported Indigo to publish a manual for psychosocial support to refugee children: *A Safe Place in an Unsafe Journey*
Education
• UNHCR and partners provided 1,596 educational workshops (also conducted by 16 refugee women and youth volunteers) to adult and children asylum seekers, 117 recreational/occupational workshops and 37 workshops and group counselling sessions for asylum seeker parents to strengthening their parenting skills
• Assisted 205 asylum seeker children with homework and better understanding of school subjects
• Assisted 133 asylum seeker children in enrolment and adapting to formal education and school environment and supported 2 to win first and third place in municipal competitions in maths and technical education
• Provided 48 asylum seekers children (incl. 4 UASC) with schoolbags and materials and 25 with sportswear
• Provided over 100 cultural mediation services as well as Pashtu literacy classes to UASC at Branko Pešić School and Vodovodská Centre

Reception
• Regularly updated and posted online Joint Assessment with the SCRM of governmental Asylum, Reception and Transit Centres against applicable UN, EU and national reception standards
• Supported SCRM and institutions accommodating UASC and supporting vulnerable children and adults with over 90,970 non-food relief items (clothing & hygiene parcels, bed linen, beds, etc.)

Coordination and Communication
• Under the Refugee Coordination Model, UNHCR co-chaired:
  o 6 Refugee and Migrants Theme Group meetings of the UN Country Team and
  o 2 Refugee Protection Working Group meetings, as well as
  o sectoral, Belgrade and other local coordination meetings
• Produced close to 80 updates on the UNHCR programme in Serbia
• Maintained strong social media presence, including 5,000 Facebook followers; 7,800 twitter account engagements; 16,600 visits/291,000 page views to the UNHCR Serbia website as well as 144 interviews to electronic and print media
• Presented filmmaker Aleksandar Aleksić with an international award for his short film "Anywhere"
• Undertook regular Cross Border Missions with UNHCR colleagues and partners in Croatia, Bosnia and Herzegovina, North Macedonia, Romania as well as with colleagues in Pristina
• Supported the SCRM in reporting on the situation of refugees and asylum-seekers-against Agenda 2030 indicators through the Migration Profile

2. SOLUTIONS FOR REFUGEES

Free Legal Aid
• UNHCR and partners provided free legal counselling and legal aid to 5,137 refugees

Local Integration
• UNHCR and partners, provided 1,509 Serbian language lessons to over 568 adult asylum seekers
• Produced a video promoting Serbian language lessons to prospective students
• Supported the local integration of 925 refugees
• Supported 201 refugees with financial assistance, 206 with one-off grants, 146 with other material support and 84 with non-food items
• Supported 279 refugees in obtaining documents
• Supported 169 refugees with Serbian language, IT trainings, digital marketing course, driving course and sewing course, enhancing their employment/business opportunities
• Referred 17 elderly refugees to homecare services
• Supported 38 refugees in securing employment including 3 as Integration Assistants, providing support to other asylum seekers in the integration process. i.e. through 19 workshops
• Supported the opening of two new refugee owned/employing businesses in Belgrade
• Established a joint UNHCR/SCRM Local Integration Team, updating governmental and UNHCR records on refugees and ensuring that all have individual integration plans
• Facilitated participation of asylum-seekers and refugees (incl. UASC) in 33 joint events with local population
• Supported 25 UASC to take part in the 32nd Belgrade Marathon and another 25 UASC to take part in day excursions, summer and winter sports camps together with their guardians.
• Supported asylum seeking women to exhibit their handicrafts
• Supported the celebration of World Roma Day in „Branko Pešić“ School with 15 UASC refugees
• Enabled participation of 3 refugees in Novi Sad PRIDE Festival and 7 asylum-seekers in Belgrade PRIDE March
• Organised Games without Borders for local and refugee/migrant children to jointly mark World Refugee Day
• Published 10 local integration stories and videos
• Supported the Government in preparing experiences, pledges and contribution related to the Global Refugee Compact for the 1st Global Refugee Forum on 17-18 December 2019 in Geneva
Regional Housing programme (RHP)
- Supported 1,676 housing solutions to 5,360 refugees by – together with the OSCE -monitoring RHP beneficiary selection and sustainability
- Assisted 417 refugees on housing in Countries of Origin, through legal advice, power of attorney for acquisition of documents, compiling of documents and submitting demands for housing care, etc.
- Supported vulnerable refugees to obtain 294 documents free of charge
- Assisted 196 Roma refugees to access labour, social, status and other rights
- Supported 72 Roma refugees to access to RHP or other housing programmes

Resettlement
- Supported the successful resettlement of 8 refugees to third countries
- Submitted 2 new refugees for resettlement

3. PREVENTION AND REDUCTION OF STATELESSNESS

Free Legal Aid
- UNHCR and partners facilitated the issuance of 1,686 ID cards
- Supported the obtaining of 271 registry certificates
- Supported 164 administrative/court procedures, including 3 through cross-boundary cooperation
- Followed up on 204 procedures initiated in 2018 or earlier but not yet completed
- Supported 131 persons in having their nationality granted/confirmed

Capacity Building
- UNHCR signed a two years’ MoU with the MOPALSG and the Ombudsman to ensure that all new-borns, including those whose parents lack documents or legal status, obtain immediate birth registration and access to nationality
- Supported Praxis to publish 5 case studies presenting legal problems in registering birth of children of undocumented parents, to submit a Report on the Implementation of the UN Human Rights Committee’s Recommendations on the improvement of the situation of Roma in Serbia and an alternative report to the Committee on Economic, Social and Cultural Rights with special reference to the issue of statelessness
- Organized 12 awareness-raising workshops for schoolchildren on the prevention and elimination of child, early and forced marriages (CEFM)
- Joined the National Coalition against Child Marriages
- Supported the Government in preparing pledges for the High Level Segment marking five years of the ten year global campaign to end statelessness by 2024 (#IBelong) on 7 October in Geneva

4. SUPPORT FOR INTERNALLY DISPLACED PERSONS (IDP)

Free Legal Aid
- UNHCR and partners provided 1,368 IDP with free legal aid

Voluntary Return
- UNHCR and partners organised 8 Go and See Visits, 7 return-informative meetings and participation of 3 IDP representatives in 1 Task Force meeting in Kosovo4, and registered 80 families for return to Kosovo5, while continuing daily cross-boundary cooperation on returns

Local Integration
- UNHCR and partners supported the local integration of 2,553 IDP (incl. 1,082 Roma)
- Supported 514 in collecting documents
- Referred 797 to Centres for Social Work (CSW) for one-off grants, 643 for: financial social assistance, 437 for other material support and 418 to Food Banks and 330 to the Red Cross for non-food items
- Referred 37 elderly IDP to homecare services

Advocacy & Capacity Building
- Participated in the Skopje Initiative for Durable Solutions for Internally Displaced Persons from Kosovo6 with the OSCE and relevant institutions from Priština, Belgrade, Skopje and Podgorica
- UNHCR and partners trained 197 local social protection workers and SCRM Trustees in 25 municipalities on Anti-Discrimination Regulations of Importance for Refugees and IDPs and informing the local community and improving media relations

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4 References to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999)
5 ibid
6 ibid
- Extended national UN Volunteer (UNV) contracts for 15 Roma youth and further strengthened their position in cooperation with the Association of Roma Coordinators.
- Trained 15 new Roma youth in 5 two-day workshops and employed them as UNV for 6 months in local-self-governments.
- Supported 45 young Roma volunteers from 2018 and 2019 projects to create a network and to implement the project "Local Voices for Global Change" funded by European Youth Initiative Fund at 5 different locations in Serbia.
- Engaged 10 staff in 10 CSW and supported access of vulnerable refugees and IDPs to the social protection system of 10 key municipalities under tripartite MoU to Support to the Local Integration of IDPs, Refugees and Asylum-Seekers with MOLEVSA and Amity.
- Supported A 11 to organized a conference “20 Years of Internal Displacement in Serbia – Experiences and Lessons for the Future”, as well as an antidiscrimination training for Social Welfare Centres and to publish and distribute a manual on the access to economic and social rights and personal documents “How to realize your rights? A guide for realizing human rights.”
- Supported A 11 to file a Submission on follow-up document to the United Nations Human Rights Committee, with special reference to the position of Roma IDP community, to form a coalition of 12 CSOs and trade unions who filed a Submission to the UN Committee on Economic, Social and Cultural Rights with one chapter designated to IDP issues and to attend the 65th session of Pre-Sessional Working Group of the UN Committee on Economic, Social and Cultural Rights presenting a Report.
- Supported A 11 to organize an exhibition of photographs produced by internally displaced children from “Stara škola” in Belgrade and to produce a short documentary film to raise awareness about conditions in the last collective centre "Salvatore" in Bujanovac and to create to create a website devoted to IDPs in Serbia – IRL20

### Inclusion of Roma IDP children

- UNHCR and partners provided 1,344 classes of learning support to Roma IDP children, monitored school attendance and performance.
- Supported 332 Roma IDP children in homework and studying; provided school books/materials for 293 children, school meals for 252 children and monthly bus tickets for secondary-school children and distributed over 300 New Year's parcels to Roma children.
- Supported partner Indigo to sign cooperation agreements with 8 educational institutions, supporting the inclusion of Roma IDP children, engaging 19 volunteers, 3 assistants for cooperation with families and 6 associates for children’s attendance and performance monitoring and trained 187 teachers.
- Organised 30 workshops for 173 Roma IDP parents, outings and "outdoor education" for 117 Roma IDP children, 18 empowerment workshops for 54 Roma IDP girls, 17 inclusion workshops for 155 primary school children, a gathering on Goč Mountain for 29 Roma IDP children and 8 teachers from 4 primary schools.
- Organised 4 advocacy meetings for introduction of free meals/transport for disadvantaged pupils, and a two-day seminar for primary school authorities, social welfare centres and local self-government representatives on coordination in the prevention of school drop-outs.
- Intervened with the National Education Inspector to combat discrimination or segregation of Roma pupils.
5. **MAIN STATISTICAL TRENDS OF COUNTRY SITUATION**

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (observed) arrivals</td>
<td>30,216</td>
<td>16,165</td>
</tr>
<tr>
<td>Total (observed) arrivals of unaccompanied/separated children</td>
<td>3,777</td>
<td>1,956</td>
</tr>
<tr>
<td>Total occupancy of government centres – end December</td>
<td>5,199</td>
<td>4,205</td>
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<td>Total presence of asylum-seekers/migrants – end December</td>
<td>5,833</td>
<td>4,468</td>
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**Intentions to seek asylum**

<table>
<thead>
<tr>
<th>Year</th>
<th>Intentions to seek asylum</th>
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<tbody>
<tr>
<td>2019</td>
<td>12,937</td>
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<tr>
<td>2018</td>
<td>8,436</td>
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**Applications for asylum**

<table>
<thead>
<tr>
<th>Year</th>
<th>Applications for asylum submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>252</td>
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<tr>
<td>2018</td>
<td>327</td>
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**Substantive first-instance decisions**

<table>
<thead>
<tr>
<th>Year</th>
<th>Substantive first-instance decisions</th>
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</thead>
<tbody>
<tr>
<td>2019</td>
<td>113</td>
</tr>
<tr>
<td>2018</td>
<td>50</td>
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**Positive decisions**

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<thead>
<tr>
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<th>Positive decisions</th>
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</thead>
<tbody>
<tr>
<td>2019</td>
<td>35</td>
</tr>
<tr>
<td>2018</td>
<td>25</td>
</tr>
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**New asylum-seekers and migrants - presence and shelter**

**Observed new arrivals - demographics and country of transit**

**Observed arrivals by country of transit**

**Observed arrivals by country of origin**
Quantitative Snapshot of UNHCR Serbia Achievements 2019

Reported collective expulsions into Serbia

- **Total collective expulsions - 2019:** 10,584
  - **Total collective expulsions - 2018:** 10,432
- **Collective expulsions from Hungary - 2019:** 2,867
  - **Collective expulsions from Hungary - 2018:** 1,055
- **Collective expulsion from Croatia - 2019:** 3,317
  - **Collective expulsions from Croatia - 2018:** 6,541
- **Collective expulsions from Romania - 2019:** 1,937
  - **Collective expulsions from Romania - 2018:** 835
- **Collective expulsions from BiH - 2019:** 2,453
  - **Collective expulsions from BiH - 2018:** 2,001

Reported irregular movements from Serbia to North Macedonia

- **Irregular movements to N. Macedonia - 2019:** 3,511
  - **Irregular movements to N. Macedonia - 2018:** 8,261

Profile of asylum-seekers and migrants

- **Syria:** 13%
- **Bangladesh:** 6%
- **Other:** 11%
- **Iraq:** 7%
- **Pakistan:** 14%
- **Iran:** 6%
- **Afghanistan:** 51%

Occupy of Asylum, Reception and Transit Centres

*please also see Site Profiles*

Presence of top nationalities in government centres

UNHCR Serbia, January 2020