

EHO APPEAL – SUPPORT FOR REFUGEES* IN SERBIA (EHO REFG 2015)



**EHO, Novi Sad, Serbia
3 August 2015**

* Note for the whole document: by using word **REFUGEE** we always refer to refugees – people fleeing from wars in their country of origin (such as Syria, Iraq, Afghanistan, Somalia, etc.), asylum seekers, foreigners and underage foreigners unaccompanied by parents or custodians, migrants and illegal/irregular migrants.

0. Executive Summary

From the beginning of 2015, the number of refugees in R. Serbia (RS) has dramatically increased. Serbian Minister of interior, Mr. Nebojša Stefanović said: „*In the first six months of this year, 35.712 migrants expressed intention to seek asylum in Serbia.*”

Legal framework and related procedures are allowing different stakeholders to provide direct support to refugees, but multi sector approach and coordinated actions aiming to provide information, services and accommodation to refugees are urgently needed. Alarming situation asks for improved coordination of different actors/service providers, to enable for adequate and efficient support.

EHO has 22 years experience in working with refugees, IDP's and returnees - in distributing food and hygiene items, running Soup kitchens and Mobile Medical Teams, a Humanitarian Pharmacy and Psychosocial Centre.

With this Appeal EHO would like to take over an important role in providing support to refugees in Serbia.

The **objective of the Appeal** is to reduce the vulnerability of refugees located in Serbia or transiting through Serbia by providing them outreach services.

The **target group** of this Appeal are refugees located on the territory of the RS and more specifically the refugee population transiting through Serbia towards the EU - refugees on the road, without shelter and food, especially vulnerable groups of refugees, such as single mothers, pregnant women, mothers with infants, children under 10 years, disabled, elderly people, persons with acute and chronic illnesses.

EHO's intervention will be divided into **two phases** and would cover the period from September 2015 to December 2017 (28 months) with a potential for project extension.

During the **First Pilot Phase of the Appeal** (FPPA) in the period, September – December 2015, EHO will provide emergency relief, arrange for needs assessments, baseline survey and will pilot a set of outreach services for refugees. During that period EHO will work close with the State, expert international agencies and civil society and will become an active player in supporting refugees.

During FPPA, and based on findings and experiences, EHO will design in details the Second Phase of the Appeal. It is expected that in October/November 2015, EHO will be in a position to submit the Document – Second Phase of the Appeal.

During the **Second Phase of the Appeal** (SPA) in the period, January 2016 – December 2017, it is envisaged that EHO start's realizing longterm assistance for refugees.

1. Problem Description

From the 90's of the last century, Republic of Serbia (RS) has been faced with a turbulent migration flow - influx of more than 500.000 refugees from the former Yugoslavia, 200.000 internally displaced persons from AP Kosovo and Metohija and the emigration of more than 500.000 citizens, worldwide.

As from 2007, RS has been faced with refugees, asylum seekers fleeing/emigrating from Asian and African countries to Western Europe and illegal migrants, as well as with returnees under the Readmission Agreement (Serbian citizens that left the country mainly to western European countries and subsequently returned under readmission agreement(s)).

RS is realizing different activities aiming to provide adequate support, services to refugees. Several Strategies, providing legal environment, have been put in practice, such as: The Strategy for Combating Illegal Migration in the Republic of Serbia for the period 2009-2014. ("Official Gazette of RS", No. 25/2009); The Strategy of Reintegration of the Returnees Based on the Readmission Agreement ("RS Official Gazette", No. 15/2009); Strategy for Integrated Border Management in the Republic of Serbia ("RS Official Gazette", No. 11/2006); Strategy for Combating Human Trafficking in the Republic of Serbia ("RS Official Gazette", No. 111/2006); Sustainable Return and Subsistence Strategy ("RS Official Gazette", No. 32/2010).

As for bettering coordination and harmonization of different State actors and services, *Migration Management Strategy* ("RS Official Gazette", No. 59/09), has been developed and adopted in July 2009. This has been followed by the adoption of the *Law on migration management* ("Official Gazette of RS", No. 107/12) in 2012. *The Law on Asylum* came into force from April 2008.

RS provides safe place for refugees. After registering and submitting request for asylum, there are services that refugees/asylum seekers can use, such as accommodation in five (5) Asylum Centres (AC) in RS.

From the beginning of 2015, the number of refugees in RS has dramatically increased. Mostly all refugees, using Serbia as a transit country are aiming to reach Western and Northern European countries and seek asylum. Those, not "managing on their way", are staying within RS.

At the moment there are several "directions" refugees are using, such as one from Macedonia, through Serbia to Hungary and further west, north. At the moment Hungary, is building "the fence" on the country's southern border with Serbia. This is meant to stem the unprecedented flow of refugees. It is to expect that "the fence" will increase the number of refugees staying in Serbia, especially in its northern part, and the situation will become more dramatic. The fence will possible change the migration flow and than direction from Macedonia, via Serbia to Croatia and more west, north.

2. Appeal Objective and Target Group

The **objective of the Appeal** is to reduce the vulnerability of refugees located in Serbia or transiting through Serbia by providing them outreach services.

EHO will **target** refugees located on the territory of the RS and more specifically refugee population transiting through Serbia towards the EU - refugees on the road, without shelter and food, especially vulnerable groups of refugees, such as single mothers, pregnant women, mothers with infants, children under 10 years, disabled, elderly people, persons with acute and chronic illnesses.

3. Interventions

All EHO activities will be done in a close coordination and cooperation with all relevant stakeholders, such as Ministry of Interior, Ministry of Labor, Employment, Veteran and Social Affairs, Commissariat for Refugees and Migration, UNHCR, IOM, SDC, as well as with civil society organizations, such as Red Cross Serbia, Asylum Protection Center and Group 484. Participation of the target group will be ensured, too.

EHO Appeal is divided into two phases:

1. First Pilot Phase of the Appeal (FPPA) – Emergency Aid: will be realized in the period September 2015 – December 2015. During this period, EHO will provide emergency relief, run needs assessments, baseline survey and will pilot a set of outreach services for refugees. Training of project staff will be organized during FPPA.

During FPPA EHO will work close with the State, expert international agencies and civil society and will become an active player in supporting refugees.

Services envisaged during the FPPA are as follows:

- following the situation, position of refugees; continuous needs assessment; baseline survey;
- continual communication, information sharing and coordination with relevant stakeholders;
- field visits, fact finding missions, gathering and analyzing data;
- outreach services: first aid and basic medical care; distribution of relief goods to most vulnerable refugees (food and hygiene items, bottled water, baby food, baby diapers and first aid kits for self-aid in cases of small injuries etc.); legal consultancy/advice and psycho-social support; translation.

All above services and activities, especially the baseline survey, should enable detailed planning of the Second Phase of the Appeal (detailed description of outreach services, type and quantity of relief goods etc.). EHO will elaborate on the refugees position, thus allow for “creating” the Document – Second Phase of the Appeal. It is expected that in October/November 2015, EHO will be in a position to submit the Document – Second

Phase of the Appeal. This would be followed by individual work with partners/donors in designing specific Project Proposals, within the time frame of the Second Phase of the Appeal (January 2016 – December 2017).

2. Second Phase of the Appeal (SPA) – Outreach work: will be realized in the period January 2016 – December 2017.

SPA will be planned in details during the First Pilot Phase of the Appeal.

During SPA, EHO will continue working with the State, expert international agencies and civil society and more coordinated and joint actions will be seen.

Outreach work will be organized via EHO Mobile Teams.

Services envisaged during SPA are as follows:

- legal counseling and access to asylum procedure – on request;
- information for refugees on their rights and on danger of human trafficking;
- networking relevant stakeholders and coordinating joint efforts for refugees;
- first aid and basic medical care;
- psycho - social support and support for children and mother;
- raising public awareness on the position of refugees;
- distribution of relief items (food and hygiene items, bottled water, baby food, baby diapers and first aid kits for self-aid in cases of small injuries etc.) to vulnerable groups of refugees;
- contacts with and /or referrals to other services or agencies; translation
- transportation to the nearest Health or Asylum Centre – in emergency cases.

EHO Mobile Team should facilitate the refugees' contact with other organizations or places in order to provide them the best possible service.

3.1. Working methodology:

Some of the principles and working methodology to be applied within both phases of the Appeal are as follows:

- The outreach services will be provided, upon request or call on different locations all around Vojvodina, especially in border areas. In urgent cases EHO will try to arrange outreach services in other parts of Serbia;
- EHO Mobile Teams will provide outreach services to refugees **on the road** and to those who might not otherwise have access to the services – because they are too far from Asylum Centres or are otherwise hampered to access such services;
- EHO Mobile Teams will be ready to be deployed to border areas or other places in the Vojvodina after receiving alerts from the police, Asylum Centres or other organization dealing with refugees issues. The teams will meet refugees in need of

mobile-outreach services at the locations where refugees are or where the needs occur;

- The services will be provided in a coordinated and holistic way, so that they complement existing services provided by governmental, non governmental or international organizations;
- The teams should be mobile, enabling continuous, seven–day presence in the areas where mobile/outreach services are most needed and in the time with the heaviest traffic of people transiting through Serbia. The exact working hours of the mobile team, number of shifts, number of team members and their profile shall be determined during the need assessment and baseline survey in the FPPA;
- This project is providing protection and relief to refugees and it is based on human rights and gender equality principles and standards, which will be applied in all project phases and activities;
- Conflict sensitive and cultural sensitive approach are of vital importance. Conflict sensitive means that the Do No Harm concept will be applied in order to minimize all potential negative impacts of humanitarian assistance;
- Cultural sensitivity will be ensured and checked, the culture and tradition of the target group, especially the tradition and culture of Muslims shall be understood and respected;
- Quality of services, including humanitarian assistance, shall comply with international standards and will be ensured and checked in both Appeal Phases;
- Flexible planning and implementation is needed for this kind of assistance. As needs assessment will be a continuous process, plans will probably be changed and modified at various stages of the Appeal;
- All outreach services are free to members of the target group and will be provided to all refugees, irrespective of their legal status and intentions;
- In distribution of relief items, priority will be given to especially vulnerable refugees, considering no duplication of relief items;
- All services will be documented by using distribution lists and by preparing daily and monthly reports as well as case studies;
- Each EHO Mobile Team will consist of a driver, lawyer, medical doctor and medical nurse and psychologist or social worker. When necessary, translator will be employed.

4. Duration

First Pilot Phase of the Appeal (FPPA) – Emergency Aid: will be realized in the period September 2015 – December 2015.

Second Phase of the Appeal (SPA) – Outreach work: is envisaged to be realized in the period January 2016 – December 2017.

5. Organizational set up and resources

EHO will implement the Appeal in both Appeal Phases. In this setting EHO is the Lead agency for the project steering and direct interlocutor of international partners when it comes to reporting and financial issues. EHO will lead the operational implementation management and will be directly involved in day-to-day project implementation.

The Project Coordination Unit of EHO will be responsible for project management and implementation, coordination and facilitation of the activities, monitoring, reporting and evaluation as well as for the promotion of the project on local and regional level and networking with different stakeholders. The Project Coordination Unit of EHO will be set to have: Project Coordinator of the Appeal (50%), Project Assistant/Logistician (100%) of the Appeal and Project Administration and Finances (25%).

EHO Mobile Teams, a group of 10 experts (2 teams of 5 individuals), will be trained for outreach work and will be present in the field, directly working/providing services to refugees.

Depending on the design of the Second Phase of the Appeal / individual Project Proposal, it will be possible to change organizational set up and form Consortium and/or be a Local Implementing Agency/Partner, when International Partner Agency/Donor would be a Lead agency.

All activities would involve EHO employees with experience in working with vulnerable groups, professionals/experts (outsourcing for EHO Mobile Teams) and volunteers. EHO will contribute with its infrastructure – building, equipment and existing vehicle(s) for the First Pilot Phase of the Appeal.

There will be a need to invest into purchasing a Camper – the Van for the EHO Mobile Team in the Second Phase of the Appeal.

6. Budget

FPPA: 46.500,00 EUR

1. Relief goods: 90 days x 100 persons x 3 EUR (average) = 27.000,00 EUR (300 EUR/day for relief goods)
2. Training of EHO Mobile Teams: 800,00 EUR
3. Needs Assessment / Baseline Survey: 1.200,00 EUR
4. EHO Mobile Teams: 9.000,00 EUR
5. Expert translation: 1.600,00 EUR
6. Transportation costs: 4.500,00 EUR
7. EHO coordination and administration: 2.400,00 EUR