



# REFUGEE AND MIGRANT CRISIS IN EUROPE

## CONSOLIDATED EMERGENCY REPORT 2016

Greece • Turkey • Western Balkans • Germany • Italy

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unicef 

## Table of Contents

EXECUTIVE SUMMARY .....	4
SITUATION ANALYSIS .....	6
RESULTS FOR CHILDREN .....	9
FACTORS FOR SUCCESS AND CONSTRAINTS .....	22
UN COHERENCE & COORDINATION .....	24
ADVOCACY AND COMMUNICATIONS .....	26
MONITORING AND EVALUATION .....	28
RESOURCES .....	30
FUTURE WORKPLAN .....	32

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Cover page: **On 25 May in Greece, children play in the docks area of Piraeus, Greece's principal port. Greece continues to be one of the major entry points into Europe for refugees and migrants. Since January 2015, more than 1,012,000 refugees and migrants have arrived in Greece, most having survived hazardous water crossings from Turkey.**

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## LIST OF ACRONYMS

3RP	Regional Response and Resilience Plan
ASAM	Association for Solidarity with Asylum Seekers and Migrants
CCCs	Core Commitments for Children in Humanitarian Action
CEE/CIS	Central Eastern Europe/Commonwealth of Independent States
CFS	Child Friendly Spaces
CFSCs	Child and Family Support Centres
CFSH	Child and Family Support Hubs
CPsWG	Child Protection sub-Working Group
CRC	Convention for the Rights of the Child
CRM	Child Rights Monitoring
CSO	Civil Society Organisation
CSW	Centre of Social Work
DGMM	Directorate General of Migration Management
DRC	Danish Refugee Council
ECA	European Club Association
ECD	Early Childhood Development
EKKA	The National Centre for Social Solidarity
EMOMPS	Office of Emergency Programmes
ESWG	Education Sector Working Group
EU	European Union
HAC	Humanitarian Action for Children
HPM	Humanitarian Performance Monitoring
IAD	Information and Advice Desks
IOM	International Organisation for Migration
IYCF	Infant and Young Child Feeding
LIC	Legal Information Centre
MBCF	Mother and baby care facility
MBS	mother-and-baby spaces
NFI	Non-Food Items
NGO	Non-Governmental organisations
PSS	psychosocial support
RIC	Reception and information centres
RRMRP	Regional Refugee and Migrant Response Plan
SOPs	standard operating procedures
ToT	Training of trainers
UASC	unaccompanied and separated children
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNOSAT	United Nations Operational Satellite Applications Programme
WASH	Water, Sanitation, and Hygiene

## EXECUTIVE SUMMARY

Within the largest movement of children and families across Europe since the Second World War, there is an increasing need to prevent, mitigate and respond to protection risks faced by vulnerable children, women and young people on the move, as well as in reception, transit and accommodation centres along migratory routes inside Europe.

Some 363,000 refugees and migrants arrived in Europe by sea in 2016- the majority fleeing conflict, violence and instability in the Syrian Arab Republic and other conflict zones in the Middle East, South Asia, West, Central and East Africa. The dramatically changed political context across Europe during the first quarter of 2016 when borders in the Western Balkans were officially closed and the EU-Turkey Statement entered into force, resulted in a significant decrease compared to 2015, when 1 million people entered Europe. This situation also left many families suddenly living in different reception and transit centres designed to accommodate them for only a few hours or days. The situation became particularly challenging in Greece, where over 60,000 people became stranded. **Furthermore, the central Mediterranean route which is considered the world's deadliest migrant route, has seen a spike of nearly ten times the number of arrivals through the Eastern Mediterranean.**

Out of the 1.3 million people who arrived since 2015, more than 365,600 are children. Children are estimated to account for 30 per cent of all deaths at sea – or over 770 children died at sea in 2016. Although the proportion of children among arrivals through the Central Mediterranean route is smaller (16 per cent) compared to the one on the Eastern Mediterranean route, where children made up 36 per cent of all refugees and migrants, in 2016 Italy saw a spike in the number of children from some 16,500 in 2015 to 28,223 in 2016. Moreover, the number of unaccompanied and separated children using this route doubled in just a year (increasing from 12,360 in 2015 to 25,846 in 2016). Now nine in ten children arrive in Italy are alone. Between 30 to 40 percent of unaccompanied children in Italy drop out of the formal system set-up to host them, because of the lengthy process for cases and the lack of future perspective for these children. The same can be said of the systems in Sweden and Germany (20 per cent).

As a result of the sudden change in context in early 2016, UNICEF had to rapidly adapt its response to address the new challenges facing refugee and migrant children and their families. The emphasis in programmes increasingly shifted to Greece, where a substantial amount of stranded children and women remain. While all countries in the Western Balkans (the former Yugoslav Republic of Macedonia, Serbia, Croatia and Slovenia) have decreased their targets and funding requirements, needs remain in terms of providing families with quality services in transit centres, now hosting people for prolonged periods of time. It is worth highlighting that in Turkey, there is a high portion of the number of children identified and referred to specialized services in the response. This includes an increased focus on education and structured programming in Child and Family Support Centres.

UNICEF combined direct services to refugee and migrant children with technical assistance to Governments in affected countries to address the immediate and longer-term needs. In the Western Balkans, Turkey, and Greece, more than 127,008 children were reached through the provision of basic supplies to protect children from weather conditions and provide good personal hygiene, and in the West Balkans and Greece 95,997 children received psychosocial support in family support hubs, child friendly spaces and mother-baby corners since January 2016. 1,140 frontline workers were trained on child protection and child rights safeguarding. Many of them belonged to state institutions, with the crisis helping bring to light the gaps and fragilities still needed to be addressed **in national systems, benefitting all vulnerable children. On the ground UNICEF's voice was heard as**

the organization advocated for women and children to be prioritized in registration queues and when boarding trains and buses.

As the crisis shifted to a situation of children stranded, UNICEF supported the establishment of protection standards in reception and accommodation centres and advocated for the improvement of protection standards, speeding up family reunification and relocation procedures, greater access to vital services for children, such as education and health, non-detention of children, etc. As a result of UNICEF advocacy, for example, in Greece the government reached a decision to exclude unaccompanied and separated children, single mothers and other vulnerable groups from return procedures to Turkey.

Furthermore, reports of children continuing to arrive through the West Balkans despite the border closure, raising the concern for children passing through hidden routes. Although the actual number of children passing through hidden routes is unknown, in Hungary, 22,386 people arrived from Serbia, including 8,551 children between July and December 2016 according to the Helsinki Committee. UNICEF has implemented in 2016 outreach activities to help identify children at risk, including UASC, in Serbia and the former Yugoslav Republic of Macedonia.

Main constraints to programme implementation include understanding and addressing the question of how to reach children on the move. Through strong coordination and innovation, such as the creation of the Child and Family Support hubs, UNICEF worked with partners to ensure comprehensive service provision.

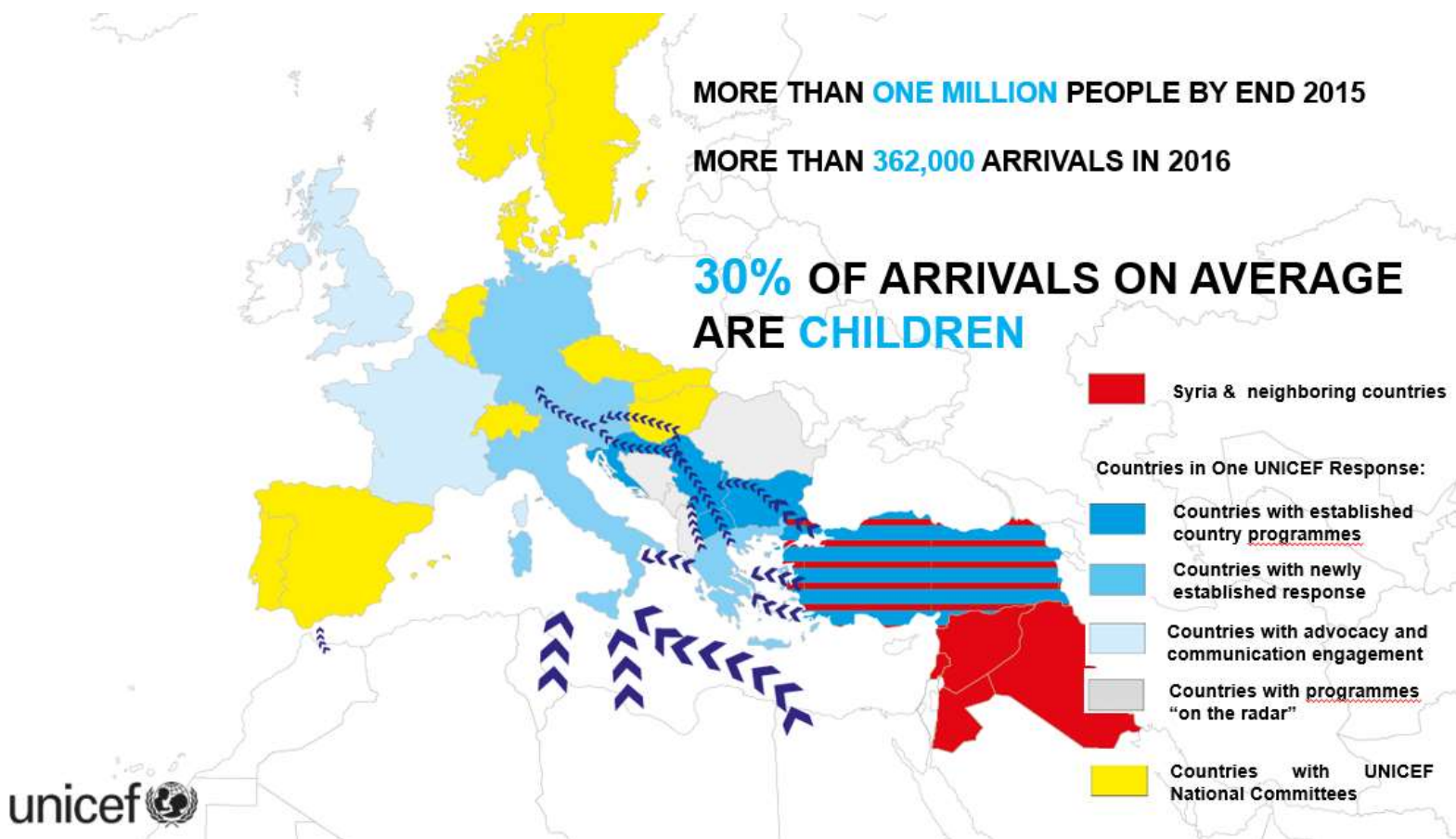
UNICEF will continue to expand its operations to support Government responses and efforts to improve national systems and frameworks to better protect children, with continued technical assistance to key state institutions in Greece, Italy and Germany on reception and accommodation standards, child safeguarding and alternative care, family reunification processes and social inclusion. More efforts will be rolled out in a number of destination countries, including Germany and Austria, focusing mainly on improving state-wide systems and standards for care and reception of refugee and migrant children, while also promoting access to local formal education systems and working towards overall social inclusion. Throughout all components of the response special attention will be given to unaccompanied and separated children and other children at risk. In consolidating its response, UNICEF will also explore new modalities to reach children and adolescents, including through cash-based interventions and innovative youth-engagement.

UNICEF acknowledges the great support by donors in providing needed funds for the refugee and migrant crisis in Europe. This funding has helped address the most urgent needs of children and women on the move and later on stranded in centres in terms of recreational and education activities, winterization goods, provision of nutrition, health and other basic services, while at the same time strengthening national capacities through technical assistance.

## SITUATION ANALYSIS

Despite the closure of borders along the Western Balkans and the EU-Turkey Statement in March, some 363,000 people arrived in Europe by sea over 2016. Close to half of all arrivals by sea to Greece continue to be women and children, predominately from the Syrian Arab Republic and Afghanistan in Greece. Despite the overall small proportion of children using the Central Mediterranean route, the number and proportion of UASC among all arrivals in Italy increased in 2016 and the nationalities of the UASC have also changed from mainly Eritreans, Syrians and Somalis in 2015 to predominantly Eritreans, Egyptians and Gambians. . On the Balkan route, women and children make up close to 60 per cent of all arrivals. Many have experienced different forms of violence, abuse or exploitation along their journey. The situation in Greece and the Balkans stays challenging, with more than 25,600 children living in difficult circumstances in overcrowded reception and asylum centres. With limited access to services and safe pathways, many of them try to continue their journey towards their intended country of destination through smugglers, which puts them at heightened risk of abuse and exploitation.

Most children stranded are still out of school, and many separated and unaccompanied children are stranded, awaiting the uncertain outcome of lengthy status determinations and relocation processes. During the first quarter of 2016, when women and children were rapidly moving across borders, they were often physically exhausted, psychologically traumatized, and in need of safe place to rest, play and receive psychological first aid. When they became stranded with limited information about their future prospects, refugee and migrant children and families were in much greater need of more comprehensive mental health and psychosocial support, as well as education and life skills. This highlights how children's needs have shifted from both immediate basic support through to efforts towards social inclusion, bringing children back to learning.





The context in each country remains complex and the refugee and migrant crisis has taken a toll on national systems and service provision. In the beginning of 2016, Greece remained the major entry point to Europe for refugees and migrants seeking safety from conflicts and a better future from economic insecurity. After March, following the EU-Turkey Statement and the closure of the so-called **“Western Balkans route”**, **Greece saw a sharp decrease of arrivals. Yet, 62,784 refugees and migrants** remained stranded in Greece, of whom about 21,000 were under 18 years of age. Humanitarian actors had to adapt their response to the changing operational environment, from a primarily transit situation to one where populations would stay for longer periods.

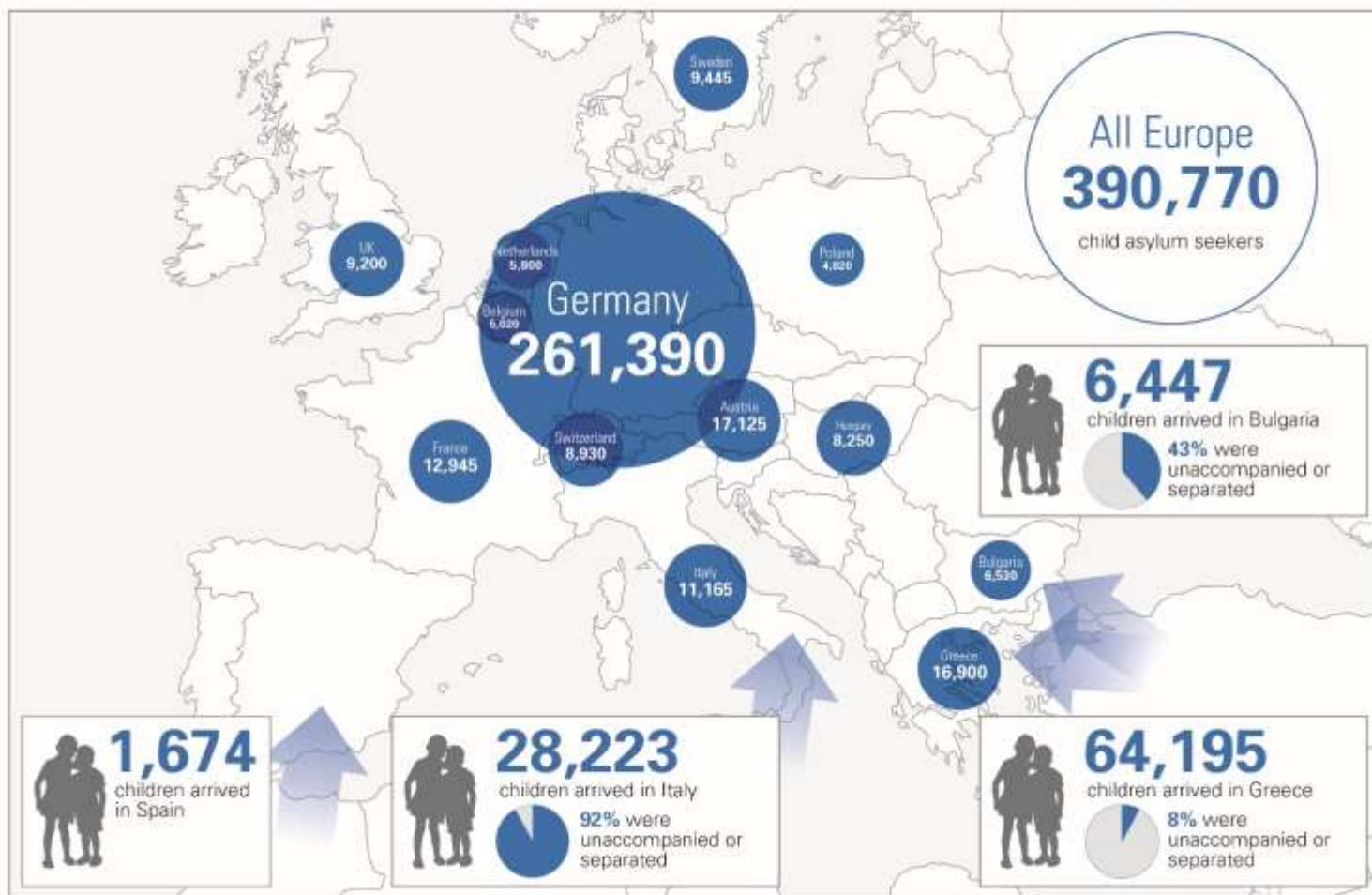
Even though living conditions in sites have improved, especially on the mainland, at many locations they remained substandard, significantly affecting children and families at risk. Anger due to the poor living conditions often led to tensions and protests, as it was added to frustrations stemming from the slow pace of asylum, relocation and family reunification procedures. It is estimated there are 2,100 unaccompanied children in Greece at the moment. In fall 2016, the beginning of the school year found around 16,000 school-age refugee children living in Greece. Since the EU-Turkey Statement, education had become one of the main priorities for them, as many had stopped going to school for an average of almost three years prior to their arrival in the country. Many of them have been exposed to high levels of stress and undergone traumatic experiences.

The UASC on the waiting list for accommodation are located in reception and identification centres, and protective custody (324 UASC), open sites, or in urban settings, with specialized supervision or support. High levels of stress and sense of uncertainty have also resulted in negative coping behaviours and strategies - for example, front line workers report that UASC are displaying greater incidents of anger and frustration, depression, substance abuse, self-harm, in some cases transactional sex.

Italy is the other main entry points into Europe for refugees and migrants fleeing situations of violence and deprivation. In 2016, the total number of sea arrivals reached 181,436, an 18 per cent increase compared with 2015 (153,842) including 25,846 unaccompanied and separated children (UASC). This corresponds to 14 per cent of all sea arrivals in 2016, **up from last year's 7 per cent**. By 31 December 2016, the reception system hosted 17,373 UASC, 6.7 per cent girls and 82.6 per cent from the age group 16-18 years; while additional 6,561 UASC registered dropped out of the formal system (27 per cent). Sicily provided support 41 per cent of all UASC in Italy – followed by Calabria with 1,418 UASC (8.2 per cent).

The service provision in the emergency and first reception centres is very limited, focusing mainly on basic physical needs, which frequently results in frustration among UASC, loss of trust in frontline workers and authorities and multiplication of protection issues. UASC feel they are not sufficiently informed on the status of their case. The uncertainty and lack of opportunity is a pushing factor for children leaving the centre before their case is processed. The whereabouts of more than 6,000 UASC are unknown. The majority of them are likely to have continued their journey to another country. However, others may have become victims of exploitation, including possibly trafficking, child labour and sexual exploitation.

Turkey remains the largest refugee-hosting country in the world, with over 2.8 million Syrian refugees – almost half of whom are children – in addition to nearly 300,000 asylum seekers and



Source: Eurostat, Hellenic Police, Italian Ministry of Interior, Bulgarian State Agency for Refugees and Spanish Ministry of Interior

refugees from across the world (primarily Iraq and Afghanistan). At the same time, Turkey remained a leading transit country for refugees and migrants on the move toward Europe. Though numbers dropped significantly since the implementation of the EU-Turkey Statement in March 2016, over 176,600 people crossed by sea and land from Turkey to Greece in 2016 – 37 per cent of whom were children – while some 37,000 were rescued or apprehended – and more than 400 are believed to have died in the attempt. Almost 47 per cent of all who successfully arrived in Greece hail from Syria, 24 per cent from Afghanistan, and 15 per cent from Iraq.

In Serbia, despite the de-facto closure of the Balkan route in March 2016, a continuous stream of refugees and migrants continued to arrive in the country from Bulgaria and the former Yugoslav Republic of Macedonia, with strong support from international smuggling networks. With the smaller number of refugees and migrants able to cross to Hungary, the numbers of refugees and migrants in Serbia reached over 7,000 at the end of December 2016, with 80 per cent of them accommodated in governmental facilities and 40 per cent of them children.

For populations stranded, remaining refugees and migrants in the former Yugoslav Republic of Macedonia are accommodated in two transit centres, one in Gevgelija at the border with Greece and another one in Tabanovce at the border with Serbia, an asylum centre and a safe house in Skopje. Similarly, in Croatia some 500 migrants that were accommodated in the camp were moved to solid facilities for asylum seekers – majority of them to Zagreb and Kutina asylum reception centres and **a smaller portion to Ježevo detention facility**. In Slovenia, 339 refugees and migrants were



accommodated in asylum centre facilities and student dormitories in Postojna and Nova Gorica in 2016 where 34 per cent were children. In Albania, the number of foreigners coming or intercepted inside Albania, was 926 of which 70 per cent were nationals of Syria, Afghanistan and Iraq and where children accounted for about 30 per cent.

Furthermore, people are still trying to move towards their final destination, despite the closure of the western Balkan route, mainly relying on smuggling networks. Numbers fluctuate slightly from week to week, as some people manage to move on towards their intended destinations in Western Europe, while others – often victims of smugglers who have promised and failed to help them get **to their journeys' end** – increase the populations of the transit centres.

In 2016, Bulgaria registered 18,909 asylum applications with a spike in arrivals following the EU-Turkey Statement. The number of applications of children was 6,447, of whom 43 per cent were UASC (2,768). Nearly one in every five of the UASC was below the age of 14 and most of the children came from Afghanistan, Iraq and Syria. Due to the tightened border controls in the beginning of August, imposed by the Serbian border authorities, refugees and migrants who previously managed to pass through Bulgaria on their way to Western Europe faced considerable restrictions and obstacles. This also led to an increase in detention of refugee and migrants including children where duration would average 8 days.

In 2015 and 2016, almost 1.2 million people arrived in Germany – around 30 per cent of whom were children. Most of them were accompanied (an estimated 350,000 children) and came from Syria, Afghanistan, Iraq, Iran and Eritrea. In the same period of time, national authorities registered 348,430 first-time asylum applications by accompanied and 50,432 by unaccompanied children. In 2016, most of the first-time asylum applications were received by children aged 0-4. However, a total of 113,133 first-time asylum applications were received by school-age children aged 6-16.

While UASC arriving in Germany are taken care by the child welfare system and benefit from the same protection and services as German children, there are concerns about children, who arrive with their families are often living for months in temporary accommodation centres with limited protection standards and access to services. Challenges remain in terms of processing asylum claims and the number of long-term accommodation for families. Families are living in temporary refugee centres for over a year with limited access to services. In addition, children are experiencing delays in school enrolment due to different legal requirements across Federal states regulating school access compounded by the sudden increase in school-aged children.

## RESULTS FOR CHILDREN

In 2016, UNICEF expanded its operational presence from 4 to 10 countries (**Greece, Italy, Turkey, Serbia, the former Yugoslav Republic of Macedonia, Croatia, Slovenia, Bulgaria, Albania and Germany**). In these countries, UNICEF responds to the refugee and migrant crisis through a combination of advocacy, technical assistance to government authorities, capacity-building and service delivery interventions **aimed at meeting women and children's immediate needs on the ground**, strengthening protective systems for children and reinforcing the capacity of local and central state institutions to deliver on their mandates for children.

The primary purpose of the UNICEF response in the countries affected by the refugee and migrant crisis is to promote the wellbeing and uphold the rights of children on the move, stranded and children seeking asylum. Overall, in 2016, close to 100,000 children were reached through a range of activities within the context of the UNICEF response to the refugee and migrant crisis. While the response is ongoing and the situation ever-changing, this report focuses on results for children achieved in 2016, thanks to the generous support of donors to the appeal to action for the Refugee and Migrant Crisis in Europe Humanitarian Action for Children (HAC).

## Country Results

**Child protection is one of the main pillars of UNICEF's response in Greece** with a two-track focus on direct service delivery for refugee and migrant children and on strengthening the broader child protection system. Within this system building approach, UNICEF supported the provision of a minimum package of child protection services for refugee and migrant children and families in sites and urban settings through the establishment of Child and Family Support Hubs (CFSH) also known as **"Blue Dots"**. As a result, 2,654 refugee and migrant children and 431 mothers and caregivers benefitted from a minimum package of services delivered through Child and Family Support Hubs including: psychosocial support, legal support, care for mothers and infants, recreational activities, and referrals to specialized services.

In addition, 131 refugee and migrant children and families benefited from the provision of specialized mental health care in Athens and four surrounding sites. An additional 20 front line workers benefited from targeted training on provision of psychosocial support to children and families. Over 135 front line workers benefited from a series of trainings on child protection and psychosocial support to increase their knowledge and skills and enhance their capacity to plan and manage child family support hub interventions.

Some 46 UASC benefitted from access to safe accommodation, protective care and services (including psychosocial support and counselling, health care, legal support, non-formal and life skills education, and recreational activities), through being accommodated and cared for in two newly established UAC shelters located in Lesbos and Athens.

The capacity of the National Center for Social Solidarity (EKKA) to manage the increased caseload of UAC, was strengthened by UNICEF's support through the secondment of a social worker who played a critical role as part of the EKKA team. This contributed to EKKA's processing of 5,139 UAC accommodation requests in mainland Greece and in the Islands in 2016.

UNICEF developed a strategic partnership with the Greek Deputy Ombudsman for Children to carry out child rights monitoring visits to assess situation of refugee and migrant children and families across mainland Greece and the Islands. In 2016 the Office carried out dozens of site visits, and advocated on key child rights issues including access to education, guardianship and quality of care.

Due to the slow implementation rate, by the end of 2016, some 800 children were enrolled in the reception classes, out of 9,000 children targeted by MoE. UNICEF worked closely with the Ministry of Education in two fronts: (i) providing technical assistance and coordination support for the inclusion of refugee and migrant children in the Greek education system (formal education); and (ii) supporting the organization of non-formal education activities in refugee camps in Attica, Epirus and

Central Macedonia. As a result, 2,289 children, including adolescents, participated in structured educational activities and 792 children, including adolescents, participated in life-skills education.

Indicatively, by the end of December 2016, 374 refugee and migrant children between 3 to 17 years of age were enrolled in the Skaramangas refugee site, equipped with 8 classrooms, furniture, white boards, Early Childhood Development (ECD) materials, IT equipment, as well as WASH facilities, playground and football court. Quality English and life-skills non-formal education were provided there for 197 children aged 12-17, as well as play-based early learning and parenting for 177 children aged 3-5. The classes were held for children from 3 different nationalities: 50 per cent Syrians (including Yazidis), 35 per cent Iraqis (including Kurds) and 15 per cent Afghans.

Greece	Target	Results
Number of children (boys and girls) received psychosocial support in family support hubs, child friendly spaces and mother-baby corners	6,000	2,654
Number of frontline workers trained on child protection standards/child protection in emergencies	200	76
Number of children at-risk (including UASC) identified and referred to specialised care/services	2,000	524
Number of infants (under 2) accessed mother and baby care centre nutrition services	600	316
Number of women accessing infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners	1,200	431
Number of children vaccinated against vaccine preventable diseases (i.e., measles, diphtheria, and polio)	25,000	12,000
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	10,000	1,191
Children and women with access to appropriate sanitation facilities/ toilets	10,000	1,938
Children and women reached with hygiene promotion and awareness activities	10,000	6,101
Number of children including adolescents participating in structured education activities	10,000	7,165
Number of children including adolescents participating in life-skills education	5,000	2289

**By the end of 2016, UNICEF's education response had expanded to Kavalari and Derveni/Alexyl sites** in Northern Greece, while plans and preparations were ongoing to scale up the quality non-formal education activities in urban Ioannina, Thessaloniki and Athens. In addition, UNICEF assumed the **coordination, advocacy and information management of partners' activities (Education Sector Co-Lead)**.

UNICEF in coordination with NGO partners engaged in a series of Water, Sanitation and Hygiene (WASH) activities at seven sites in Attica, Central and Northern Greece. Key results include, 7,165 children and women benefited from hygiene promotion and awareness activities, including on proper food disposal, reduction of water consumption, proper use of toilet, personal hygiene, diseases and disease prevention, household hygiene and solid waste management. UNICEF also provided access to appropriate sanitation facilities/toilets, including through the installation of chemical latrines and desludging of septic tanks to 6,101 children and women. Also, 1,938 children and women benefited from access to safe water, including through the provision of portable water, through trucking in water and connecting the city water network with accommodation sites. In addition, 1,191 children and women received basic hygiene supplies, like hygiene kits, including soap, toothpaste, a toothbrush, a nail cutter, a small towel, and toilet paper, as well as blankets.

12,000 children were vaccinated against preventable diseases, like measles, diphtheria and polio through the provision of 62,000 doses of vaccines procured by UNICEF, with further vaccination efforts planned for 2017. In addition to this, 431 mothers/caregivers benefited from infant and young child feeding, counselling at the family support hubs, child friendly spaces and mobile Blue Dots and 316 infants (under 2) accessed mother and baby care centre services, including health and nutrition services.

In **Italy** UNICEF started operations in the late spring, and began by assessing the situation and standards in reception centres for UASC in order to respond to most urgent needs. UNICEF supported in this regard 4 transit centres in Palermo. At the same time, 147 UASC participated in an information workshop aiming to improve their understanding of the reception system existing in Italy, the guardianship mechanism, the legal process involved in requesting international protection, their rights and responsibilities with regards to schooling, residence permit, and work opportunities.

UNICEF supported cultural mediation and health services in Lampedusa for women and children, who have experienced abuse during their journey to Italy: since August 2016, 15 children travelling with their families, 21 women and 67 UASC were assisted and referred to specialized services. In partnership with the University of Sicily, the Municipality and the children Ombudsman of Palermo, UNICEF prepared a training package for a first batch of 100 frontline workers aiming at providing knowledge, tools and attitude guidance on the minimum standards.



On 8 March 2016, children gather around a fire outside the camping tent that has been provided for them by humanitarian organisations in Idomeni, Greece. © UNICEF/UN012781/Georgiev

UNICEF finally also developed a partnership with the Italian Coast Guard to better support children from the moment they are rescued at sea. Under this partnership UNICEF established child friendly spaces for young children and their mothers on five rescue boats of the Coast Guard where they can feel safe, rest and benefit from basic psycho-social support

In **Turkey**, UNICEF implements an integrated education, child protection and basic needs response to support the over 1,3 million Syrian refugee children living throughout the country. Results for much of these activities have been reported in the Consolidated Emergency Report for the Syria Crisis, in line with the priorities outlined in the Turkey chapter of the Regional Response and Resilience Plan (3RP). The below results are complementary to that report and focus on activities in locations of western Turkey with a significant population of children and families on the move.

In order to better serve children and families on the move, UNICEF significantly expanded access to child protection support for refugee and migrant children and their families through the establishment of two Child and Family Support Centres (CFSC) in Istanbul and Izmir. Each centre serves a series of multi-disciplinary and integrated child-centred services provided by qualified professionals, including social workers, psychologists and medical staff. The services provided include psychosocial support (PSS), case management and legal counselling for at-risk children, nutritional services, and community awareness raising. By end 2016, nearly 35,000 refugees and migrants (17,325 females, 17,560 males) had accessed services at both centres, including almost 19,000 children (8,939 girls, 9,985 boys)<sup>1</sup>.

Meanwhile, UNICEF invested significantly to strengthen the capacity of frontline institutions to respond to the refugee and migrant crisis. Tailored trainings on child protection in emergencies were provided to 128 key frontline workers from MoFSP, DGMM, the Turkish Coast Guard and NGOs. In addition, UNICEF developed an innovative approach to improving the child protection response, partnering with national NGO partner ASAM to deploy 7 mobile outreach teams along the western coast to respond to the immediate needs of refugees and migrants intercepted or rescued by border authorities.

In total, nearly 68,900 children and their families were contacted and assessed by outreach teams at CFSCs and through mobile teams, and received basic relief items such as baby and family hygiene kits. Of these, almost 12,000 children – including 520 UASC – benefitted from specialized services, including legal counselling, psychosocial support, and urgent medical assistance. In addition, 1,680 children who were identified **and assessed as “highly vulnerable”** (for example, children with disabilities or suffering from serious health risks, survivors of gender-based violence, etc.) received cash-based assistance allowing their families to meet their immediate needs in selected shops.

Turkey	Target	Results
Number of frontline workers trained on child protection standards/child protection in emergencies	60	128
Number of children at-risk (including UASC) identified and referred to specialised care/services	6000	11,972
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	30,000	62,769

<sup>1</sup> Results reflect activities under the 2016 Regional Refugee and Resilience to the Syrian Response.



In **Serbia**, UNICEF took the lead in raising awareness of the rights of refugee and migrant children **and in mobilizing all stakeholders to adapt the response to meet children's needs. With the closure** of Balkan route in March 2016, UNICEF adjusted its response to meet the changing needs of children. UNICEF in partnership with the Danish Refugee Council (DRC) operated six Child Friendly Spaces (CFS) in Presevo, Bujanovac, Sid, Adasevci (closed as of April 2016), Dimitrovgrad and Belgrade, a total of 38,513 (17,909 girls, 20,604 boys, including 147 children with disability) children benefited from services CFSs throughout 2016.

UNICEF further supported the Centre of Social Work (CSW) in Belgrade, Presevo, Bujanovac, Sid and Subotica to deploy additional social workers to identify and respond to the needs of unaccompanied and separated children (UASC). As a result, a total of 1,888 UASC and other vulnerable children were identified and were referred to relevant services. Further, a total of 447 frontline workers (Government and CSO staff) were trained on child protection standards/child protection in emergencies.

UNICEF, continued to operate a mother and baby space in Presevo and established three new ones in Sid, Belgrade (with Novi Sad Humanitarian Centre) and Bujanovac where lactating mothers can continue to breastfeed, while mothers of children under two years of age received information on breastfeeding and infant and young child feeding. UNICEF supported the deployment of nurses into these spaces to provide counselling and support the provision of safe, adequate and acceptable complementary foods for children.

Following changes in the migration route, UNICEF established a mobile Infant and Young Child **Feeding (IYCF) programme at the Northern border with Hungary (in the Horgoš and Kelebija "transit zones") for stranded families with infants and young children. A** total of 6,690 children under two years and 4,821 mothers benefited from services of mother baby spaces and IYCF outreach support throughout 2016. Mothers particularly in the mother baby spaces also received support for themselves – safe, private space to relax, warm-up, and getting hygienic items for their babies (including opportunities to give them a bath). Mothers, especially new mothers with their first child, traveling without other women from the family benefit from the support of the nurses on all child care related issues.

UNICEF helped to provide 25,124 children age 0 to 12 years old with culturally appropriate winter and summer non-food items at different points throughout the territory of Serbia either in reception centres or through mobile teams. UNICEF adapted its NFI distribution to ensure that children age 0 to 12 years old staying for longer period in Serbia benefit from minimum packages of clothes. Further, UNICEF supported the development of an information system for NFI for children age 0 to 18 years old to ensure complementarity and avoid duplication.

In cooperation with the Ministry of Education, Science and Technological Development, a strategy for supporting access to education for refugee, migrant and asylum seeking children was developed covering capacity building of education stakeholders, development of non-formal education programs and support to knowledge management and coordination of different actors.

A capacity building programme for education institutions (pre-schools, primary, secondary schools) was developed and includes trainings, provision of mentoring support and small grants to schools.

The training focused on development of intercultural competences, antidiscriminative school climate and provision of adequate support to children and students who do not speak the language of instruction and have a discontinuity in their education. The first training was conducted in November 2016 and the programme is being piloted in 10 schools in 2 municipalities (Belgrade Municipality of Palilula and Lajkovac) in which two asylum centres are located where an important number of families with children and UASC are accommodated. Over 40 children between 7 and 14 are already attending schools on a regular basis and there is a continuous enrolment.

A first training of 17 front-line workers was implemented in October 2016 to expand skills into education for refugee and migrant children. UNICEF deployed education mentors that further support civil society partners implementing non-formal education programmes to ensure quality and consistency of education programmes.

Serbia	Target	Results
Number of children (boys and girls) received psychosocial support in family support hubs, child friendly spaces and mother-baby corners	30,200	38,513
Number of frontline workers trained on child protection standards/child protection in emergencies	200	447
Number of infants (under 2) accessed mother and baby care centre nutrition services	3,400	6,690
Number of women accessing infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners	3,500	4,821
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	21,200	25,124

UNICEF in **the former Yugoslav Republic of Macedonia** together with UNHCR set up special support centres for children and families along the most frequently used migration routes in Europe, known Blue Dots. Consequently, Information and Advice Desks (IAD) were established in transit centres, as part of the minimum package of services within CFSH. The aim of the IADs is to provide general information to refugees and migrants on location and availability of services, including birth registration; to identify and refer persons with specific needs to second line services; and, after closure of the border, to receive feedback/complaints from refugees.

As part of the services provided in UNICEF supported CFSH, focus was given to emotional and psychosocial support, family reunification, recreational and arts activities, mother and baby corners, and counselling services. Until the closure of the borders, 34,477 refugee and migrant children together with their families, accessed recreational activities, health and nutritional care/counselling and psycho-social support in the Child Friendly Spaces. After March 2016 additional services were organised in the Child Friendly Spaces to respond to the needs of children and families that remained stranded, including educational activities and early childhood development activities.

UNICEF worked with partners from the Ministry of Labour and Social Policy and CSOs to strengthen **the capacities of the country's social protection system to effectively respond to the growing needs** of children on the move. In addition, UNICEF provided technical expertise to support the process of creation and adoption of Standard Operating Procedures (SOPs) for dealing with UASC and for other vulnerable categories. In collaboration with UNHCR and national institutions, UNICEF supported the

capacity building of frontline workers, governmental representatives, child protection professionals, and local CSOs on its implementation.

Additional on-the-job training and mentoring was delivered to professionals dealing with children with specific behavioural and traumatic experiences. In partnership with the Ministry of Labour and Social Policy, UNICEF delivered training for timely and adequate implementation of best interests assessment for unaccompanied and separated children. UNICEF trained some 70 frontline workers on child protection issues and cultural awareness in working with refugee/migrant children and families. UNICEF organized on the job mentoring sessions with field workers implemented by international experts from the Child Protection Hub. In total, 325 field workers from various partners were trained on different topics related to child protection.

UNICEF provided early learning and non-formal educational activities for children. Educational and didactical materials were provided and field workers were trained on how to identify the individual learning needs of refugee and migrant children, to apply strategies and approaches for teaching children who speak different languages, and to effectively plan the teaching and learning process.

Since the country lacked a specific curriculum appropriate for educating refugee and migrant children, UNICEF in cooperation with the Ministry of Labour and Social Policy and the Ministry of Education and Science adapted the national. In parallel, in 2016 UNICEF initiated a dialogue among



A girl sits on the ground and plays with her toy bear, as people queue around her at the Vinojug reception centre near the town of Gevgelija, in the former Yugoslav Republic of Macedonia. Waiting for long hours can be wearying for children without the companionship of their friends. © UNICEF/UNI201668/Georgiev

the main Governmental agencies in the educational sector on amending the legislation to ensure integration of refugee and migrant children into regular schools.

In 2016, following a rapid WASH needs assessment conducted by UNICEF in the transit centre of Tabanovce, solid waste collection and management was facilitated for a one month period between March and April 2016, and following the border closure when approximately 360 people remained blocked in between Tabanovce and the Serbian border. At the southern border, UNICEF constructed a sanitation block and a biodegradable septic tank in the Vinojug transit centre.

Since the border closures in March 2016, when transit centres became host to a static rather than transiting population, the composition of food rations for children was revised to better meet nutritional needs and included semi-solid complementary food, cereals, porridge, fruits and vegetables. To face this concerning situation, UNICEF reached 1,595 infants to access to nutrition services through the procurement of micronutrients and ready-to-use therapeutic food to complement the feeding of refugee and migrant children and pregnant and breastfeeding women in both transit centres.

In 2016, UNICEF supported the training of some 20 non-medical staff and 20 patronage nurses, resulting in the engagement of 8 nurses dealing with child nutrition and health in both transit centres. By incorporating qualified patronage nurses in the Child and Family Support Hub teams, UNICEF supported mothers to continue breastfeeding, incorporate age appropriate food in the diet of children 6-59 months, recognize danger signs and provide appropriate referral to health services. Through the year, UNICEF distributed baby blankets and essential children's winter clothes, including shoes, jackets, hats, scarves, gloves, socks, thermal undergarments and overall outerwear for babies. Throughout 2016, 21,212 children received season-appropriate clothes, shoes and other basic supplies. In addition to this, UNICEF supported the construction of 3 children's playgrounds in the transit centres and the Centre for Asylum Seekers in Skopje.

former Yugoslav Republic of Macedonia	Target	Results
Number of children (boys and girls) received psychosocial support in family support hubs, child friendly spaces and mother-baby corners	33,000	33,508
Number of frontline workers trained on child protection standards/child protection in emergencies	150	325
Number of infants (under 2) accessed mother and baby care centre nutrition services	1,580	1,595
Number of women accessing infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners	110	130
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	20,960	21,212

UNICEF in Croatia supported breastfeeding and provided technical assistance on IYCF aimed at improving the provision of child appropriate food in reception-transit centres/facilities. Through establishment of Mother and Baby Centres (MBC), UNICEF ensured presence of skilled staff and breastfeeding counsellors to help pregnant and lactating women, as well as other mothers to receive appropriate care and support. With support from UNICEF's engagement in the area of IYCF and availability of breastfeeding support, 93 per cent of infants in the reception facilities are breastfeeding.



In Croatia, UNICEF supported child-friendly spaces (CFS) in reception-transit centres in Opatovac and Slavonski Brod during the steady influx of the refugee and migrant crisis and provided psychosocial support to children on the move. CFS activities continued, after the route closure, in reception facilities for asylum seekers in Zagreb and Kutina. Systematic identification of children with physical disabilities took place during the registration process and UNICEF assisted in providing wheelchairs. UNICEF provided technical assistance to the Government in developing interim Protocol on unaccompanied children, as well as provided direct psychosocial support to UASC placed within social welfare system.

Cross-border coordination and horizontal cooperation in the emergency response was promoted by UNICEF Croatia. In cooperation with 3 line ministries (Ministry of Foreign and European Affairs, Ministry of Social Policy and Youth and Ministry of the Interior), UNICEF organized international conference **“On the move and alone: how to respond effectively to the needs of unaccompanied children?”** The conference gathered participants from nine Southeast Europe countries involved in or preparing for the response to the needs of unaccompanied and separated children (UASC) in the context of the refugee and migrant crisis. Representatives of Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Greece, Montenegro, Serbia, Slovenia and the Former Yugoslav Republic of Macedonia gathered to share lessons learned and promising practices related to UASCs, as well as to strengthen and harmonize their approaches in the sub-region.

UNICEF through CFS ensured availability of structured learning activities including Croatian language lessons and increasing school readiness. In addition, UNICEF provided technical assistance to local authorities, schools and Ministry of Education on integration of refugee and migrant children into the formal education system. UNICEF also equipped children starting the school in September 2016 with school supplies. In terms of providing supplies and clothing during the winterization in Croatia, UNICEF provided 16,629 children with clothing and baby hygiene items.

Croatia	Target	Results
Number of children (boys and girls) received psychosocial support in family support hubs, child friendly spaces and mother-baby corners	18,100	17,511
Number of frontline workers trained on child protection standards/child protection in emergencies	200	182
Number of infants (under 2) accessed mother and baby care centre nutrition services	1,600	1,582
Number of women accessing infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners	1,900	1,713
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	17,600	16,629

In **Slovenia** during the transit emergency UNICEF built the capacity of front line workers reaching 2,649 children through an integrated package of services delivered through the Blue Dots, in the reception, registration and accommodation centres. UNICEF cooperated with the Social Chamber of Slovenia to build capacities of social welfare and social protection professionals, with Terre des Hommes on training of front-liners working with refugee and migrant children in the asylum centres and with the Legal Information Centre (PIC) on training of policy makers and officials from key



ministries providing services to refugee and migrant children and their families, reaching total of 236 professionals.

Regarding Education and ECD interventions, age appropriate information and life skills programmes as well as life skills and educational activities were organized for migrant children, including UASC reaching on average 123 children per day. In 2016, total of 3,811 children were reached through UNICEF-supported interventions (ECD, CFS, psychosocial support, health services targeting children, etc.).

UNICEF strategy in 2016 focused on strengthening of competencies and skills of frontline workers operating under two key ministries where certain gaps in provision of services were most noticeable, i.e. Ministry of Interior, responsible for all children applying for international protection and children illegally entering the country, and Ministry of Labour, Family, Social Affairs and Equal Opportunities, responsible for integration of refugee children.

Innovative new technologies were applied to promote awareness raising and address negative and discriminatory stereotypes against refugees and migrants. In this regard and within the virtual reality dimension, a Museum of Virtual Reality and awareness sessions with virtual glasses took place on shopping centres, public and commercial events where the audience had the chance to experience life in a refugee camp as well as to increase their knowledge about the perilous journey refugee and migrants have to go through.

Slovenia	Target	Results
Number of children (boys and girls) received psychosocial support in family support hubs, child friendly spaces and mother-baby corners	3,200	3,811
Number of frontline workers trained on child protection standards/child protection in emergencies	500	236
Number of women accessing infant and young child feeding counselling at family support hubs, child friendly spaces and mother-baby corners	150	83
Number of children received basic supplies (including clothing and baby hygiene items) to protect them from weather conditions and keep good personal hygiene	400	83

The UNICEF response in **Bulgaria** focused on strengthening the child protection system in the country, contributing to improved coordination and accountability on child protection issues, and enhancing the capacity of the main stakeholders to mainstream the best interest of the child in all procedures, related to refugee and migrant children and, especially UASC.

In 2016, UNICEF in partnership with the Bulgarian Helsinki Committee, conducted trainings to Border Police, Migration Directorate and Child Protection Departments. The goal of the trainings was to build the capacities of frontline workers to work with refugee and migrant children, including UASC and protect their rights, to raise their awareness of the international obligations towards refugee and migrant children with regards to access to territory and rights to receive protection, and to enhance the cooperation and coordination at local level. UNICEF provided technical assistance to the Government for the amendments of the Family Code and the Asylum Law to create an appropriate system for appointment of legal representatives and guardians for UASC.

In addition, UNICEF provided interpretation, legal aid and counselling for children on their rights, legal situation, risks on the journey to and through Europe, and family reunification options. To facilitate their immediate release from detention and to create jurisprudence on the issue, numerous strategic litigation cases were filed. Most of the court decisions proclaimed the detention of the UASC null and void and issued writs for their immediate release from detention. For the period between April and December 2016, approximately 1,500 UASC received legal aid and counselling and 184 strategic litigation cases were filed to establish sustainable court practice against detention of UASC, which is not allowed under the law. In addition, 1,100 children received winter clothes and shoes in response to the critical needs of refugee and migrant children facing severe winter conditions.

During 2016, the UNICEF **Albania** Country Office developed a solid degree of emergency preparedness in response to the Refugee and Migrant Crisis in Europe. In coordination with UN partners and civil society organization (CSOs), the situation of migrants and refugees in Albania was monitored on an on-going basis, cognizant of the shifting migrant routes, to identify needs and response strategies to support the Government.

Based on a formal request of assistance by the Government in March 2016, UNICEF procured and pre-positioned in-country supplies necessary for the establishment of Child and Family Support **Hubs (CFSH), as well as some basic health and hygiene items and an assortment of children's clothes.** Available quantities are planned for 1,400 children during seven days.

In **Germany**, In the absence of a national legal framework defining protection standards, UNICEF and the Ministry of Family Affairs convened key partners, including the Welfare Organizations, other Governmental and NGO partners (such as Save the Children and Plan) to build consensus on the major protection risks facing children and women living in such centres, and to develop minimum protection standards. As a result, UNICEF and the Ministry of Family Affairs, together with 13 partners, published in July 2016, common *Minimum Protection Standards for Children, Adolescents and Women in Refugee Centres* in Germany. These standards are a major breakthrough, integrating relevant global standards and good practice with German policies, standards, experience and resources.

The standards include six major components: the internal plan for the protection of children, adolescents and women in a refugee centre; personnel and personnel management; internal structures and external cooperation; dealing with situations of violence and risk management; humane, protective and enabling conditions (including child-friendly spaces); and monitoring the **protection plan's implementation.** These standards are not legally binding, however, they represent a consensus amongst the Ministry of Family Affairs, major welfare organisations, as well as the other partners of the Initiative, and should function as a guideline for all stakeholders (from service providers to decision makers on communal and Federal state or Bundesländer level) on how to ensure that adequate protection measures are in place in refugee centres.

Finally, UNICEF conducted a survey to assess the implementation status of the Minimum Standards in the 25 consultation centres and define the coaching needs of staff. Results of the survey informed the development of a coaching strategy which aims to support the centres in developing a centre-specific protection plan, including among others CFS and relevant services.

UNICEF analysed the situation of refugee and migrant children in Germany on an ongoing basis and compiles regular reports or data briefs (for instance on missing children and unaccompanied children). Also, the German National Committee commissions regular fact finding reports from the Federal Association of Unaccompanied Minor Refugees. UNICEF keeps track of the research (finalized, underway and planned) on refugee and migrant children in Germany and other European countries with a view to identify and eventually close research gaps.

Germany	Target	Results
Number of frontline workers trained on child protection standards/child protection in emergencies	2,000	50

## Regional Support and Coordination

Results of efforts at the regional level to provide support to the refugee and migrant crisis in Europe include producing the training programme and manual for the basic training as well as the specialized training which allowed the replication and adaptation of the training in response to the additional needs expressed in the region including in Italy. UNICEF also supported the on-line exchange and community of practices through three articles and four newsletters were disseminated through the extensive Child Hub network in all countries in the Balkans as well as through their webpage. The three webinars organized reached-out to more than one hundred social workers and other frontline workers aiming to strengthened their interaction with refugee and migrant children. The recording of the webinars and posting it on-line provides an opportunity for individual viewing.



Khaled tells a bedtime story to his two boys, Amr and Karam, their shelter in Prenzlauer Berg neighborhood, Germany, on June 3, 2016. © UNICEF/UN026365/Gilbertson

During 2016, UNICEF provided support for the development of training package on minimum standards for protection of children in refugee accommodation and training on minimum standards for protection of children in refugee accommodation in Germany, training on child protection and ethical consideration for enumerators in Italy and Greece, and the organization of a conference on UASC jointly with the government in Croatia.

## FACTORS FOR SUCCESS AND CONSTRAINTS

In **Greece**, the refugee and migration influx took place in a context of already high child poverty in comparison to other EU member states: 25,3 per cent of children under 16 years-old were living in poverty in Greece in 2014, affecting some 424,000<sup>2</sup>.

Furthermore, after the EU-Turkey Statement, the response in Greece had to adjust to a very challenging environment, characterized by severe overcrowding on the islands and substandard living conditions in various mainland sites. For the situation to improve, there was a clear, yet partly unmet need for more transfers of eligible population from the islands to dignified accommodation on the mainland; for accelerated transfers from mainland sites to urban settings; as well for more relocation pledges from the part of EU member states, in a spirit of solidarity and responsibility sharing.

In the Education sector, while the relevant Ministry of Education developed a consistent and highly welcomed strategy towards the integration of refugee children in the Greek school system there were bottlenecks **undermining the momentum in the strategy's implementation, including limited** support available to teachers, obstacles to having translators in classrooms and localized reluctance to roll-out the strategy in a resource-scarce environment.

In the area of Child Protection, relevant services in Greece continued to be overstretched. Specialized capacity remained limited to service the multi-lingual and culturally specific needs of a heterogeneous population of refugee and migrant children. For the thousands of unaccompanied children in Greece, half of whom were yet to receive specialized care and accommodation, there was a clear risk that the temporary accommodation facilities being set up at a fast pace do not meet minimum standards of care.

Related challenges stemmed from capacity gaps of front line workers – many of which were newly hired, with limited relevant experience in child protection and education in emergencies. The lack of a national plan, which would be government owned, budgeted and inter-sectoral, with clear **accountabilities and scenarios' planning, also impacted the response in implementing effective** coordination and planning mechanisms amongst humanitarian actors. UNICEF and partners responded to these challenges by maintaining a flexible approach, actively consulting with relevant counterparts through formal and informal coordination networks to ensure transparency and build trust, agreement to relocate program activities across different sites to best serve the needs of the moving population, engaging and encouraging authorities to take the lead on the response and

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<sup>2</sup> Source: <https://www.unicef.gr/uploads/filemanager/PDF/2016/children-in-greece-2016.pdf>, pp. 32-33.

providing them with relevant technical support, and investing in capacity building of partners, front line staff, teachers and communities.

In **Italy**, UASC should be transferred to dedicated reception centres upon completion of disembarkation operations. However, the lack of specific structures and the increasing number of arrivals have put pressure on the system and newcomers are spending longer times in emergency facilities. The centres are not designed to provide access to social inclusion interventions, including basic services like health and education ones. The law determines the maximum time of stay in the first reception centres to 60 days, however challenges remain in the centres where often UASC stay for longer periods due to the difficulty of finding places in the secondary reception system.

In the context of **Turkey**, people on the move are highly motivated to continue their journey despite the grave and immediate risks, and are generally unwilling to register with the national authorities, accept assistance from frontline workers or – for Syrians – to relocate to camps in southeast Turkey. In addition, a number of significant events took place which significantly affected the operational environment in country. These include a high volume of deadly attacks and the steady deterioration of the security situation, as well as the attempted coup-d'état of **15 July 2016, which led to the declaration of a State of Emergency**.

The capacity of authorities and frontline institutions to address the specific protection needs of refugee and migrant children (including the identification and care of UASC) remain strained, and ongoing gaps in the regulatory framework continue to impede effective case management. Access to removal centres also remains limited for UN agencies, and further concerted advocacy with the government is required.

In the Republic of **Serbia**, UNICEF drew on its close partnership with government counterparts to secure positive changes for children—including in developing improved standard operating procedures both in child protection and infant and young child feeding. Close and positive collaboration with UN agency partners, including UNHCR, facilitated swift and coordinated responses focused on the centrality of protection and best interests of refugee and migrant children moving through the country.

The fluid nature of the emergency, unpredictable movements, changing routes as well as selective processing of refugees and migrants based on their nationality at border crossing points however made response planning challenging. Cross-border coordination remained challenging since 2015, particularly with regards to unaccompanied and separated children, with the need to develop a regional approach on how to respond and the need to set-up cross-country referral systems.

The main challenge in identifying and responding to unaccompanied children remains, as most of them remain invisible. Determined to continue their journey towards Western Europe, unaccompanied children often refuse services provided by the social protection system assuming that it will delay their trip.

The crisis in **the former Yugoslav Republic of Macedonia** proved to be challenging in terms of human and organizational capacities of all involved organizations to adequately respond to the situation from its onset and with the borders closed, the Government stepped in more heavily in management of the transit centres but resources remain limited. UNICEF is supporting efforts to



improve coordination and capacities among national stakeholders by facilitating a lessons-learned process involving key government authorities and humanitarian partners in early 2017.

In **Croatia**, response to the needs of UASC during refugee and migrant crisis affected the national child protection system and revealed the existence of several gaps. In response, UNICEF is supporting revision of the national Protocol on Unaccompanied Children. Additionally, to address the limited knowledge by actors in the reception facilities on breastfeeding and breastmilk substitutes, UNICEF together with partners continues to advocate for adoption of national plan and standards for infant and young children feeding in emergencies.

Contingency investments proved beneficial in countries of possible alternate routes – e.g. **Albania, Bulgaria, Slovenia** and others – and UNICEF worked flexibly to allocate and re-allocate resources as the patterns of movement changed over the course of the year.

In **Germany**, the decentralisation of the federal system was a major challenge, which required close collaboration with the Federal states, municipalities and the welfare organisations, and thus the individual adjustment of strategies and instruments. There is also limited experience within and among the generally strong systems and organisations in Germany in managing an extensive crisis and emergency. Also a critical challenge has been the lack of reliable and accurate data on how many refugee children came to Germany with their parents or other relatives to Germany.

## UN COHERENCE & COORDINATION

At the regional and country level, UNICEF was actively involved the development of the 2016 Regional Refugee and Migrant Response Plan (RRMRP), led by UNHCR and IOM, to ensure the **prioritisation of children's needs and complementarity of action between partners. The plan aimed** to ensure protection and assistance to affected populations, especially those exposed to high risks and those with specific needs, as well as dignified treatment in line with international standards.

In **Greece**, UNICEF co-leads the Education Sector Working Group (ESWG) along with Save the Children. The forum coordinates more than 60 organisations across the country. The ESWG regularly collected data on progress, and produced information products on progress and gap analysis. UNICEF actively coordinated with relevant Greek authorities in Child Protection including the Ministry of Migration Policy, the Ministry of Labour and Social Solidarity, the National Center for Social Solidarity (EKKA), with other UN agencies, including UNHCR, and with key child protection international and national NGOs. UNICEF was an active participant in the Protection, Child Protection and SGBV sector and sub-sector working groups at national and regional levels (Attica and Thessaloniki regions as well as at Victoria Square in Athens). UNICEF also actively participated in relevant child protection task forces including on Case Management, MHPSS, and CASH transfers to UAC. Through its partnership with the Greek Deputy Ombudsman on Child Rights, UNICEF helped to establish an NGO Network for Children on the Move which is a coordination mechanism for child rights monitoring and advocacy, comprised of over 20 NGOs and chaired by the Deputy Ombudsman for Children.

In **Italy**, an Operational Coordination group was established in coordination with UNHCR, IOM and Save the Children that will meet on monthly basis. UNICEF has identified priority areas of

coordination to include operational coordination around capacity building as well as decentralized coordination to support targeted municipalities and prefectures.

The Government of **Turkey** leads the overall crisis response in-country, and remains the largest provider of aid to Syrians under temporary protection, as well as other refugee and migrant groups. **The UNCT supports the government's efforts to respond to the Refugee and Migrant Crisis** within the framework of the Regional Refugee and Migrant Response Plan (RRMRP), and coordination takes place at the technical level through the Mediterranean Task Force, co-chaired by UNHCR and IOM. Decentralized coordination mechanisms also play a significant role in the humanitarian response to refugee and migrant populations in Turkey. For the Refugee and Migrant Crisis response, regular inter-agency coordination meetings take place in Izmir, with sub-groups on Health, Basic Needs and Protection, including collaboration with the sub-group on GBV prevention and response. UNICEF participates actively in all task forces and working groups, providing support to coordination, service delivery and advocacy with the government.

In **Serbia**, UNICEF is actively engaged in regular Government and UN Country Team coordination mechanisms on the refugee and migrant crisis. UNICEF has strong relationships in Serbia with the Commissariat for Refugees and Migrants, the Ministry of Interior and the Ministry of Labour, Employment, Veterans and Social Affairs and facilitated new partnerships between Government and NGOs operating at Refugee Aid Points and Asylum Centres.

Together with Ministry of Labour, Employment, Veterans and Social Affairs (MoLEVSA), UNICEF co-chaired the Child Protection sub-Working Group (CPSWG) at the national level. The CPSWG focused on a coordinated use of resources to respond to child protection needs as well as exchanging information, knowledge and experience among the different actors. An Information Management system was established for child protection and played a crucial role in data collection and analysis. Data on activities and available capacities were collected from all actors and presented in the CPSWG regularly. This has ensured a better coordination and allocation of resources among the child protection actors.

In **the former Yugoslav Republic of Macedonia**, a coordination mechanism on child protection was initiated jointly by UNICEF and UNHCR. The mechanism brought together all relevant stakeholders to coordinate activities related to child protection. Protection coordination meetings chaired by UNHCR are held bi-weekly.

UNICEF took an active part in various coordination meetings and technical subgroups under the leadership of the Ministry of Labour and Social Policy, UNHCR or WHO on multi-sectoral issues. UNICEF participated in weekly coordination meetings and case management meetings in the transit centres and at the Centre for Asylum Seekers in Vizbegovo.

In countries including **Albania, Bulgaria, Croatia** and **Slovenia** UNICEF took part in government-led coordination forums and also worked closely with UNHCR, IOM and Civil society (including the Red Crescent movement), to advocate for common strategies and approaches in ensuring preparedness, addressing child protection gaps and vulnerabilities and avoid duplications.

At the **regional level** joint work with UNHCR and IOM was improved to increase the availability of child-related information and analysis on migration and asylum issues in Europe for more informed decision-making and advocacy purposes. While providing continuous technical assistance to

national statistical offices and other relevant authorities helped improve national data management systems from Greece to Germany, in **2016 UNICEF's collaboration with UNHCR and IOM also led to** more efficiency and effectiveness in terms of situation analysis and contingency planning.

UNICEF together with UNHCR and IOM developed an inter-agency workplan and roadmap of activities for 2017, which will support knowledge generation on migration and asylum trends, affecting children, as well as the implementation and monitoring of the Refugee and Migrant Plan.

In June 2016, jointly with UNHCR, UNICEF co-founded the Regional Child Protection Working Group. The main activity of the working group was the co-organization of three consultations with practitioners working in countries of arrival in Europe, transit as well as destination countries. The discussion paper generated from the consultations, addressing issues such as guardianship, care arrangements and services, durable solutions including family reunification based on the best interest of the child, was presented during a roundtable with state authorities from 9 EU countries organized in Sweden in November 2016.

## ADVOCACY AND COMMUNICATIONS

A number of advocacy briefs were published analysing legislation, policies and practices and providing recommendations from a child rights perspective. Issues covered include



access to territory and effective procedures to claim international protection, return policies guided by the best interests of the child, no detention of children for migration control purposes, accelerating family reunification procedures and applying a broader definition of family, speeding up relocation and prioritising children and families, improving accommodation and access to education, healthcare and other services for children and their families.<sup>3</sup> Following the EU-Turkey statement, UNICEF advocacy contributed to Greek legislation excluding vulnerable groups, such as UASC, from return to Turkey.

## **SIX GLOBAL POLICY ASKS FOR CHILDREN**

- 1. PROTECT CHILDREN, PARTICULARLY UNACCOMPANIED CHILDREN, FROM EXPLOITATION AND VIOLENCE**
- 2. END THE DETENTION OF CHILDREN SEEKING REFUGEE STATUS OR MIGRATING**
- 3. KEEP FAMILIES TOGETHER AS THE BEST WAY TO PROTECT CHILDREN AND GIVE CHILDREN LEGAL STATUS**
- 4. KEEP ALL REFUGEE AND MIGRANT CHILDREN LEARNING AND GIVE THEM ACCESS TO HEALTH AND OTHER QUALITY SERVICES**
- 5. PRESS FOR ACTION ON THE UNDERLYING CAUSES OF LARGE-SCALE MOVEMENTS OF REFUGEE AND MIGRANTS**
- 6. PROMOTE MEASURES TO COMBAT XENOPHOBIA, DISCRIMINATION AND MARGINALIZATION IN COUNTRIES OF TRANSIT AND DESTINATION**

Advocacy against migration detention of children continues to be a priority for UNICEF, as political pressure to detain refugee and migrant children remains high.

In northern France, UNICEF gathered evidence about the dire situation of unaccompanied children in the informal settlements of Calais and Dunkirk through the study [Neither Safe Not Sound](#) and joined voices with other organisations, advocating both in France and the UK for urgent action to protect these children. As a result, both Governments invested in speeding up Dublin procedures as well as allowing for children to reach UK through the Dubs scheme. Just before, during and after the closure of Calais, over 750 children benefitted from such measures and were transferred to the UK.

In Italy, as part of joint advocacy with civil society organisations, a new draft law that was approved by the Senate seeks to improve guardianship services and foster care for UASC and ensures high accommodation standards for them all, regardless of the migration status.

In Turkey, UNICEF also engaged in regular dialogue and advocacy with the Government of Turkey to strengthen legislation and improve existing policies toward children and families on the move, with a special emphasis on unaccompanied and/or separated children (UASC). Advocacy efforts will continue with Directorate General of Migration Management (DGMM) to develop a strategic partnership to improve data collection and analysis of the situation on the ground, strengthen service delivery to UASC, and secure greater access to those children and families, primarily non-Syrian, who are presently in removal or detention centres.

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<sup>3</sup> Advocacy Briefs available online: [https://www.unicef.org/ceecis/resources\\_28329.html](https://www.unicef.org/ceecis/resources_28329.html)



## MONITORING AND EVALUATION

The developed monitoring system in **Greece** had two main functions and objectives: i) to monitor and report on the achievement of results for children on a monthly basis; ii) to monitor and address the operational main areas (e.g. access, human resources, supply, coordination, etc.). Therefore, it was also used as a partnership management tool to identify and address operational challenges, bottlenecks and required changes based on new developments, which would in return facilitate faster and better achievement of the results.

In Greece, systems and partnerships including with the Ombudsman for Child Rights and EKKA were established in order to produce weekly and monthly analyses and dashboards, based on new developments and needs. Qualitative and quantitative information are **collected regularly and further analysed in order to be used to better inform UNICEF's** interventions, advocacy, as well as partners and authorities.

Situation monitoring in **Italy** was carried both for UASC in reception centres in Italy and for UASC who have dropped out of the formal system through deployment of mobile teams along the borders and in the capital. All implemented activities were closely monitored through field visits, monthly reports from partners and regular coordination meetings with key actors.

Furthermore, there remains significant information gaps, notably in relation to more granular and timely understanding of migration dynamics, profiles and intentions, especially for UASC. To respond to this challenge, UNICEF in 2016, entered into partnership with REACH, a joint initiative of IMPACT, its sister-organisation ACTED, and the United Nations Operational Satellite Applications Programme (UNOSAT) to facilitate the development of information tools and products that enhance the humanitarian **community's decision-making** and planning capacity.

The research initiative aims to collect, manage and analyse information related to migration patterns to Greece and Italy, with a specific focus on UASC and children with families. In Greece, the focus is to provide an analysis of the profile, location and needs of refugee and migrant children on mainland Greece with a particular focus on future intentions, in order to support evidence-based decision making of UNICEF and the wider humanitarian community. In Italy, the aim is to contribute to an improved understanding of migration drivers and triggers, routes, intentions, and population profiles of UASC in Italy, as well as mapping of the reception centres in Sicily, by type and capacity and an assessment of internal and external monitoring systems already in place. Results from this study will be made available in 2017.

In **Turkey**, gaps and bottlenecks are recorded and raised, along with any relevant action points, at regular emergency and Child Protection meetings in Ankara and Izmir. Reporting



by implementing and government partners is verified by UNICEF staff through a variety of monitoring mechanisms, including a monthly review of monitoring documents and reports, as well as regular coordination meetings. In addition, UNICEF conducts frequent field visits to the affected provinces to monitor programme efficiency and effectiveness.

In the context of **Serbia**, due to the volatile situation, needs assessments were conducted **on a regular basis with partners, and UNICEF's programmatic response was continuously reviewed, adjusted and scaled-up to respond to changing needs for children.** UNICEF's monitoring system included regular field assessments, regular reporting from partners and coordination meetings with key partners. UNICEF provided technical support in information management for the child protection sub-working group to improve coordination and support response mapping and analysis. UNICEF further provided support on information management to UNHCR and to the existing working groups which included drafting an overall structure for information management and the development of the 4W.

Across all countries UNICEF works in close collaboration with its national partners, providing technical support and ensuring quality assurance of interventions delivered. Partners reports on a regular basis to UNICEF, enabling UNICEF technical specialists to immediately trouble-shoot issues and take corrective actions if necessary.

In **Albania, Croatia, Bulgaria Slovenia** and **the former Yugoslav Republic of Macedonia**, the Humanitarian Performance Monitoring (HPM) indicators ensured a harmonized framework for monitoring the effectiveness of the refugee and migrant response and in Bulgaria UNICEF offered technical assistance for the government to improve data collection mechanisms to better capture the situation of refugee and migrant children.

In **Germany**, UNICEF holds regular review meetings with the Ministry of Family Affairs, the federal associations of the five welfare organisations that are partners in the programme, and all other partners of the programme.

The **UNICEF Regional Office** in Geneva continued to provide strategic support and guidance for Child Rights Monitoring (CRM) and humanitarian performance monitoring (HPM) over the course of the response in 2016. Coverage of technical support was expanded to more countries actively responding and monitoring the child rights situation of children, in continuation of the three-pronged strategy initiated in 2015, which was adapted as the contexts changed across the response. In this regard, UNICEF focused on:

1. Increased monitoring of the situation of children on the move, especially during the first quarter of 2016 before border closures and implementation of the European Union – Turkey agreement.
2. Monitoring the situation of children stranded and looking in depth at the situation of children detained due to their migration status.

- Monitoring the situation of asylum-seeking children both in destination countries and countries where children were stranded, with investment in building the capacity of relevant ministries, social service departments and other key stakeholders.

In 2016, through the support in CRM in the context of the refugee and migrant response, UNICEF contributed to generating independent data, research, evaluation and analysis on the situation of children and critical bottlenecks to the realization of their rights, strengthening national capacity to collect, disseminate and use reliable, disaggregated data, as well as developing accountability institutions, mechanisms and partnerships for effective monitoring of child rights implementation through system strengthening for CRM for all children.

Meanwhile, UNICEF continued to apply humanitarian performance monitoring as its key approach and tool to measure results for children on the ground, with the regional office providing technical guidance and support. Surge missions from the Office of Emergency Programmes (EMOPS) Emergency Response Team and continued guidance provided by the Regional Office for CEE/CIS also helped in revisiting and adapting the M&E framework for the response once the situation changed from children on the move to children stranded. UNICEF also reinforced its cooperation with partner agencies at the regional level – notably IOM and UNHCR – in producing joint analysis and seeking synergies across respective evidence initiatives, with UNICEF advocating for better visibility of **children's issues and needs through other partner's surveys, assessments and studies.**

## RESOURCES

The thematic funding received against the Refugee and Migrant Crisis in Europe appeal provided needed flexible funding allowing UNICEF to adapt and respond immediately to a highly fluid situation for children uprooted.

Table 1

Country	2016 requirements (US\$)	Funds received* (US\$)
Countries with on the move and stranded children		
West Balkan Countries	\$6,757,957	\$6,671,308
Greece	\$10,000,000	\$16,957,111
Turkey	\$7,020,000	\$1,417,500
Countries of destination and additional countries		
Countries of destination and planned additional countries	\$3,403,996	\$4,446,145
Regional and global		
Advocacy, communications, technical support and preparedness	\$4,193,275	\$4,101,145
<b>Total</b>	<b>\$31,375,228</b>	<b>\$33,593,209</b>

\* Programmable amounts of donor contributions as of March 2017 (excluding recovery costs)

Table 2

Donor Name/Type of funding	Grant	Overall Amount*
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<b>I. Humanitarian funds received in 2016</b>			
<b>a) Thematic Humanitarian Funds</b>			
See details in Table 3		SM/14/9910	9,507,864
<b>b) Non-Thematic Humanitarian Funds</b>			
<b>Recipient Office</b>	<b>Donor</b>	<b>Grant</b>	<b>Overall Amount*</b>
Germany	German Committee for UNICEF	SM160351	1,740,914
Greece	Slovak Republic	SM160336	389,093
Slovenia	Slovak Republic	SM160336	28,461
Greece	Germany	SM160198	1,293,495
Slovenia	Germany	SM160198	567,308
the former Yugoslav Republic of Macedonia	Germany	SM160198	226,967
Greece	European Commission / ECHO	SM160578	8,408,342
the former Yugoslav Republic of Macedonia	Japan	SM160071	694,444
Serbia	Japan	SM160072	694,444
<b>Total Non-Thematic Humanitarian Funds</b>			<b>14,043,469</b>
<b>c) Pooled Funding</b>			
Total pooled funding			Not applicable
<b>d) Other types of humanitarian funds</b>			
the former Yugoslav Republic of Macedonia	Swiss Committee for UNICEF	KM160002	48,595
<b>Total humanitarian funds received in 2016 (a+b+c+d)</b>			<b>23,599,928</b>
<b>II. Carry-over of humanitarian funds available in 2016</b>			
<b>e) Carry over Thematic Humanitarian Funds</b>			
Thematic Humanitarian Funds		SM/14/9910	5,183,658
<b>f) Carry-over of non-thematic humanitarian funds</b>			
CEE/CIS	Consolidated Funds from NatComs	SM150629	594,182
CEE/CIS (Greece and Slovenia)	The United Kingdom (DFID)	SM150556	3,152,437
Croatia	The United Kingdom (DFID)	SM150556	415,924
the former Yugoslav Republic of Macedonia	European Commission/ECHO	SM150534	390,926
Serbia	European Commission/ECHO	SM150534	674,707
Serbia	Japan Committee for UNICEF	KM150062	55,000
Turkey	European Commission/ECHO	SM150555	719,079
<b>Total carry-over non-thematic humanitarian funds</b>			<b>6,002,257</b>
<b>Total carry-over humanitarian funds (e + f)</b>			<b>11,185,914</b>
<b>III. Other sources</b>			
Total other resources			Not applicable

Table 3

Donor	Grant Number	Programmable Amount (USD)	Total Contribution Amount (USD)
International On-line Donations	SM1499101025	64,811	68,051
UNICEF-Chile	SM1499101027	19,034	19,986
French Committee for UNICEF	SM1499101175	501,935	527,032
German Committee for UNICEF	SM1499101110	1,286,768	1,351,106
German Committee for UNICEF	SM1499101166	161,786	169,875

Hellenic National Committee	SM1499100803	18,780	19,719
Hellenic National Committee	SM1499101143	149,073	156,527
Italian National Committee	SM1499101130	3,470,198	3,643,708
Japan Committee for UNICEF	SM1499101311	84,476	88,700
Luxembourg Committee for UNICEF	SM1499101185	86,493	90,818
Netherlands Committee for UNICEF	SM1499101069	4,626	4,857
Netherlands Committee for UNICEF	SM1499101362	249,054	261,506
Spanish Committee for UNICEF	SM1499101114	33,364	35,033
Spanish Committee for UNICEF	SM1499101396	105,162	110,420
United Kingdom Committee for UNICEF	SM1499101026	287,801	302,191
United Kingdom Committee for UNICEF	SM1499101070	147,284	154,648
United Kingdom Committee for UNICEF	SM1499101213	28,074	29,478
United States Fund for UNICEF	SM1499101030	2,477,263	2,601,127
United States Fund for UNICEF	SM1499101067	35,286	37,050
UNICEF-Croatia	SM1499101018	160,697	168,731
Danish Committee for UNICEF	SM1499101337	135,899	142,694
<b>Total</b>		<b>9,507,864</b>	<b>9,983,257</b>

## FUTURE WORKPLAN

The activities implemented and developed in 2015-2016 will continue and be brought to scale to respond to the fluid context of the refugee and migrant crisis in Europe. In 2017 UNICEF will maintain a strong and flexible capacity to respond to the needs of children on the move, stranded or seeking **asylum across Europe. Efforts will be made to expand UNICEF's response so it is tailored to the multiple situations and specific needs of children– from children stranded in Turkey and Greece, children stranded and/or on the move across the Balkans (the former Yugoslav Republic of Macedonia, Serbia, Croatia, Slovenia, Bulgaria) through to children in countries of destination (Germany, Italy, and Austria).**

Throughout these contexts UNICEF will deliver a combination of interventions aimed at meeting **women and children's immediate needs on the ground, strengthening protective systems for children** and building the capacity of local and central state institutions to deliver on their mandates for children. Concretely, this means continued investment in delivering integrated child protection, nutrition, WASH, education and health services through Child and Family Support Hubs in locations where children are accommodated, increasingly in urban centres. UNICEF teams will further adapt responses to meet the needs of children in a context of shifting routes and heightened vulnerability to smuggling and trafficking networks. In Greece and Italy, UNICEF will continue to expand operations to support Government efforts to improve systems to better protect children, with continued and expanded technical assistance to state institutions on reception and accommodation standards, safeguarding, alternative care and family reunification. In countries of destination, support will focus on improving state-wide standards for care and reception of refugee and migrant children, while also promoting access to education and working towards overall social inclusion. Special attention will be given to unaccompanied and separated children and children in detention. UNICEF will also explore new modalities to reach adolescents, including through options for cash programming and youth-engagement.

UNICEF in **Greece**, will focus its 2017 programmatic intervention on education and child protection, building on its expertise and added value in these sectors. In addition, UNICEF will continue to

monitor the nutrition, the WASH and the immunization dimensions of the response thus ensuring results achieved are maintained.

The education programme will prioritize the provision of support to formal education delivered by the MoE and the provision of non-formal education to refugee children, while the capacity of the national education system will be strengthened and the resilience of the host and refugee communities fostered. As co-lead of the education sector with Save the Children and UNHCR, UNICEF will ensure an effective leadership which focuses on ownership and capacity building of the Ministry of Education, the Ministry of Migration Policy and municipalities. Coordination will also link with other sectors on relevant issues.

The child protection program will ensure that all refugee and migrant children, unaccompanied, separated or with their family, benefit from services that guaranty their protection from violence, abuse and neglect. The programme strategy is two-fold, around direct service delivery and strengthening the broader child protection system. Related to the unaccompanied and separated children in Greece, UNICEF will provide appropriate services including support through identification, best interest assessment and determination, referral to accommodation in line with minimum standards of care, ensuring access to case management, psycho-social support, legal support, health care, education, age- and culturally-relevant skills building and recreation activities. **In particular, UNICEF's programmatic targets provide for the identification and referral to appropriate care and services of 2,000 at-risk children, including UASC.**

In terms of long term impact for children, UNICEF will also invest in longer-term system building through strengthening the national referral mechanism for UASC, strengthening the quality of care for UASC including through capacity building on and monitoring of minimum standards of care in different shelter types, strengthening the guardianship system, advocating for durable solutions, and supporting the establishment of community-based alternatives to institutional care.

UNICEF will also expand training for front line workers to deliver quality age-, gender- and culturally appropriate services will be strengthened, through training in protection standards in emergencies; linkages with local authorities, civil society and communities to provide coordinated targeted prevention and protection response will be fostered, and increasing opportunities for participation and resilience building of refugee and migrant children and caregivers.

As part of the scale up of activities in **Italy**, UNICEF will continue to focus on key areas of intervention: minimum standards, monitoring system, social inclusion and advocacy and communication; and will support direct services delivery to UASC mainly in the 3 targeted regions and Rome and strengthen the broader child protection system.

The main strategies include Capacity development\_of front line workers and other professionals involved in the reception, protection and social inclusion of UASC and harmonizing the standards from reception up to the social inclusion of UASC. Another key component in Italy will be knowledge generation to support better understanding of the situation, help identify lessons and good practices that will guide adequate planning, effective and efficient scaling up of interventions. To address concerns in xenophobia and social inclusion, UNICEF will strengthen its advocacy and communication efforts in partnership with the Italian National Committee to contribute to sustained positive social norms in favour of child rights and the principle of universality.



Regarding the monitoring of minimum standards, the system lack of harmonisation and structured framework. Therefore, in partnership with REACH, UNICEF initiated an assessment of monitoring systems / practices that will led the design and implantation of pilots involved the different stakeholders. In addition, a plan to implement U-Report in Italy has been designed and a company recruited; U-Report aims to promote a participatory approach with adolescents, giving them an opportunity to raise their voice and create more awareness of the staff on the needs and advantages of such an approach.

UNICEF will also introduce "**U-Report on the Move**", a **mobile phone**-based technology that provides a forum of opinion and information sharing for children, adolescents and adults. The aim will be to increase access for UASC of public services, and monitor the situation of adolescents who abandon the centres and are out of the child protection system.

In the context of **Turkey**, and with the conflict in Syria soon entering its seventh year, the continued deterioration of the situation in Iraq and Afghanistan, and ongoing uncertainty about the future of the EU-Turkey Statement, UNICEF will continue to work closely with the Government of Turkey and partners on the ground to continue the humanitarian response to refugees and migrants in 2017. In line with the inter-agency appeal, UNICEF will be more focused and complimentary to the ongoing activities under the wider Syria Crisis response in Turkey, with targeted child protection and basic needs interventions for vulnerable children and families on the move.



Mohammad, 17, bumps fists with a local Italian man he had been chatting with during an outing from a government hot spot—a reception center that doubles as a lodging station for unaccompanied minors in Pozzallo, Sicily, on May 17, 2016.  
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UNICEF in the Republic of **Serbia** will continue to focus on policy dialogue and advocacy with national and local authorities and members of the UN country team, together with renewed efforts to strengthen interagency coordination, for **children's needs to be prioritized. For quality and predictability of services for families on the move, UNICEF will also expand the 'children and family support hubs' response strategy, which provides an integrated package of child protection, education, health and nutrition services for children and mothers, as well as NFI.**

In **the former Yugoslav Republic of Macedonia** UNICEF will continue to support the **'Children and Family Support Hubs' response strategy, which provides an integrated package of child protection, health and nutrition services for children and mothers.**

UNICEF will implement a comprehensive exit-strategy together with the Ministry of Labour and **Social Policy that will assure sustainability of support provided to the country's social protection system in tackling the humanitarian response.**

In **Croatia**, UNICEF's 2017 response will be to provide technical assistance to the Croatian Government in revising the national Protocol on UASC and support establishment of services for vulnerable children, support effective preparedness and response of key national stakeholders.

In 2017, UNICEF in **Slovenia** will continue providing technical assistance to the government of Slovenia with specific emphasis on technical assistance and service delivery, advocacy and communication development. UNICEF will continue to work to enhance equitable access and quality of social services for refugee and migrant children through the training front-liners, social workers and other relevant stakeholders in dealing with the needs of vulnerable children, including refugee and migrant children. In order to achieve sustainable results, UNICEF will cooperate with the Faculty of Social Work in development and rolling out of accredited courses for professional development of relevant actors working with the children.

UNICEF in **Bulgaria**, will scale up service delivery activities in light of increased arrivals and continue to provide legal aid and counselling in Bulgaria to UASC on matters such as access to rights, family tracing and reunification options. UNICEF will continue to support strategic litigation cases if needed to address any violations of legal and protection standards for the UASC. UNICEF will advocate for ensuring government sponsored free legal aid for the UASC, which they are entitled to but currently do not receive. UNICEF will continue to provide trainings on child rights, rights of refugee and migrant children and work for enhancing the coordination at local and national level. In **Albania**, UNICEF will maintain a solid level of preparedness for 2017 in case of any shifts in routes, working **with partners to be ready to respond to children's needs.**

In 2017, UNICEF in **Germany** will further enhance its technical assistance with a particular focus on coordination of the initiative with the Ministry of Family Affairs. This includes leading the revision of the Minimum Standards, including from a disability lens, and expanding ongoing capacity building efforts **to reach a total of 100 'model' refugee centres across Germany. In child rights monitoring it will lead a working group on monitoring within the initiative with the Ministry to develop concrete guidance. Further, UNICEF and the German National Committee will work with partners to generate research on refugee and migrant children, for example on education, most at-risk adolescents, missing children etc., to strengthen the evidence base for policy making, planning and service delivery. UNICEF will also provide policy advice on the Minimum Standards and**

appropriate services for refugee- and migrant children. This includes advocating, together with the National Committee, for an improved legal framework for the protection and inclusion of refugee and migrant children.

## EXPRESSION OF THANKS

**UNICEF's humanitarian interventions in the context of the refugee and migrant crisis in 2016** would not have been possible without the continued support from funding partners. On behalf of the refugee and migrant children, women and their families, UNICEF wishes to express its gratitude to all donor Governments and National Committees for their crucial support, flexible contributions, **and commitment to those most vulnerable. Without the donor's commitment and timely response,** the critical interventions outlined in this report could not have taken place. UNICEF looks forward to continue working with partners to help develop further initiatives to help raise awareness of the plight of refugee and migrant children so that together we can ensure children do not lack basic services to survive and thrive.

Photo Credits:

Back Cover: On 17 December 2015 in the former Yugoslav Republic of Macedonia, a boy helps his sister across a ditch dug to lay electricity cables to heat facilities at the Vinjug refugee and migrant transit centre near Gevgelija.

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