

REGIONAL REFUGEE AND MIGRANT RESPONSE PLAN FOR EUROPE

EASTERN MEDITERRANEAN AND WESTERN
BALKANS ROUTE

January - December 2016

ACRONYMS AND ABBREVIATIONS

ADRA	Adventist Development and Relief Agency
AFAD	Disaster and Emergency Management Agency (Turkey)
ARSIS	Association for the Social Support of Youth
AVRR	Assisted Voluntary Return and Reintegration
BCHR	Belgrade Centre for Human Rights
CWC	Communication with Communities
CRC	Croatian Red Cross
DGMM	Directorate General of Migration Management (Turkey)
DRC	Danish Refugee Council
EASO	European Asylum Support Office
ECD	Early Childhood Development
EU	European Union
FRONTEX	European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union
FRS	First Reception Service
GIZ	Gesellschaft für Internationale Zusammenarbeit
HCIT	Humanitarian Centre for Integration and Tolerance
HEB	High Energy Biscuits
HIA	Hungarian Interchurch Aid
HIV / AIDS	Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome
IASC	Inter-Agency Standing Committee
ICRC	International Committee of the Red Cross
ICT	Information and Communications Technology
IDP	Internally Displaced Person
IEC	Information, Education and Communication
IFRC	International Federation of Red Cross and Red Crescent Societies
IMC	International Medical Corps
IOM	International Organization for Migration
IRC	International Rescue Committee
IYCF	Infant and Young Child Feeding
JRS	Jesuit Refugee Services
KSPM-ERP	Ecumenical Refugee Programme (KSPM) of the Church of Greece
MBCF	Mother and Baby Care Facilities
MDM	Médecins du Monde
MoFSP	Ministry of Family and Social Policies (Turkey)
MoH	Ministry of Health
MoL	Ministry of Labour Social Policy and Veterans (Serbia)
MSR	Member States of Relocation

MYLA	Macedonian Young Lawyers' Association
NFI	Non-Food Item
NGO	Non-Governmental Organization
NOSTOS	'Nostos' Organisation for Social Integration
OB/GYN	Obstetrics and Gynaecology
OHCHR	Office of the High Commissioner for Human Rights
PHAME	Public Health Aspects of Migration in Europe
PGMM	Provincial Directorate of Migration Management
PIC	Legal-informational centre for Non-Governmental Organisations
PSEA	Prevention of Sexual Exploitation and Abuse
PRAKSIS	Projects of Development Social Support and Medical Cooperation
RAP	Refugee Aid Point
RHU	Refugee Housing Units
RMRP	Regional Refugee and Migrant Response Plan
RSD	Refugee Status Determination
RTG	Refugee Theme Group (UN)
SCI	Save the Children International
SGBV	Sexual and Gender-Based Violence
SLOGA	Slovenian Development and Humanitarian NGO Platform
SOP	Standard Operating Procedures
SRCM	Serbian Committee for Refugees and Migrants
SRH	Sexual and Reproductive Health
STI	Sexually Transmitted Infection
TCG	Turkish Coast Guard
UASC	Unaccompanied or separated children
UN	United Nations
UNDP	United Nations Development Programme
UNCT	United Nations Country Team
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNOPS	United Nations Office for Project Services
UNV	United Nations Volunteers
WAHA	Women and Health Alliance International
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization
WRC	Women's Refugee Commission
WRTC	Winter Reception and Transit Centre

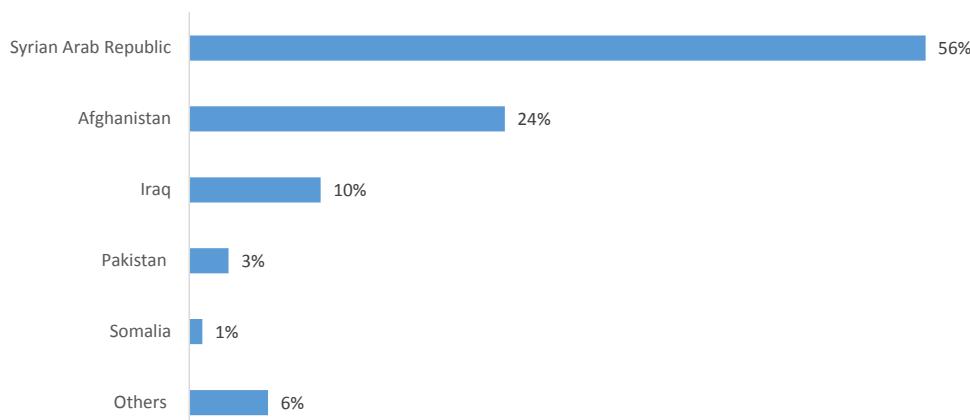
Regional Response Dashboard

Period	January to December 2016
Current Arrivals	851,319 from Turkey to Greece in 2015*
Population Planning Figures	1,000,000 arrivals from Turkey to Greece in 2016
Target Beneficiaries	Refugees and migrants on the Eastern Mediterranean and Western Balkans route
Financial Requirements	USD 550,539,639
Number of Partners	67

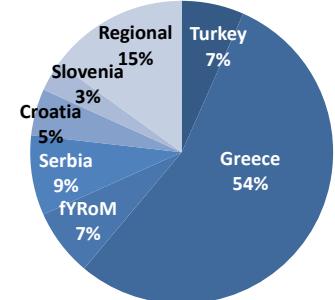
Demographics



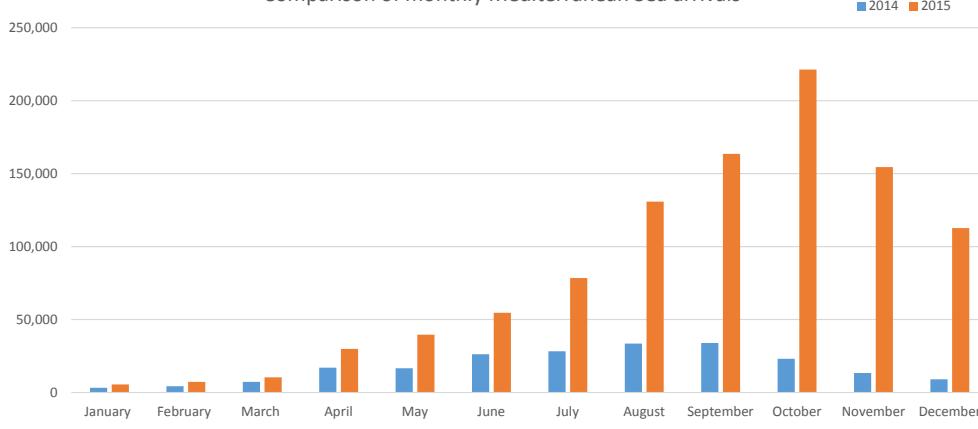
Top 5 nationalities of Mediterranean Sea arrivals



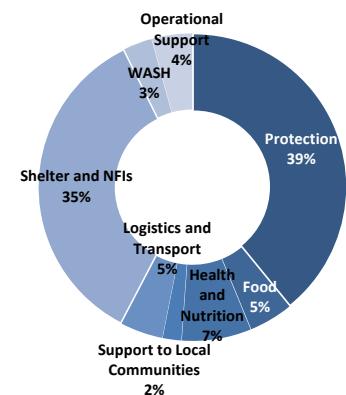
Requirements by Country



Comparison of monthly Mediterranean Sea arrivals



Requirements by Sector



* Figures are estimates from UNHCR on daily arrivals to each country from one or more borders. UNHCR estimates are based on the most reliable information available per country, including information from UNHCR border teams, authorities and humanitarian partners. These estimates cannot be considered final.



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REGIONAL STRATEGIC OVERVIEW

Background and Context

One million refugees and migrants have made the perilous journey across the Mediterranean into Europe in 2015. The majority – or 850,000 – have crossed from Turkey to Greece through the Aegean and Dodecanese seas¹. This movement constitutes one of the largest movements of displaced people through European borders since World War Two.

In 2015, the majority of the people leaving by boat from Turkey are coming from war-torn countries. By mid-December, 57 per cent of those who arrived in Greece were from Syria, 24 per cent from Afghanistan, 9 per cent from Iraq and 10 per cent from other countries².

Yet the movement is also becoming increasingly diverse. While 91 per cent of those arriving to Greece from Turkey are from the top ten “refugee-producing” countries, people of other nationalities have increasingly joined the flow. A small but growing number of individuals from South West Asia, North Africa and West Africa are also moving along the same route in an attempt to reach Europe³.

The movements include men, women, boys and girls; young and old; singles and whole families. Many among those on the move have specific needs that place them at heightened risk. These include unaccompanied or separated children (UASC), single women, pregnant or lactating women, the elderly, people with disabilities, as well as the sick and injured. There are significant numbers of children among the population on the move (both unaccompanied or separated and traveling with families) requiring particular attention; with approximately 30 per cent of the total movement from Turkey to Greece being children. In total, 250,000 children have been in need of specific protection and assistance in 2015 alone⁴.

The international community was caught unprepared for such large numbers of people. While significant achievements have been made by many of the countries involved in terms of humanitarian assistance, the overall response has remained unstructured. Although efforts were made at the European level in the course of 2015 to manage borders through registration, screening, relocation and return, this has only been partially implemented and often at a very slow pace⁵.

Faced with domestic pressures, several States have taken unilateral action to control their borders, either by erecting fences, other physical obstacles or by re-introducing strict border control checks. The primary effect has been to redirect the flow of refugees and migrants to other borders and countries.

In late 2015, several States along the Eastern Mediterranean and Western Balkans route introduced policies denying entry to their territory to individuals without valid entry documents from countries other than Afghanistan, Iraq and the Syrian Arab Republic (Syria). While the legality, the criteria used and the quality of this screening raise concerns regarding the legal obligations of these States, this has led to a situation where large numbers of people have been stranded at border-crossing points. Some of those stranded at the border between Greece and the former Yugoslav Republic of Macedonia were assisted in December 2015 to return to Athens where they faced, however, precarious reception conditions. A number of them have subsequently left the facilities of their own accord. It is likely that this form of screening based on nationality and without the identification of individual protection concerns, in the absence of a comprehensive regional strategy and realistic solution, will increase people's vulnerability to the risks of smuggling and trafficking. The potential for a fragmentation of the existing route in 2016 remains high, should such policies continue.

The majority of those on the move did not have an interest in applying for asylum in any of the countries they crossed through from Turkey to Slovenia. This is particularly striking also for unaccompanied children who wished to continue their journey until their final intended destination. Many people saw these only as countries of transit. Along the same lines, several States saw as their main responsibility the fast facilitation of the transit of the refugees and migrants through their territory, with the assumption that no one will stay. Nevertheless, some countries resorted to detention practices. Furthermore, the determination to move onward, combined with the severe sense of urgency among refugees and migrants, poses important challenges to provide services addressing the most pressing needs and protection concerns.

The continuous flow of refugees and migrants is a challenge for the affected municipalities and local communities. Their capacity to deliver essential services, such as sewage treatment, waste management, water supply and electricity to medical and reception facilities, has been further stretched. Local authorities are struggling to cope with the increased demand, trying to ensure that essential service provision is delivered to refugees and migrants without penalizing the local communities.

As the volume of refugee and migrant flows has reached unprecedented levels affecting the countries' capacity to cope

¹ Figures valid as of 31 December 2015, available at <http://data.unhcr.org/mediterranean/country.php?id=83>

² For a detailed breakdown on arrivals and statistics, please see the Greece pages of the Inter-Agency Portal for the Refugee/Migrants Emergency Response at <http://data.unhcr.org/mediterranean/country.php?id=83> and the IOM Migration Portal at <http://migration.iom.int/europe/>.

³ Countries of origin include the Islamic Republic of Pakistan, Iran (Islamic Republic of), Bangladesh, Morocco, the Democratic Republic of the Congo and Nigeria, among others. See Regional Overview of the Inter-Agency Portal <http://data.unhcr.org/mediterranean/regional.php>

⁴ Figures valid as of 31st December 2015, available at <http://data.unhcr.org/mediterranean/country.php?id=83>

⁵ See in Annex the list of key decisions adopted in Europe in 2015 in relation with this situation with relevant web links to the documents

Movements of Syrians

with it, the vulnerability of people on the move and their humanitarian and protection needs have increased significantly. The challenge in 2016 is to ensure a coordinated response that not only addresses the humanitarian and protection needs of the refugees and migrants but also encourages States to fulfil their international and European human rights and refugee law obligations.

The following regional Refugee and Migrant Response Plan (RMRP) underscores the collective responsibility of States, institutions and organizations to both provide asylum and protection, as well as to respond to the challenges of large-scale migration in a humane, rights-based and sustainable manner. It presents a set of measures that will enable the humanitarian community to contribute to the protection of refugees and vulnerable migrants, as well as the human rights of all people involved.

Scenarios and Assumptions

In 2016, up to one million refugees and migrants could attempt to use the Eastern Mediterranean and Western Balkans route to Europe.

This scenario is based on analysis of the current level of arrivals, the push and pull factors affecting the movements, and the situation in countries of origin related to this emergency. It is informed by lessons learnt and on-the-ground monitoring and analysis in the countries affected in 2015, together with elements collected from social media and other complementary sources.

While the dynamics are analysed partly in reference to nationality groups, it is important to note that human rights and refugee protection are not dependent on the nationality of the individual. There is therefore a need to ensure that all people, regardless of nationality and other status, are entitled to a full and fair assessment.

Overall, an increasing percentage of women and children among those arriving at the shores of Europe was observed in the past months. This trend may continue to rise as more families are traveling. In addition, an increasing number of reports suggest that women and children are being sent ahead or trying to join their male relatives who are already in destination countries.

The conflict in Syria will continue unabated and will generate high levels of internal and external displacement. Approximately 6.5 million Syrians are internally displaced within their country. There are 4 million Syrian refugees in Egypt, Iraq, Jordan, Lebanon and Turkey, half of whom are being hosted by the latter. These refugees are benefitting from substantial protection and assistance programmes delivered by governments and over 200 partners. However, with increasing vulnerabilities, limited education and livelihood opportunities, as well as overstretched public services and resources, Syrians will continue to move through Turkey towards Europe⁶. The nature of the movement of Syrians may be affected by the Government of Turkey's decision on 30 December 2015 to change the visa policy for Syrians, whereby all Syrians arriving to Turkey by air and sea will require an entry visa as of 8 January, whereas those arriving through the land border will continue to be exempted from entry visa requirements in accordance with the officially stated 'open-border' policy.

Movements of Iraqis

Military efforts led by the Iraqi army to regain the full and effective control of its territory can still lead to major internal and external displacement. People fleeing the conflict areas and other parts of Iraq are likely to come mainly to Turkey through land borders or by air.

Movements of Afghans

Afghan asylum-seekers constitute almost a quarter of the new arrivals – the second largest population. Statistics on the protection rate of Afghan asylum-seekers in Europe indicate that the majority are in need of international protection. Many of them belong to ethnic minorities, such as Hazara, facing discrimination in Afghanistan as well as in neighbouring countries. After the end of the winter, which affects the capacity of people to move through the borders with the Islamic Republic of Iran and Turkey, it is foreseen that a significant number of Afghans will continue to arrive in 2016. This also reflects the deteriorating security situation in the majority of the provinces in Afghanistan and the continuing downward spiral of the economy of the country. The increased level of poverty among the Afghan community in the Islamic Republic of Iran, in spite of the efforts of the Government, and the large estimated number of undocumented Afghans in the country, are likely to lead to more onward movements towards Europe⁷.

⁶ The Regional Refugee and Resilience Plan (3RP) 2016-2017 in response to the Syria crisis was released on 7 December as part of the launch of the Global Humanitarian Overview. It covers the response of the humanitarian and development community to the refugee presence in Turkey, Iraq, Jordan, Lebanon and Egypt. For more information, please visit <http://www.3rpsyriacrisis.org/>.

⁷ The Solutions Strategy for Afghan Refugees to support voluntary repatriation, sustainable reintegration and support to host countries (SSAR) presents a regional framework for the provision of support to Afghan refugees in the major hosting countries of Iran (Islamic Republic of) and Pakistan, as well as in Afghanistan. Similar to other regional response plans, the SSAR provides a possibility for engaging prospective people on the move prior to their departure on potentially dangerous journeys to Europe. For more information, see <http://www.unhcr.org/pages/4f9016576.html>.

Movements of other nationalities

Movements from other countries are also expected to continue. Ongoing conflicts and insecurity, persistent human rights violations, poverty, and the lack of economic opportunities especially for young people, environmental degradation and climate change, particularly in the Sahel and Eastern Horn of Africa, combined with the lack of regular migration channels, will continue to push individuals to move under dangerous and precarious conditions.

Movements to Turkey and secondary movements from Turkey

The changes in Turkey's visa policy for Syrians arriving to Turkey by sea or air will impact arrivals to Turkey from third countries, the results of which will need to be closely monitored. Onward travel will depend on whether people will apply for asylum and will enjoy effective protection in Turkey, as well as other stabilizing factors such as access to livelihoods and education. For 2016, the levels of sea and land arrivals from Turkey in Greece and Bulgaria will also depend on the implementation of the various components of the Joint Action Plan concluded between the EU and Turkey on 29 November 2015⁸.

The development of credible and effective programmes to provide legal alternatives to irregular onward movement to Europe, and elsewhere from Turkey and other countries neighbouring Syria, could contribute to a significant decrease of irregular sea movements to Greece. These include resettlement, humanitarian admission programmes, work and study visas, private sponsorship schemes and family reunification.

Secondary movements from Greece to other countries

While one million refugees and migrants are expected to make the journey from Turkey to Greece in 2016, not all of these will move further north. Onward movement from Greece would be reduced if and when the following measures are effectively implemented:

- The effective establishment of the "hotspots" to identify, screen, register, document and refer on a status basis all arrivals by sea and land borders⁹;
- The establishment of an adequate reception capacity both on the Greek islands and on the mainland for those applying for protection;

⁸ EU-Turkey Summit – In exchange for the signature of the Join Action Plan with Turkey, the EU committed to re-energize Turkey's accession process, engage in more frequent and structured dialogues with Turkey, and the provision of an initial EUR 3 billion to Turkey to help it cope with the high numbers of Syrian refugees currently in the country. See <http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/29/>. The EU and Turkey also agreed to apply the EU-Turkey readmission agreement from June 2016 and on the aim of completing the visa liberalisation process by October 2016. For the meeting's background brief: <http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/151127-FINAL-Background-Turkey.pdf>; European Council, Meeting of heads of state or government with Turkey – EU-Turkey statement of 29 November 2015, available at <http://www.consilium.europa.eu/en/press/press-releases/2015/11/29-eu-turkey-meeting-statement/>

⁹ European Commission, The Hotspot Approach to Managing Exceptional Migratory Flows, 2015, available at http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/docs/2_hotspots_en.pdf

¹⁰ Please see UNHCR, Refugee Family Reunification: UNHCR's Response to the European Commission Green Paper on the Right to Family Reunification of Third Country Nationals Living in the European Union (Directive 2003/86/EC), February 2012, available at: <http://www.refworld.org/docid/4f55e1cf2.html> and ECRE and Red Cross EU Office, Disrupted Flight - The Realities of Separated Refugee Families in the EU, 2014; available at: <http://ecre.org/component/downloads/downloads/958.html>

- The effective and timely functioning of the EU relocation programme well above the current 66,000 objective with increased and predictable solidarity of all EU Member States;
- The availability of other solutions for refugees not eligible for relocation; and
- The resumption of assisted voluntary return, reintegration and other return programmes for those who are found not to qualify for refugee status or other categories eligible for other types of legal stay, including on human rights grounds.

Movements between countries along the Western Balkans route

It is assumed that at various points along the Western Balkans route, refugees and migrants will increasingly become stranded because of restrictions on border crossing. Refugees and migrants will also turn towards more dangerous routes to circumvent existing barriers, seeking the services of smugglers.

Onward movements between countries along the Western Balkans route might be reduced if sustained efforts are made to improve screening, registration, access to asylum procedures, adequate reception conditions and services and the establishment of a system to cater for the assisted voluntary return of failed asylum-seekers in accordance with international obligations.

Smuggling and trafficking

It is assumed that smuggling and trafficking of refugees and migrants will continue also in 2016, with a potential increase depending on whether or not barriers to movement are increased and whether credible legal alternatives are put in place for those in need of international protection. The past months have already seen a tendency of refugees and migrants turning towards more dangerous routes to circumvent barriers as they are erected, seeking the services of smugglers. Moreover, current limitations to procedures for family reunification in Europe¹⁰, coupled with a trend in some European countries to restrict conditions of access to such programmes, are likely to encourage the relatives of many protected people in Europe to resort to smugglers and traffickers to leave their country of origin or their country of first asylum to join their relatives in Europe.

Anti-migrant and refugee sentiment

The current flow and perception that Governments have been unable to cope with the number of refugees and migrants arriving, coupled with the consequences of the terrorist attacks in Paris and the recent terrorist threats in other European capitals have already strengthened the public appeal of anti-migrant and refugee political messaging and parties across Europe. While solidarity has been equally impressive in countries of arrival, transit and destination, it is assumed that continued arrivals will most likely put strain on affected communities and their willingness to accept refugees and migrants. Hence the urgent need to ensure that, on the one hand, response mech-

anisms are up to the task of receiving and assisting refugees and migrants in a humane and dignified way and, on the other hand, all efforts are made to promote a more positive (and realistic) image of refugees and migrants and their potential contribution to the societies in which they settle.

Policies in “destination countries”

The flows of refugees and migrants from Turkey through Greece and the Western Balkans route will also be impacted by policies in and/or driven by the main countries of destination. Significant changes there, for example in terms of access to the national territory and reception conditions, may have some impact on the situation in the countries along the route.



Response Strategy

The regional RMRP presents a framework for an inter-agency response to the refugee and migrant mass flows into Europe through the Eastern Mediterranean and Western Balkans route. It sets out the overall strategic direction at the regional level, while building upon specific country chapters.

Besides cooperation with Governments, the RMRP will be implemented in close cooperation with the European Commission and relevant EU Agencies, including the European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the EU (FRONTEX) and the European Asylum Support Office (EASO).

This response plan includes both a strategy and an appeal. The latter covers financial requirements to address major concerns in the areas of access to territory and asylum, to improve reception conditions and provide a protection-centered emergency assistance to people of concern, and to enable access to effective protection systems and durable solutions.

The RMRP will cover the needs of an integrated emergency response in Europe for twelve months in 2016, utilizing a planning figure of one million refugees and migrants arriving via sea from Turkey to Greece. It represents a coherent and predictable package of interventions based on standardized approaches and comparative advantages of involved partners.

The RMRP is also part of a comprehensive approach which includes a number of response plans and programmatic activities in refugee producing and transit countries.

Recognizing the primary leadership and responsibility of host governments, the strategic goals are:

1. To design and implement a response that supports, complements and builds Governments' existing capacity to ensure effective and safe access to asylum, protection and solutions in relevant countries, as well as manage migration in an orderly and dignified manner while protecting the human rights of all refugees and migrants.
2. To ensure that refugee and migrant women, girls, boys and men have access to protection and assistance in a participatory manner, with particular attention to specific needs. Protection-centred assistance should be delivered in a manner that respects the principle of non-discrimination; age, gender and diversity; is appropriate to the specific characteristics of the movement; and takes into account the needs of the local communities.
3. To strengthen national and local capacities and protection systems and ensure safe access to longer-term solutions for refugees and migrants who may become stranded, may want to apply for asylum, or may want to return voluntarily to their countries of origin. This includes a robust and protection-centred relocation scheme, as well as reinforced alternative legal pathways to protection, such as family reunification and resettlement.
4. To strengthen partnership and coordination within the humanitarian community and with governments, both in setting common goals and in establishing national-level coordination structures and information analysis, that ensure an efficient and coordinated response, including coordinated channels for citizen engagement to support the reception and integration of refugees and migrants.



The response strategy is in line with the '17-point plan of action' agreed at the Western Balkans Route Leaders' Meeting on 25 October 2015. It recognizes that, while significant numbers of men, women, boys and girls will make the journey into Europe from Turkey, a coordinated and comprehensive response is required. It also recognizes that while legal and physical restrictions will increasingly be put in place at borders along the route, the motivation of refugees and migrants to reach further into Europe will not abate. There are therefore considerable risks that stranded people may approach smuggling networks to facilitate their onward travel, further exposing them to human rights violations and exploitation.

A nuanced and flexible approach is needed to ensure refugees and migrants have access to appropriate protection and assistance, while legal alternatives to irregular dangerous journeys are made available.

In light of these challenges, the strategy aims to protect and assist refugees and migrants, while at the same time supporting governments in further developing and operationalizing a sustainable, comprehensive and cooperative framework for concrete action in the areas of refugee protection and migration management. This in turn will foster greater responsibility-sharing, reinforcing trust among States and public confidence on the capacity to manage the situation.

The refugee and migrant crisis is fast moving and dynamic. This plan is built upon a '6+6' model, whereby the one-year time frame is divided into two six-month periods, with an in-depth mid-year review. This recognizes that there may be significant changes in the context during the first half of 2016.

The majority of the refugee populations now entering the Western Balkans are from Syria, Afghanistan and Iraq, transiting through neighbouring countries. There are existing response plans covering the needs of refugees, internally displaced people (IDPs) and host communities in many of these countries – notably the Syrian Response Plan, available at <http://www.unocha.org/syria>; the Regional Refugee and Resilience Response Plan (3RP) covering refugee and host community needs in Turkey, Iraq, Jordan, Lebanon and Egypt, available at <http://www.3rpsyriacrisis.org/>; the Solutions Strategy for Afghan Refugees (SSAR), available at <http://www.unhcr.org/pages/4f9016576.html> and the IOM Response Plan for the Mediterranean and Beyond, available at <http://www.iom.int/>.

The RMRP has been designed to be complementary to these existing plans, seeking synergies while avoiding overlap. For instance, while there are Turkey chapters in both the 3RP and the RMRP, the 3RP covers assistance for refugees in Turkey, while the RMRP is limited to people who are on the western borders actively seeking to cross into Greece.

There are obviously significant links between the two response plans. While a major driver behind the movements remains the unstable political and security situation inside Syria, successful programming that provides education and livelihoods opportunities in Turkey, Lebanon, Jordan, Iraq and Egypt could reduce the pressure on Syrians to continue their journey on to Europe.

People making the journey to Europe are communicating with their families and friends who remained behind. Advocacy on the risks and dangers involved with the journey should similarly be applied across the different regions, including, but not limited to, in the countries of origin.

Strengthened resettlement programmes from neighbouring countries to Syria are already providing alternative solutions to refugees, some of whom may have otherwise tried to travel to Europe out of desperation. Assisted voluntary return and reintegration similarly requires a coordinated approach between the various countries involved.

Partners engaged in the different response plans will seek to build on such inter-regional opportunities for co-operation into 2016 and beyond.

Sector Responses



Based on the context outlined above and acknowledging the primary responsibility of Governments to protect refugees and migrants, UNHCR and IOM, in close cooperation with other UN agencies, NGOs, and other civil society partners, will ensure a coherent and predictable protection response. This will be carried out in support of local and regional authorities and with the participation of the refugees and migrants concerned, for as long as such support is required, while at the same time strengthening national asylum and migration systems.

As such, the RMRP works towards an overall protection vision whereby countries and institutions in Europe (EU and non-EU) demonstrate responsibility, solidarity, and predictability internally, and towards neighbouring/origin countries, through a strong and effective common asylum system that is safely accessible to people in need of international protection and through a functioning set of migration policies and systems that ensure the protection of the human rights of all refugees and migrants, irrespective of their status.

While for programmatic purposes protection is hereby included as a 'sector', it is understood that protection and protection principles¹¹ are at the centre of the response and will be applied throughout the sectors.

The main elements of the protection response include:

- **Protection monitoring and advocacy:** Through permanent presence in key strategic entry and exit points, UNHCR, IOM and partners will be on hand to monitor general access to territory and asylum procedures, individual incidents as well as identify people at risk, and work with the authorities to diffuse tensions and reduce potential for human rights violations. Protection monitoring will also be carried out at detention centres and other locations, with a view to ensuring all aspects of international refugee and human rights law compliance. Partners will undertake advocacy on the basis of such monitoring and act on human rights concerns arising. Qualitative and quantitative gender- and age-disaggregated data, as well as other risk criteria, will be regularly collected, analysed and reported on and used to inform planning and operations.

- **Strengthening national asylum systems:** At national and regional level, UNHCR directs focused support together with EU in assisting affected countries to build their capacity to deal with the numbers and to redouble efforts to bring national asylum systems up to international standards, including procedural standards, child protection standards, and interpreters. UNHCR's ongoing support in this area will continue with concerned countries.

- **People with specific needs:** People at risk or with specific needs will be identified and prioritized at all stages: during registration processes, and when accessing asylum procedures, relocation, resettlement or other solutions. Personnel in contact with refugees and migrants will be trained to identify signs of abuse, violence and exploitation and in possession of the required skills and interviewing techniques when it comes particularly to children and individuals who may be traumatized. Assistance will be responsive and tailored to meet these needs. People with specific needs have priority, predictable and safe access to appropriate services, which are up to standard. Referral pathways are in place so that SGBV survivors, victims of trafficking, UASC and other people with specific needs have access to safe and effective services.

- **Child protection:** Children, including those traveling without family members or care-givers, have access to protection and assistance which ensures among others that their best interests are safeguarded and at the core of every decision. Efforts will be made to respond to the various needs of children including service provision, capacity building and other technical support to Governments. A standardized approach through the Child and Family Support Hubs will be introduced at strategic locations along the entire route of population movements, making a set of minimum interventions and services available to children and their families. Child-sensitive and child-rights focused training and tools will be provided to relevant personnel (police, coast guards and border agents, social workers, volunteers) and contextualized technical support organized adequately. Additional support will be provided for longer-term institutional capacity of governments to meet agreed international and European standards.

- **Family reunification and prevention of family separation:** Measures are in place to minimize the risks of family separation, to ensure the prompt reunification of families who have been separated and to engage in the appropriate tracing activities when separation occurred in the country of origin. These activities will be promoted and implemented through the establishment of Child and Family Support Hubs. Where appropriate, more mobile options may be considered.

- **Prevention and response to sexual and gender-based violence:** Measures, stand alone as well as integrated into all sectors, are in place to reduce exposure of men, women, boys and girls to the risk of SGBV, including in relation to reception facilities and provision of services.

¹¹ Including international law, in particular the nine core international human rights treaties and the 1951 Geneva Convention relating to the status of refugees, together with the 1967 Protocol, as well as established best practices relating to Protection delivery. International humanitarian standards will be pursued to uphold the safety, dignity and rights of refugee and migrants, including the Sphere Standards, and standards and guidelines outlined in the IASC Gender Handbook for Humanitarian Action (2006) and the IASC Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action (2015).

- **Registration:** In close collaboration with EU agencies and institutions, technical support and equipment are provided to affected countries in establishing a harmonized registration system with sufficient capacity, which meets EU standards.
- **Accountability and participation:** Analysis of the situation, as well as decisions on assistance (including type and modality) and protection responses are informed by the views of people on the move (such as participatory, feedback mechanisms, and complaints mechanisms), which will increase accountability. Programme design and implementation is based on a participatory approach, integrating the views of all groups of people of concern in an age, gender and diversity sensitive manner, with an emphasis on fostering gender equality.
- **Communication with communities:** Refugees and migrants are systematically informed in an age, gender and diversity sensitive manner and through a reciprocal dialogue of their rights and obligations. These include the right to seek asylum and the steps necessary to do so; information on referrals and complaints mechanisms; the risks and possible consequences associated with secondary movements (including by sea); as well as the options available in situ according to their specific situation. Updated information is systematically provided on the spot to all people of concern on known protection risks. Refugees and migrants concerned are informed of and have safe and free access to assistance, services and protection along the entire route of movement, with a specific focus on ensuring equitable access to people with specific needs. The provision of information and assistance takes into account various population groups (age, gender and diversity) and their differing barriers to accessibility. Information will be provided as far as the country of origin, and will reflect a multi-country approach as appropriate, including through mass communication, social media monitoring, engagement and people-to-people counselling.
- **Capacity strengthening:** The capacity of coast guards, border authorities, police, social workers and front-line responders along with other relevant State institutions will be strengthened through training and equipment, in order to understand and operate in line with their national and international obligations. This will include the capacity to screen and assist individuals at risk among the refugees and migrants arriving at the borders. Authorities will be strengthened in their ability to understand and to act on all aspects of their refugee protection and human rights obligations, as well as to undertake law, policy and practice reforms as needed. Core protection modalities, such as “do no harm” and confidentiality, mainstreaming of child protection standards, gender and intercultural sensitivity, will be included as modules within the training in collaboration with EU Agencies and Institutions.
- **Relocation procedures:** In close collaboration with the Greek Government, the European Commission, EASO and Member States experts, UNHCR supports fairness, quality and efficiency in the relocation procedure through a variety of interventions, including by providing information, referrals, reception, operational support, interpretation, identification, referral of *prima facie* vulnerabilities, risk assessment and reinforcing, also with IOM, best-interest determination (BID) processes for children and follow up of relocation in destination countries. Extended family reunification is strengthened within the relocation scheme but also as an additional regular pathway to sustainable protection. This includes the identification of people with family links outside the EU for onward processing either through family reunification procedures, resettlement or other forms of admission. In close collaboration with the host and relocation governments, IOM will implement certain components of the operational part of the relocation process, including family tracing activities, needs assessment and information gathering on reception, support and integration services in the Member State of Relocation (MSR) in order to determine the best interests for UASC, to provide pre-departure information and orientation about the MSR to those relocating; health screening; and the organization of movement from Greece to the MSR.
- **Resettlement and alternative legal pathways to protection:** Support provided to actors on national and regional levels to establish and/or expand resettlement or admission programmes for refugees with increased annual resettlement quotas, including more flexible criteria.
- **Assisted voluntary return and reintegration (AVRR):** AVRR is an indispensable part of a comprehensive approach to migration management aiming at orderly and humane return and reintegration of migrants who are unable or unwilling to remain in host countries and wish to return voluntarily to their countries of origin. General return assistance for irregular migrants, unsuccessful asylum-seekers, refugees who are unable or unwilling to remain in the host or transit countries are given the possibility to return home voluntarily, in a safe and dignified manner and, whenever feasible, with reintegration support to promote self-sufficiency once back in the countries of origin. Partnerships will be established for the identification, counselling and referral to IOM of those migrants in need of AVRR assistance.
- **Prevention of sexual exploitation and abuse:** In all areas where humanitarian activities are undertaken, effective and responsive prevention of sexual exploitation and abuse (PSEA) complaints mechanisms are in place.

 Food

- **Food assistance:** Food assistance: A sufficient and predictable supply of food will be maintained at the various collection points in each of the counties.
- **Composition and standards:** The composition of food packages will be harmonized and culturally-appropriate food will be distributed. Effective monitoring of quality and expiry of perishable food products will be maintained and strengthened. Safe infant and young child feeding will be promoted.

 Health and Nutrition

The health risks faced by refugees and migrants are the result of multiple interacting factors, including pre-travel health status, exposure to hazardous elements throughout the journey, poor conditions at transit and final destinations, such as violence, family separation, and restricted access to basic survival needs. Additionally, the determination to rapidly reach their destination country of choice is resulting in refugees and migrants being willing to neglect needed health care while in transit to avoid any delay in their journey.

The overall response to the health needs of refugees and migrants must be comprehensive and multi-faceted. This will include 1) providing life-saving health care for refugees and migrants at various points throughout their journey, focusing on landing, crossing, transit points, upon rescue at sea; 2) using information on mobility patterns to direct health interventions and support disease surveillance and response capacities; and 3) cross border and regional cooperation, including cross-border sharing of health information that is safe and protective of the rights of refugees and migrants.

In order to ensure access to equitable health care for refugees and migrants, a multi-sectoral approach will be pursued, linking health, education, protection and other sectors affecting public health.

- **Emergency and life-saving medical care and national/trans-border referral:** Emergency and life-saving medical care and national/trans-border referral: Access to life-saving health-care services for all refugees and migrants, including the direct provision of emergency health services, medical referrals and psychosocial first aid, via mobile medical units and/or fixed medical structures will be expanded in "hot spots" and reception/transit facilities. This also includes specific services targeting SGBV survivors, such as the provision of post-exposure prophylaxis (PEP) kits and clinical management of rape.

- **National and trans-border medical coordination, referrals and follow-up:** Existing health referral systems will be strengthened by bridging communication between initiating and receiving health facilities and providing timely transport to and from the health facilities nationally and across borders. To ensure efficient and sustainable health referrals at the national and across borders, services providers will be

trained on established guidelines for health/medical referrals. Trans-border health system response capacity will be strengthened by providing technical support, training, support to health data collection and planning the response of the health sector (contingency plans) to coincide with existing Ministry of Health efforts and in collaboration with the other sectors.

- **Health needs assessments:** Individual health needs assessment should be carried out to meet the health needs of refugees and migrants; they should be grounded on the inclusion of refugees and migrants into national health systems to facilitate their integration, and not for exclusion or discrimination. Medical examinations should always be followed by interventions and care in case of positive findings. Systematic medical screening, carried out in a confidential and protection-sensitive manner, will ensure early identification of people with disabilities or requiring specific medical assistance at key collection points.

- **Reproductive health services:** Will be strengthened at all service provision levels with mobile capacity in addition to existing health structures. A high number of pregnant women has been reported, including those who are in the third trimester of their pregnancy. Reproductive health services will be tailored to the particular vulnerability faced by pregnant women vis-à-vis their inability to access health services while on the move.

- **Health system strengthening, coordination and support:** Public health facilities will be supported with critical medicines, medical supplies and equipment and in managing and coordinating health interventions at the transit and reception centres. All medical services, including referrals will be provided in close cooperation with national medical systems. Standard operating procedures and public health guidelines will be shared and implemented in all hotspots. Medical and psychosocial service providers will require capacity development to adapt existing therapies to people on the move.

- **Inter-cultural mediation, psychosocial and mental health support for services providers:** The delivery of culturally-sensitive health services will be ensured through training of health providers and the recruitment, training and deployment of interpreters and cultural mediators at the mobile and fixed health facilities. The capacity of the larger health and non-health actors will be built to deliver culturally sensitive humanitarian assistance to refugees and migrants. Psychosocial first aid training will be provided to service providers.

Shelter, Non-Food Items (NFIs) and Water, Sanitation and Hygiene (WASH)

- **Reception facilities:** The 17-Point Plan of Action of October 2015 commits UNHCR to support the creation of local reception capacity in Greece (20,000 places through alternative means, including rental subsidies and host family arrangements) and along the Western Balkans route (50,000 places). Partners will work with the various governments to establish additional adequate reception capacity including for a situation where longer-term stay facilities might be needed.
- **'Hotspots':** For the construction of "hotspots" facilities, including accommodation and registration sites, UNHCR provides site planning advice, undertakes some construction work and provides supplies, in consultation with the competent State authorities. In the currently functioning registration sites, UNHCR provides technical equipment and interpretation to the competent authorities for the registration of new arrivals (needs for providing interpretation will be reassessed as other actors will cover this gap in the future "hotspots"). As regards services to the newly arriving population, support by UNHCR includes the deployment of cultural mediators (especially female interpreters and mediators), development of two way communication tools, including people to people contacts, videos, leaflets, information and counselling, and referral of people of concern, in an age, gender and diversity sensitive manner.
- **Non-food items (NFIs):** NFIs are provided in a manner sensitive to the differing needs of men, women, boys and girls, including the elderly, infants, and pregnant and lactating women. NFI provision will take into account the challenges of assisting populations on the move, in an efficient and cost-effective way, while ensuring that a predictable sufficient capacity is in place for people who may become stranded along the route.
- **Harsh weather response:** Building upon the winterization initiatives already under way, NFIs appropriate for both winter and summer conditions will be provided.
- **In-kind donations:** Recognizing the significant outpouring of NFI donations from individuals, and ad hoc supplies of such donations, systems will be strengthened to ensure effective use of such supplies.
- **WASH reception:** WASH facilities will be maintained and enhanced, such as hot showers, separate toilet blocks for men and women; special facilities for people with disabilities; special baby bathing facilities; and private changing areas. Hygiene awareness will need to be strengthened in a manner appropriate for people on the move.
- **Waste management:** Given the high turnover of people passing through various transit centres and exit points, waste disposal and management are of high importance. Responsibility and capacity for ongoing waste-management will be strengthened, in support of local municipalities.

Support to Local Communities

Local communities need to be supported to respond to the refugee and migrant flow in a manner that complements humanitarian assistance focused on refugees and migrants. This will be achieved by ensuring that basic services are not compromised by shortages in water and electricity supply, deficiencies in sewage treatment and waste management, while also maintaining the level and quality of services for the local communities.

- **Ensuring equitable assistance:** While there has in general been a significant and generous outpouring of support from local people, host communities are affected by the high numbers of arrivals of refugees and migrants who may be overstressing the capacity of local government and services, including waste management and water supply. The response will promote approaches that create social cohesion, community support and solidarity among people on the move and local communities and that limit any unfavourable consequences for the livelihoods of local populations. Sustainable solutions are needed to ensure community support, and to prevent emerging discriminatory attitudes and xenophobia.
- **Maintaining solidarity and social cohesion:** Services and assistance to refugees and migrants will take into consideration the local context and levels of service provision to local communities in order to reduce potential tension and increased social cohesion and co-habitation. Support to strengthening local authorities' capacity to deliver essential services will be based on a comprehensive do-no-harm approach taking the host community into consideration.
- **Preventing and combatting xenophobia:** A targeted programmatic response to host community needs will be accompanied by advocacy campaigns with the aim to prevent and counter emerging discriminatory attitudes and xenophobia.
- **Providing an enabling environment for well-coordinated volunteer engagement:** Countless individuals have demonstrated their desire to make their expertise and energy available to support institutional and civil society-led responses. Volunteers have played a critical role to help provide protection and assistance to refugees and migrants. A programmatic initiative needs to be developed to i) highlight good practices in terms of volunteer management and volunteer engagement, including through technological solutions and online volunteering ii) provide capacity building for local actors and authorities to strengthen the enabling environment and mechanisms for a well-coordinated volunteer response and iii) inspire more people to support institutional actors and the humanitarian community through volunteer action.

Partnership and Coordination

This regional RMRP is the result of a partnership between 67 appealing organizations, in consultation with host governments, civil society, local communities, donors, as well as the refugees and migrants themselves.

This partnership recognizes that there are significant resources already being deployed to address the situation by the governments of the receiving countries themselves and by the European Union mechanisms. This response plan is intended to complement the interventions of national and local governments, supporting them to fulfil their responsibilities by investing in areas where specific expertise are required, or where the governments' own humanitarian assistance capacity is overstretched. It envisages close cooperation with European Commission and relevant EU Agencies.

This response plan includes programmes and activities that may be reflected in appeals issued by individual agencies. These activities are included – even when funded – in order to present a comprehensive picture of needs.

The 67 partners who are appealing in this plan are also part of a much broader engagement by implementing partners, civil society organizations and individuals. Indeed, there are significant volunteer efforts already underway, both from international volunteers traveling to the region to offer their support, and from national civil society groups and individuals. Such efforts have been a crucial part of the first-line response. Volunteerism further contributes to awareness-raising and promotes activities aimed at defusing potential social tension. It is important that coordination mechanisms between local government, the traditional humanitarian assistance architecture, and such volunteer groups are strengthened to ensure an efficient and predictable delivery of services and assistance to those in need. It also needs to ensure that humanitarian principles, such as the do-no-harm principle are upheld by all actors, including the volunteers.

Based on the Refugee Coordination Model, through which a series of successful strategies and appeals have been launched in recent years¹², the RMRP has been developed grounded on consultations held at country levels, which have then informed inter-agency discussions and consolidation at the regional level.

At the regional level, coordination between partners will be convened by UNHCR and IOM, and managed through regular inter-agency meetings to review progress on the implementation of the RMRP, address obstacles, and ensure that standards are being met.

At the national level, the response plan will be coordinated through the application of the Refugee Coordination Model. The exact configuration of inter-agency coordination fora will vary from country to country, although the fundamental lines of accountability will remain the same.

By participating in this plan, appealing organizations commit to engaging in regional and national coordination mechanisms, adhering to agreed standards, and reporting on their achievements and on funds received through the RMRP framework. Monitoring and reporting procedures and frequency will be appropriate to the capacity of partners, and will be agreed in consultation between the regional and country levels.

Facilitating the coordination of the response, Information Management (IM) services will be provided as part of the RMRP. The aim is to ensure that comprehensive, quality disaggregated data (qualitative and quantitative) and analysis on the situation of refugees and migrants is accessible for affected countries across Europe in order to inform evidence-based policy advocacy and programme interventions by the UN, national governments and partners. For instance, UNHCR, IOM, and UNICEF – together with UN agencies and NGOs with specialized mandates – will provide methodological advice and support on IM at regional and national levels in coordination with agency staff and national authorities.

In particular, RMRP partners will work together to:

- Promote best practices in information gathering and data management, including the use of common tools and standards across countries and across organizations.
- Continuously monitor and disseminate information on refugee and migrant flows regionally, to better forecast the scope and direction of movements in a bid to decrease the time lag between notification of arrivals and response.
- Profile arrivals, analyse bio-data and regularly disseminate analytical products. Commission specific analysis on the situation of specific vulnerable groups (for example, children, people with disabilities, women, and refugees and migrants in detention) as necessary.
- Provide standard products for information sharing and coordination, including maps, needs assessments, gap analysis, thematic briefs and contact lists.
- Strengthen data gathering, processing and sharing (including through web-based platforms) on the European response through leadership of and active participation in the IM working group.
- Provide IM and methodological support for data gathering to countries involved in the response.

¹² For more information, see the UNHCR Refugee Coordination Model, available at <http://www.unhcr.org/53679e2c9.html>. Recent examples include the well developed refugee coordination systems active in Jordan, Lebanon, Turkey, Iraq and Egypt, as part of the Refugee Response Plans, and now the Refugee and Resilience Response Plans, in partnership with UNDP. See <http://www.3rpsyriacrisis.org/>

REGIONAL STRATEGIC OVERVIEW



UNHCR/Mark Henley

Financial Requirements

Financial requirements by agency (in US dollars)

Organization	Financial Requirements
ActionAid	1,842,700
Adventist Development and Relief Agency	3,665,308
Agape	547,500
Arbeiter-Samariter-Bund Deutschland e.V./PREDA Plus	211,850
Arche Nova	475,000
Association for the Social Support of Youth	2,511,884
Association Hope Jesenice/Institute Abraham	397,670
Belgrade Center for Human Rights	54,000
CARE International	1,732,050
Caritas Athens	364,088
Caritas Hellas	1,232,495
Caritas Slovenia	1,150,250
Catholic Relief Services	467,000
Children and Youth Support Organisation	340,000
Croatian Law Center	86,540
Croatian Red Cross	6,134,874
Dorcas	1,260,000
Danish Refugee Council	1,333,500
Foundation Ana and Vlade Divac	1,099,474
Gesellschaft für internationale Zusammenarbeit	918,232
Humanitarian Center for Integration and Tolerance	240,000
Help- Hilfe zur Selbsthilfe e.V.	1,100,000
Human Appeal	3,022,300
International Catholic Migration Commission	400,000
International Medical Corps	8,051,224
Information Legal Center	68,000
Internews	1,404,245
Intersos	360,000
International Organization for Migration	135,262,100
International Rescue Committee	17,525,000
IsraAid	480,532
Jesuit Refugee Services	187,920
Ecumenical Refugee Programme of the Church of Greece	168,042
La Strada	1,000,000
Legis	1,844,000
Macedonian Red Cross	2,140,000
Macedonian Center for International Cooperation	500,000
Medecins du Monde	7,407,757

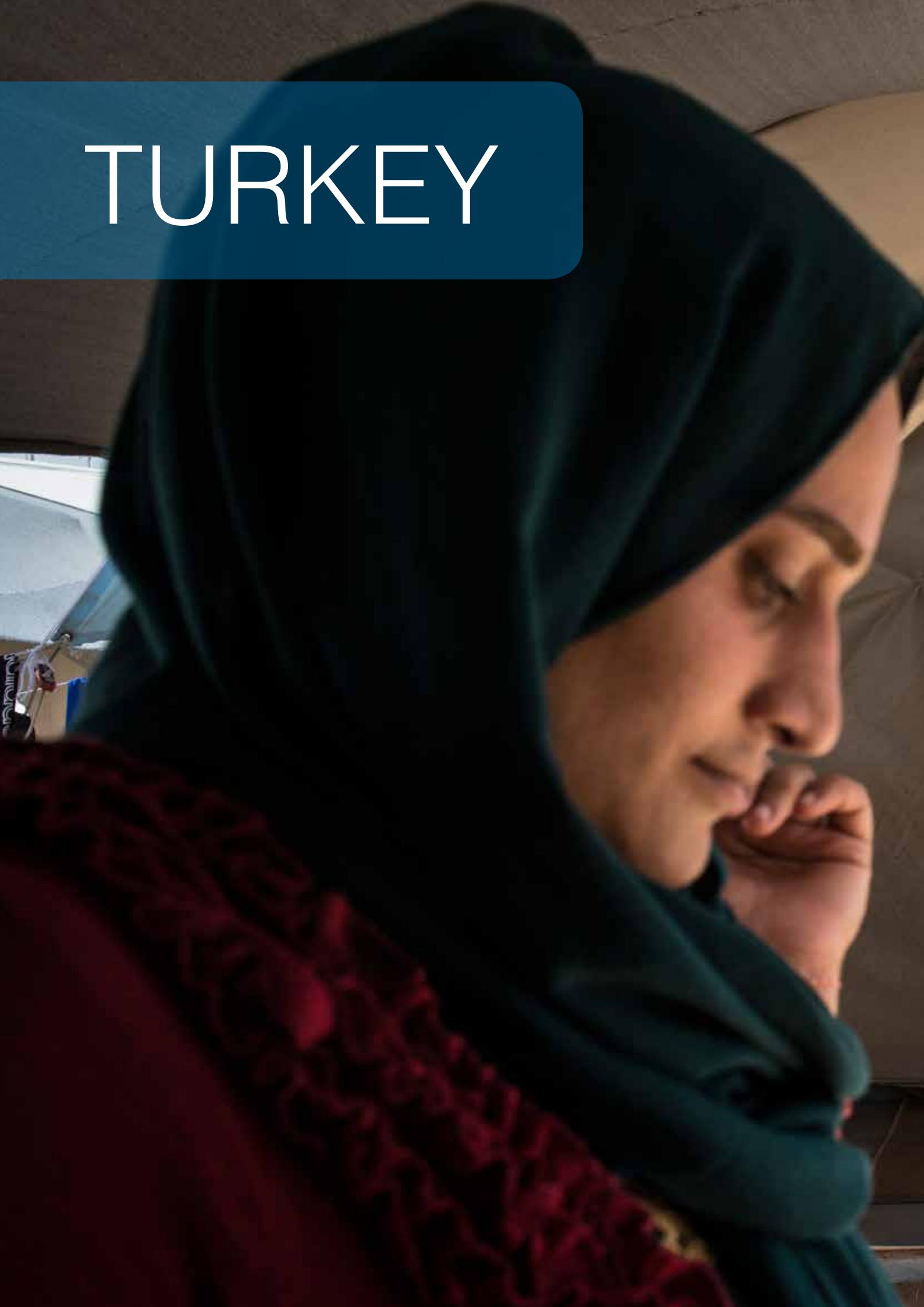
Financial requirements by agency (in US dollars)

Organization	Financial Requirements
Mercy Corps	5,502,183
Macedonian Young Lawyer's Association	125,091
'Nostos' Organisation for Social Integration	1,230,000
Nun Kultura	1,744,275
Office of the High Commissioner for Human Rights	410,462
Operation Mercy	84,660
Oxfam	5,686,240
Peace Institute	50,000
Legal-Information Centre for Non-Governmental Organizations	682,660
Podpornica Evangelical Humanitarian Organisation with Hungarian Interchurch Aid	981,627
Projects of Development Social Support and Medical Cooperation	12,179,900
Samaritan's Purse	4,912,974
Save the Children	18,269,919
Slovenian Development and Humanitarian NGO Platform	169,000
Slovenian Philanthropy	438,816
Slovenian Red Cross	550,000
Solidarity Now	1,242,000
SOS Children's Villages Serbia	354,150
Standing Conference of Towns and Municipalities	450,000
UN Women	1,406,616
United Nations Development Programme	8,000,000
United Nations Population Fund	3,415,000
United Nations High Commissioner for Refugees	235,757,082
United Nations Children's Fund	30,822,000
United Nations Office for Project Services	3,300,000
United Nations Volunteers	660,000
Volunteer Center Slavonski Brod	32,000
Women and Health Alliance International	723,450
World Health Organization	4,364,000
Total	550,539,639

Financial requirements by sector (in US dollars)

Sector	Financial Requirements
Protection	215,277,712
Food	25,781,341
Health and Nutrition	40,529,777
Logistics and Transport	24,995,451
Shelter and NFIs	192,799,546
Support to Local Communities	10,893,119
WASH	16,748,610
Operational Support	23,514,083
Total	550,539,639

TURKEY





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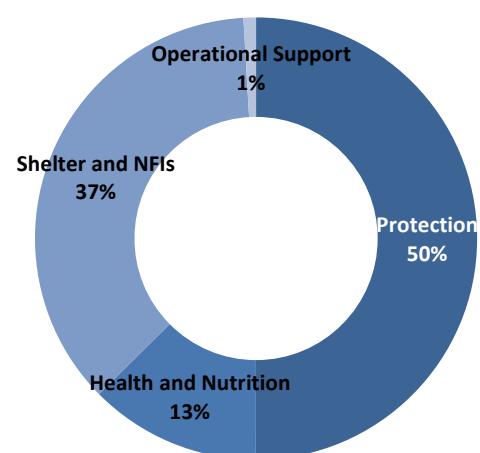
TURKEY RESPONSE PLAN



Printing date: 22 Dec 2015 Sources: UNCS, UNHCR

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Financial Requirements (US dollars)
36,635,382



Background and Achievements

Turkey hosts the largest number of refugees in the world, including 2.5 million Syrians under temporary protection (roughly 260,000 in camps and others living in urban areas), as well as over 220,000 asylum-seekers and refugees from other nationalities, predominantly Iraqis and Afghans. Turkey also hosts a large number of irregular migrants; however there is no direct, reliable data on irregular migration.

Integration of refugees into Turkish economic and social life remains a major challenge, as does the provision of all the rights and entitlements provided by law. Access to the labour market for Syrian refugees under temporary protection is pending secondary legislation, which will determine the scope and procedures for them to access employment. Barriers in accessing the legal labour market, as well as challenges in accessing education due to the sheer size of the demand, plus other barriers including language, have greatly impacted the ability of refugees to be self-reliant. Most refugees, asylum-seekers and migrants work in the informal labour market and face destitution and hardship.

An unprecedented number of people transited through Turkey during 2015 in order to reach the Greek islands and continue their journey further west through the Balkans and Central Europe. By the end of 2015, some 850,000 people had reached Greece by sea from Turkey.

The sea border between Turkey and Greece is the primary point of entry for the massive movement of refugees and migrants into Europe. The Turkish provinces affected by the onward movement through Turkey of refugees and migrants are Edirne, Kırklareli, İstanbul, Çanakkale, Balıkesir, İzmir, Aydın, Muğla, and Mersin.

Between 1 January and 31 December 2015, 91,611 people were apprehended or rescued as a result of 2,430 operations in the Aegean Sea¹³. Of these, Syrians constituted the majority (70 per cent), followed by Afghans (12 per cent), people from Myanmar (3 per cent)¹⁴, Iraqis (1 per cent), Iranians (1 per cent), and others (12 per cent). The Turkish Coast Guard (TCG) also reports that 279 lives were lost in Turkish waters during the same time period.

The Turkish Armed Forces, responsible for land borders, apprehended 15,375 people between 28 March and 31 December 2015: 12,314 people at the border with Greece and 3,061 people at the border with Bulgaria¹⁵.

National institutions responding to the protection and assistance needs of people on the move include the Directorate General of Migration Management (DGMM), the Turkish Coast Guard Command, the Gendarmerie, the Turkish National Police and the Turkish Armed (Land) Forces.

Turkish national front line institutions have provided people intercepted or rescued with immediate life-saving and basic assistance. Their efforts have been supported by UN partners, the Turkish Red Crescent and NGOs in the form of food packages, dry clothes, blankets, and hygiene materials, as well as WASH facilities, containers for waiting areas and storage, and interpretation services. NGO partners have also occasionally provided legal assistance to detained people, and conducted surveys and interviews with people on the move, including those apprehended and rescued, to understand their motivation for onward movement and to counsel them on the associated dangers. They have also provided counselling on the protection and services available in Turkey. NGO partners have also been engaged in recording incidents of push-backs.

Following initial registration and screening by law enforcement agencies (either the Gendarmerie or Turkish National Police depending on the geographical location), those rescued or apprehended, in principle, are transported to removal centres for processing. Syrians and those who have previously registered with the authorities are released, while others wait a decision by DGMM for release or deportation. In provinces where there is insufficient space at the removal centres, they are kept at the premises of the Gendarmerie or National Police. In all locations, reception capacity as well as resources to register and screen individuals, identify people with specific needs, and provide counselling are limited.

People wishing to move onward are generally unwilling to register with the national authorities or to discuss their intentions, including unaccompanied and separated children. Smugglers and social media are the main information sources, underlining the need for extensive outreach and communication through multiple forms in various languages. Protection of women and girls is a particular concern as risk factors include SGBV (including domestic violence as well as other types of violence taking place en route); trafficking and sexual exploitation; smuggling; physical harm, injury and health risks (including due to harsh weather conditions); family separation; and psychological distress.

It is noted that on 29 November 2015, the EU and Turkey reached an agreement on a number of bilateral issues, several related specifically to the management of the 'migration' crisis. The deal, which includes over Euros 3 billion from the EU to improve conditions for Syrian refugees residing in Turkey, also includes consensus between the two parties on three migration-related goals: preventing the travel of migrants to Turkey and the EU, applying established bilateral readmission provisions, and the swift returning of migrants (not in need of international protection) to their countries of origin. It is hoped that the agreement will serve to strengthen protection mechanisms as well as infrastructure and programming in key sectors to ensure the social and economic inclusion of people of concern resident in Turkey.

¹³ According to statistics from the Turkish Coast Guard Command (TCG) available at: http://www.sahilguvenlik.gov.tr/baskanliklar/harekat/faaliyet_istatistikleri/duzen-sizgoc_istatistikleri2.asp

¹⁴ According to available information, people on the move may be falsely claiming to be from Myanmar when apprehended/rescued by the Turkish authorities.

¹⁵ The land borders are in Edirne and Kırklareli provinces.

Humanitarian Needs and Vulnerabilities

Within this context, and appreciating that the situation on the ground will continue to develop in light of the above, UNHCR and IOM as the co-leads of the RMRP, together with UNICEF, WHO, UNFPA and UN Women, have developed a consolidated response aiming to support the efforts of the government institutions as well as non-governmental partners dealing with people on the move through the Mediterranean and western border.

Achievements

- UN partners have well-established working relationships with relevant national institutions, including the DGMM, the Coast Guard Command, Land Forces, Gendarmerie, National Police, Ministry of Health (MoH), Ministry of Family and Social Policies (MoFSP) and the Disaster and Emergency Management Agency (AFAD).
- Well before and throughout the course of the Syrian refugee crisis, UN partners have been providing capacity building and material support to strengthen the national asylum and migration system, which as of April 2014 is governed by the Law on Foreigners and International Protection. In October 2014, the authorities issued a Regulation on Temporary Protection, which applies to Syrian refugees. UN partners have also supported the strengthening of registration procedures and the identification of people with specific needs, referral pathways to national protection agencies and service-providers, and access to education and health.
- UN partners have supported advancements in international refugee protection, migration and protection-sensitive border management, child protection, SGBV prevention and response, gender analysis, and reproductive health. In particular, protection monitoring has expanded along the Aegean Coast and western borders, as has legal assistance and counselling, and capacity of institutions and NGOs to identify people with specific needs has been reinforced.
- Some material and other support have also been provided to frontline institutions in the Aegean/Western border regions in the form of interpretation assistance, food packages, clothing, blankets, hygiene materials, WASH facilities, and other equipment, including containers, to support rescue at sea and initial reception of rescued and apprehended people.
- Strong partnerships have also been developed with national and international NGOs, who are expanding their presence and activities along the Aegean and Mediterranean coasts and western land borders to provide people on the move with humanitarian assistance as well as counselling, psychosocial support, legal assistance, and referrals to state institutions.
- UN partners have also expanded their own presence and direct activities along the Aegean coast, including protection monitoring and outreach as well as assessments.

For planning purposes, the Turkey component focuses on three main target groups. These are 1) individuals apprehended at the sea and land borders and people rescued at sea, projected at 200,000 by end 2016; 2) people on the move transiting Turkey in an attempt to reach the EU, projected at 1 million by end 2016; and 3) refugees and asylum-seekers already in Turkey, projected at 3 million by end 2016.

1. People apprehended at the sea and land borders and people rescued at sea – 200,000 by end 2016

As Turkey is a key departure point for sea and land crossings to Europe, a number of people on the move will continue to be apprehended or rescued along Turkey's western land and sea borders in 2016. While estimates may change as events unfold on the ground, based on the response in 2015, it is estimated that up to 200,000 people will be apprehended or rescued during the course of the year. Among these, a sizeable number of individuals will have specific needs, including families with children, unaccompanied or separated children, youth, separated families, single parent households, pregnant and lactating women, elderly and disabled people. All will be in urgent need of humanitarian assistance, including reception facilities, dry clothing, blankets, hygiene kits, food, medical assistance and transportation. Gaps remain in the systematic identification of people with specific needs and at risk as well as in the provision of information and counselling on available options and protection mechanisms in Turkey, including the provision of legal assistance to individuals who are detained. Registration, including the collection and analysis of protection-sensitive information, the referral mechanisms for people with protection risks and specific needs, as well as service-providers themselves, all need to be further strengthened to deal with the increased numbers and needs of people on the move who have been rescued at sea or otherwise apprehended. Interpretation services with all frontline institutions need to be reinforced.

2. People on the move transiting Turkey in an attempt to reach the EU – 1 million by end 2016

It is estimated that one million people could transit through Turkey in 2016 in an attempt to reach the EU, mainly from Syria, Afghanistan, and Iraq. While comprehensive data is unavailable of those who transited Turkey in 2015 to reach the EU, a number of Syrians appeared to be coming either directly from Syria or through Lebanon. Some Syrians also left Lebanon and Jordan after residing some time in those host countries. Among the Afghan population on the move, there were those coming directly from Afghanistan via Iran and those coming after having resided there for some time. There were also Iraqis arriving from Iraq, as well as migrants transiting through Turkey – not originating from so-called refugee producing countries. These people are vulnerable to smugglers, and are in need of information and counselling from reliable sources in languages they understand on available options, other than irregular onward movement. They need information as well as counselling on how to seek protection in Turkey and on where

assistance is available, including legal assistance. The most vulnerable among them are also in need of medical interventions and humanitarian assistance. These groups will be the primary target of information and communication campaigns. If requested by the national authorities, they may also be targeted for assistance and services.

3. Refugees and asylum-seekers already in Turkey – 3 million by end 2016

The UN Country Team (UNCT) has planned for the response to the ongoing needs of Syrian and other refugees and people who seek asylum in Turkey through the Regional Refugee and Resilience Plan (3RP), the Supplementary Appeal for the Emergency Response to the Iraq Situation, Country Operations Plans, and the UN Development Cooperation Strategy 2016 – 2020. Activities targeting these populations are therefore not included in this appeal, which seeks to address only complementary activities. These groups primarily consist of Syrians, Afghans and Iraqis. Among this population, some may be considering onward movement. Therefore, communication and information campaigns foreseen within this response plan will target all refugee and migrant populations who are resident in Turkey.

Response Strategy and Priorities

The main strategic objectives guiding the response in Turkey are:

1. Refugees' and migrants' rights are respected and protection space (access to territory, non-refoulement, legal assistance and alternatives to detention) is expanded through advocacy, appropriate support, and strengthened outreach and monitoring;
2. People with specific needs are identified, assisted and referred to access appropriate services, in particular UASC and women-at-risk;
3. Refugees and migrants, in particular those with specific needs and/or at risk, are able to access humanitarian assistance and services appropriate to their needs, including legal assistance, focusing initially and primarily on those rescued, apprehended, or detained;
4. National institutions are able to respond to the crisis and meet standards of treatment for refugees and migrants, with their own capacity strengthened through technical and material support;
5. Refugees and migrants are better able to communicate and access information, through improved communica-

tion with communities, legal assistance and interpretation support; and

6. Refugees and migrants are systematically informed of the full range of risks that irregular travel to Europe entails, and people who are seeking legal opportunities to enter Europe and other countries are counselled on the avenues that are available to them.

The response strategy has been divided into three strategic areas, namely protection, health and basic needs (food and non-food items, shelter, water, sanitation and hygiene, and transportation).

Protection

- Protection-sensitive data collection and registration, identification and referral mechanisms for people with specific needs will be strengthened through capacity building and the provision of equipment for processing.
- The performance of frontline institutions will be enhanced through the provision of specialized training on international protection and human rights of refugees and migrants, interview techniques, and staff self-care to the Land Forces, Turkish Coast Guard, Gendarmerie and National Police.
- Communication with communities on the dangers of irregular onward movement, rights and obligations, available services, especially those for women and children and people with specific needs will be enhanced, including on SGBV risks and human trafficking and available services; as well as information on legal pathways to Europe or elsewhere, through the establishment of a UNHCR call centre with multi-lingual services, increased information campaigns using a variety of multi- and social media; as well as participatory assessments to collect the views and opinions of the communities.
- Outreach and protection monitoring activities, including border and detention monitoring as well as counselling, psychosocial first aid, and legal assistance are performed in a systematic and regular manner.
- The performance of the child protection monitoring, screening and referral system among refugee populations along the key migration routes are enhanced; including through BID and standard operating procedures (SOPs) for the referral of children on the move among the various mandated actors. In order to do this, specialized training and direct technical support will be given to local child protection actors and other authorities (including the MoFSP, DGMM/Provincial Directorate for Migration Management, AFAD, Coast Guard, the Gendarmerie, and provincial child protection committees) to ensure critical child protection issues are identified and addressed in a holistic manner, making use of and adapting the national child protection systems al-

ready in place to better serve children on the move in Turkey. At the same time, child protection capacity among border monitoring teams will be strengthened, and links will be established between non-governmental and governmental child protection actors to improved referral mechanisms.

- Women and girl refugees are especially vulnerable to SGBV, including rape, sexual abuse, trafficking, and exploitation. During emergencies with long migration, risks increase. The power relations that refugees and migrants have with their smugglers and having to travel without male family members further increases risk. The risk of SGBV is aggravated by lack of safe shelter and language barriers that prevent women and girls from seeking protection and assistance. To address this, service providers and front line responders will be provided with training to better address the specific needs and priorities of refugee and migrant women and girls including on SGBV prevention, protection, and improved response, in particular, regarding the clinical management of rape and through the provision of reproductive health and PEP kits. Significant attention will be given to determining and developing SOPs for the referral of survivors of SGBV and the development of a regional cross-border tracking system of vulnerable cases.
- Capacity building on the protection of refugees and migration management will be enhanced, including through AVRR programmes and counter-trafficking.
- Partners will closely follow the impact and developments emanating from the EU-Turkey Joint Action Plan, and interventions, programming and support aimed at the refugee protection components of the agreement will be further scaled up, as required.

Health

- Access to health will be improved through the procurement of mobile clinics for the Ministry of Health (MoH), as well as basic medical devices and equipment, emergency kits, for responding to the medical needs of apprehended or rescued people.
- Communication activities/campaigns for migrants and refugees on health information and protection will be established.
- Rapid assessments will be conducted to identify urgent needs and gaps, which will lead the planning of interventions for health sector partners.
- The MoH will be supported in terms of capacity building in developing refugee- and migrant-sensitive health services in selected provinces including keeping health records specific to refugees and migrants.
- During displacement, the sexual and reproductive health (SRH) needs of women also increase due to the heightened risks and vulnerability and the reduced access to appropriate services. Deprived of care, pregnant women are particu-

larly vulnerable as they have heightened risks of pregnancy and delivery complications which can lead to neonatal and maternal death or life-long sequelae. These conditions contribute to a heightened risk of unwanted pregnancies, human immunodeficiency virus (HIV) and other sexually transmitted infections (STIs), as well as high-risk, life-threatening pregnancies and childbirth. Furthermore refugee women and girls on the move are in great need of basic hygiene supplies, particularly menstrual hygiene. To address this, emergency and life-saving SRH services will be provided to refugee women (essential drugs, commodities, emergency reproductive health kits and equipment) including through supporting the use of mobile clinics in partnership with the MoH and specialized NGOs; capacity building activities for service-providers and frontline responders will be conducted on RH and STI risks for people on the move and the referral pathways; and information materials on SRH issues, risks, available services and rights will be disseminated.

Food, Shelter, NFIs, WASH, Transport

- Government and local authorities' efforts to improve reception capacity for rescued or apprehended people will be supported through the provision of containers for temporary emergency shelter and WASH facilities as well as transportation services.
- The authorities and other service-providers will be assisted to address urgent humanitarian needs of vulnerable people through the provision of food packages and NFIs, consisting of clothing, blankets, hygiene kits for families and babies, and dignity kits for women; as well as cash/voucher assistance to families of highly vulnerable children.

The response strategy takes into account the need to enhance data collection in order to understand the evolving profile and nature of the movement, and to enhance communication with people on the move in order to provide targeted information in relevant languages, in particular to people with special needs, including UASC and women, and to promote available options. Reluctance of refugees and migrants to engage with humanitarian actors due to their unwillingness to register may prevent them from approaching available services, including child-protection services, health, reproductive health or SGBV-related services.

A gender-sensitive approach will be mainstreamed throughout the response and across all programme sectors in order to ensure women, men, boys and girls can equally access and benefit from general services and can also benefit from targeted services that address their specific needs, priorities and risks.

The response plan will aim to ensure that the provision of assistance is predictable, coordinated with other stakeholders, and based on agreed and transparent targeting criteria, which are underpinned by protection considerations and the views of people of concern.

Partnership and Coordination

The Government of Turkey leads the response, with the support of UN agencies and partners. On the Government's side, coordination is carried out by DGMM with the Turkish Coast Guard, the Land Forces, the Gendarmerie and National Police, with the participation of relevant national institutions under the overall coordination of the Prime Ministry.

Within the context of this response plan, UNHCR and IOM, as co-leads, host regular coordination meetings with partners

in Ankara to lead the response in support of Turkey's efforts and to avoid duplication and gaps in international assistance. Efforts are underway to ensure an effective multisector mechanism to coordinate and share information in Izmir.

Donor meetings are organized on a monthly basis to update them on the situation in the Mediterranean and western borders.

Planned Response



Protection

- Undertake strategic advocacy at all national and international levels, in coordination with partners, on all issues related to safe and effective access to asylum procedures and solutions.
- Provide technical and material support to DGMM to strengthen protection-sensitive registration capacity, through training and the provision of registration equipment and translation support
- Strengthen the capacity of DGMM, Coast guards, Gendarmerie, Land Forces, National Police, and other relevant institutions (including provincial and municipal authorities) to understand and operate in line with their national and international obligations concerning the protection of refugees and migrants, in particular the protection of women and children, and to ensure that people with specific needs are identified, counselled, prioritized and referred for services, through the provision of training on international protection and the national asylum framework, human rights of migrants, and the protection of women and children,
- Systematically monitor the protection situation, in particular that of women and children, as well as in detention facilities with follow-up as needed through establishing/maintaining monitoring teams in Edirne, Kırklareli, İstanbul, Çanakkale, Balıkesir, İzmir, Aydin, Mugla and Mersin.
- Systematically inform refugees and migrants of their right to seek asylum and the steps necessary to do so, as well as the risks and possible consequences associated with irregular movement through organising mass information campaigns.
- Identify children-at-risk, in particular those traveling without family members and those with disabilities, and strengthen their access to effective child protection services and support, which ensure that their best interests are safeguarded.
- Ensure people with specific needs have prioritized, predictable and safe access to appropriate services which are up to standard through support to national institutions and NGOs.
- Improve identification, psychosocial support and referral of SGBV survivors and those at risk of SGBV through capacity building of service providers, provision of SGBV response services, including PEP kits, clinical management of rape, and dissemination of information, education and communication materials (IEC); and assistance to affected municipalities to implement local protections on an integrated response to violence against women for women refugees.
- Provide capacity to bodies, including the Ministry of Family and Social Policies, on gender and crisis response planning and implementation.
- Carry out a comprehensive gender assessment of the response
- Ensure the provision of child-friendly as well as women-friendly spaces.
- Provide psychological first aid and legal assistance to people apprehended or rescued at sea through partners.
- Enhance search and rescue operations through the provision of technical and material support to the Turkish Coast Guard Command resulting in fewer lives lost at sea.



Health and Nutrition

- Improve access to health care through the provision of mobile health services for rescued and apprehended people, emergency health kits, communication and information campaigns, transportation to health facilities, and ongoing assessments to identify remaining gaps.
- Ensure that refugees and migrants benefit from improved care through capacity building of health professionals in the targeted provinces on refugee and migrant sensitive health service provision, early warning and surveillance, mental health services at primary care.
- Increase the capacity of the national healthcare system to respond to SGBV and to the SRH needs of refugee/migrant women through the use of mobile clinics in partnership with the Ministry of Health and specialized NGOs, capacity building of service providers, dissemination of information on SRH risks and available services, and the provision of RH kits (including PEP) and commodities.



Food, Shelter and NFIs, WASH, Transport

- Improve reception conditions for people rescued at sea or apprehended through the provision of urgent humanitarian assistance, including hygiene kits, clothes, blankets and dry food packages, as well as transportation to reception/processing sites.
- Support shelter facilities (emergency shelter, transit facilities, and any other reception sites) to meet protection standards.
- Reduce protection risks and improve dignity through the provision of targeted humanitarian assistance to the most vulnerable people on the move, including family and baby hygiene kits and cash/voucher assistance.



The Turkish Coast Guard Command

Financial Requirements Summary- TURKEY

Financial requirements by agency (in US dollars)

Organization	Total
IOM	24,750,000
UN Women	264,600
UNFPA	2,000,000
UNHCR	5,120,782
UNICEF	2,500,000
WHO	2,000,000
Total	36,635,382

Financial requirements by sector (in US dollars)

Sector	Total
Protection	18,324,378
Health and Nutrition	4,600,000
Shelter and NFIs	13,376,000
Operational Support	335,004
Total	36,635,382

A photograph showing a group of refugees on a rocky beach. In the foreground, a child wearing a bright orange life vest and a blue beanie is seen from behind. To the right, another child in a purple jacket and dark hair is looking towards the water. In the background, several adults are visible, including a woman in a blue jacket and a red beanie who appears to be assisting someone. The sea is visible in the background with some debris floating on the water.

GREECE



UNHCR/Achilleas Zavallis

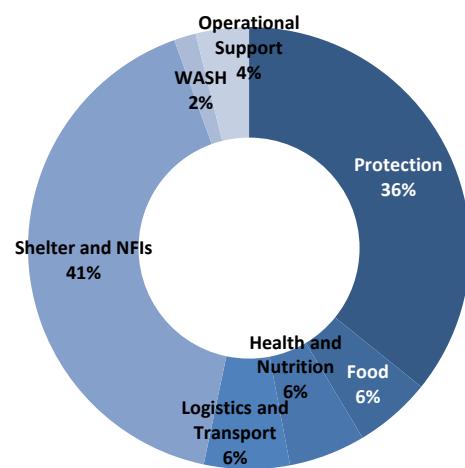
GREECE RESPONSE PLAN



Printing date: 14 Dec 2015 Sources: UNCS, UNHCR

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Financial Requirements (US dollars)
299,884,183



Background and Achievements

According to official data from the Government of Greece (GoG), in 2015, 850,000 refugees and migrants arrived on its territory, primarily through the sea border between Turkey and the Aegean islands. Throughout the year, the main nationalities included Syrians (59 per cent), Afghans (24 per cent) and Iraqis (8 per cent). During the month of November, increasing arrivals from Iran, Pakistan, and North and Central Africa were observed.

After a peak of 210,824 arrivals in October, the number of arrivals by month decreased to a total of 136,827 in November 2015 and 103,338 in December 2015. Daily arrivals still averaged 4,560 in November, and 3,333 in December, reflecting relatively mild weather. Most of the arrivals disembark on the island of Lesvos. Information from arriving refugees and migrants indicates that there is pressure from smugglers to move as many people as possible before the winter approaches and the restrictions on European borders increase. Smugglers continue to use a variety of unseaworthy vessels and overload them with people. Sadly, according to data received from the Hellenic Coast Guard, 246 people lost their lives in Greek waters in 2015, and 149 people remain missing.

The reception, registration and asylum system in Greece fall under the responsibility of the Greek State. In 2011, the "First Reception Service" (FRS) was established by Law 3907/2011, with the objective to register and refer asylum-seekers and migrants to competent authorities. Those seeking asylum had to express their wish to the Greek Asylum Service. Prior to the emergency, UNHCR and IOM were present on the islands and throughout the mainland in support of the authorities. UNHCR provided material assistance and legal information on asylum and other procedures to the new arrivals arrested and screened by the authorities and who were to be registered by the FRS. Since August 2015, UNHCR and IOM provided information to newly arrived refugees and migrants in the First Reception Centre in Lesvos and the Mobile Unit of the FRS in Samos on their rights and obligations as well as on AVRR. Insufficient resources made the effective functioning of the FRS challenging however, even prior to the emergency.

The onset of the emergency and increasing numbers of refugees and migrants strained the already limited resources of the Greek authorities, affecting their capacity to ensure immediate and sufficient presence, ownership and a centralized response to the situation. The lack of first-line reception capacity led to thousands of new arrivals sleeping rough on the islands and in Athens in the first months of the emergency. The identification of suitable reception sites was challenging and lengthy. Eventually, the Greek authorities made sites available on Lesvos, Chios, Kos, Leros and Samos to accommodate refugees and migrants pending their registration.

The existing first reception sites still lack sufficient capacity, they do not meet basic assistance and protection standards, and availability of services such as WASH and health care is limited. The overall first-line reception capacity¹⁶ on the islands of Lesvos, Chios, Samos, Leros, Kalymnos and Kos is currently 7,484 individuals with an average daily arrival of approximately 3,400 people staying on the islands between one and fifteen days. The current first-line reception capacity on the islands is therefore insufficient. People with specific needs, as well as children and women, are often caught in very insecure and inappropriate conditions for a considerable amount of time putting them at particular risk. The needs grow more pressing as temperatures drop and the reception conditions remain inadequate. The registration systems are not properly managed in all locations and are not in line with European standards. This often leads to tensions, delays and congestion on the islands.

Police notes are given to those who are registered, outlining their legal status in Greece¹⁷. In addition to regular commercial ferry lines, the authorities ensured an increased number of ferries were made available to transport refugees and migrants to Athens, though at a cost. In Athens, three temporary accommodation sites were also opened, and a transit/overnight site is operational in Eidomeni at the Greek border with the former Yugoslav Republic of Macedonia.

Until recently, all people who arrived and were registered in Greece were allowed to cross into the former Yugoslav Republic of Macedonia. On 19 November, however, the former Yugoslav Republic of Macedonia authorities announced that only Syrians, Iraqis and Afghans would be allowed to cross. This has caused tension and congestion at the border with people of nationalities who were not allowed to cross into former Yugoslav Republic of Macedonia. On 9 December, a police operation was conducted to evacuate the Greek side of the border, moving approximately 2,300 stranded refugees and migrants to Athens. They now add to those already stranded in urban areas due to a lack of resources. All of them are exposed to increased protection risks, such as exploitation, physical and mental harm, any type of violence and trafficking. Additionally, they are more prone to smugglers promising to facilitate their onward movement. A contingency plan is being developed for a scenario that up to 10,000 people will need shelter at several sites along the northern border of Greece, in case of full closure of the border to all nationalities.

¹⁶ This comprises different types of accommodation, including rub halls, tents, Refugee Housing Units (RHUs) and others, provided by UNHCR, authorities and NGO partners. It does not include reception capacity of asylum seekers dispersed all over mainland and provided by the authorities and UNHCR.

¹⁷ The three common decisions are the following: a) decision of deportation and suspension of deportation from 30 days up to 6 months; b) certificate of non-removal due to humanitarian reasons according to nationality; c) decision of deportation and voluntary departure from the Greek territory within 30 days.

Achievements

- UNHCR and IOM are monitoring first-line reception procedures in border locations on the islands and the mainland.
- UNHCR, IOM, NGOs, volunteer organizations and the local population are present on the coasts of the islands to receive the refugees and migrants and provide basic assistance and services, including medical care.
- UNHCR and NGOs support the Hellenic Coast Guard and the local authorities in cases of shipwreck, including psychosocial support, facilitation of family reunification and communication between family members who were separated during the rescue operation, and medical referrals.
- UNHCR and NGOs are providing transport for arrivals from the coast to the assembly points and to first reception sites.
- Humanitarian actors engaged on the coast actively raise awareness of the need to avoid family separation upon disembarkation and when transporting people to the assembly points or first reception sites. When separation of family members does occur, whether on the islands or on the mainland, UNHCR and NGOs liaise with each other and relevant authorities to ensure families are reunited.
- Presently, the first-line reception capacity is as follows: 7,484 people in the first reception sites on the islands, 1,220 people in the temporary accommodation sites in Athens and 1,500 in Idomeni site. Drinking water is available and sanitation facilities are continuously being upgraded to meet the standards.
- Winterization of all accommodation sites has been initiated, including floor insulation, roof coverage, lighting and hot water. Heating and other winterization components are still to be completed.
- UNHCR, NGOs and many volunteer groups are providing medical services, water, food, clothes, blankets, sleeping bags and hygienic kits at assembly points and reception sites. Child friendly spaces are operating in many of the assembly points and first reception sites. With the upcoming winter season, the needs of new arrivals are expected to increase and will require a more robust humanitarian assistance.
- All assembly points and first reception sites are equipped with charging stations for mobile phones and free access to Wi-Fi.
- A significant number of people with specific needs, including UASC, SGBV survivors, pregnant and lactating women, and victims of trafficking have been referred to the appropriate services provided by the Government, civil society and humanitarian organizations, throughout the migratory route.
- UNHCR, IOM, NGOs and volunteer organizations develop and distribute various tools to inform communities of their situation in Greece, the available services, and their rights and obligations in the country. Tools include posters, maps, leaflets, audio and video messages in the main languages of the refugees and migrants.
- UNHCR conducts individual and group information sessions to refugees and migrants on their rights and obligations in the country and their options, such as the possibility to seek asylum, and the relocation process for the eligible nationalities.
- UNHCR and IOM conduct information sessions to newly-arrived refugees and migrants in the first reception centre in Lesvos and the mobile unit of the FRS in Samos on their rights and their obligations in the country as well as procedures to be followed.
- IOM conducts information sessions in accommodation centres in Athens to inform stranded migrants on the alternative of AVRR.
- Under the “Hotspot approach”¹⁸, the Greek Government is establishing hotspots on five islands (Chios, Kos, Leros, Lesvos and Samos). UNHCR provides technical support in their design.
- Thus far, 82 asylum-seekers have benefited from the relocation scheme¹⁹ and were transferred to Finland, Luxembourg, Lithuania, Germany and Portugal with the assistance of IOM in close cooperation with the Asylum Service. UNHCR also supports the process by providing accommodation to the relocation candidates in Athens and on the islands.
- IOM after approval of the European Commission is currently implementing an emergency AVRR programme for stranded migrants in Greece.
- IOM in cooperation with the FRS and the European and Development Programmes Division (EDPD) provides accommodation to 110 vulnerable migrants who have applied for AVRR in the newly established centre in Athens.
- At the end of 2014, WHO initiated a collaboration with the Greek MoH to assess the efficiency of the national health-care system to respond to incidents of massive influx of migrants. In September 2015, a donation of interagency

¹⁸ The operational support provided under the Hotspot approach will concentrate on registration, identification, fingerprinting and debriefing of asylum-seekers, as well as return operations. Those claiming asylum will be immediately channelled into an asylum procedure where EASO support teams will help to process asylum applications as quickly as possible. For those who are not in need of protection, Frontex will help Member States by coordinating the return of irregular migrants. Europol and Eurojust will assist the host Member State with investigations to dismantle smuggling and trafficking networks. (European Commission, The Hotspot approach to managing exceptional migratory movements, 2015; available at http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/docs/_hotspots_en.pdf).

¹⁹ The relocation scheme is a European mechanism for the transfer of asylum-seekers from one EU Member State to another in a regulated manner, with the aim of a fairer distribution of asylum-seekers within the EU.

emergency health kits was made available to assist with the increasing number of migrants arriving in the country. WHO has established and maintained a very good collaboration with the MoH in the area of health and migration.

- IOM works closely with the Hellenic MoH and relevant health authorities since 2013 and via the Equi Health project "Fostering health provisions for migrants, the Roma and other vulnerable groups". IOM also works closely both with the Hellenic MoH and the National School of Public Health offering training for health professionals and law enforcement officers on first reception.
- IOM has signed a second direct agreement with the EU's Directorate-General for Health and Food Safety (DG SANTE) under the project "Support Member States under particular migratory pressure in their response to health related challenges". It includes the implementation of a personal health record (PHR) and electronic database and platform.

Humanitarian Needs and Vulnerabilities

The scenario is built on a continuation of the current situation whereby refugees' and migrants' arrival in Greece, mainly by sea at an average rate of 5,000 per day will persist, with a potential slow down to 2,000 – 3,000 during the winter months. The numbers arriving should pick up again during the spring and summer months²⁰. It is expected that by the end of the year, one million people will have arrived in Greece.

The flow of refugees and migrants from Africa, Asia, and the Middle East to Europe may be reduced in 2016 as a consequence of the agreement signed on 29 November 2015 between the EU and Turkey. The deal includes an initial grant of Euros 3 billion from the EU to improve conditions for Syrian refugees currently in Turkey, an agreement to loosen visa restrictions on Turks traveling in Europe, and revamped negotiations on Turkey's bid to join the EU.

Most of the refugees and migrants arriving on the islands have survived a dangerous journey so far, experienced traumatic events, sometimes even lost close relatives. A considerable number has survived interceptions at sea. In particular children have seen their close relatives in unstable situations or have even been separated from them. The Greek islands will remain the main entry points with the majority of people arriving in Lesvos. The refugees and migrants will, after initial registration, move to mainland Greece by ferry (Athens or Kavala). They may, however, have to stay on the islands between one

and fifteen days, depending on the pace of registration. As mentioned above they often have to reside under precarious conditions. Reception centres do not live up to international assistance and protection standards and, instead of providing secure shelter, expose women, children but also men to increased protection risks. Furthermore, some population groups, such as UASCs, have been referred to closed reception centres, limiting their freedom of movement.

The transitory nature of the emergency remains a challenge. Many refugees and migrants stay in Greece for approximately one week. People with specific needs, including UASCs refrain from self-identification to avoid any potential obstacles to their onward movement. This can limit opportunities for assessment of needs and capacities, and for building relationships between the people of concern and host communities. Expanding options for durable solutions will only be possible if and when asylum and integration in Greece become a viable option for a greater number of arrivals.

UNHCR and partners have conducted a participatory assessment on the island of Lesvos in November. The findings corroborate anecdotal evidence collected throughout the country following individual interviews with refugees and migrants. They reported that they generally felt welcome, safe and secure on the sites. However, findings also include the lack of information with regard to rights and options for asylum in other European countries; anxiety with regard to the registration system especially for non-Syrian populations; lack of proper accommodation including bedding, warm water and lighting; difficulty dealing with trauma experienced during the flight; and lack of information regarding the services offered in the transit sites.

There is a need for a more methodical and comprehensive identification and response for people with specific needs, particularly UASCs, who are at a heightened risk of being exploited and neglected, and for which best interest assessments (BIA) or determination procedures are not conducted systematically throughout the country. A recent joint assessment conducted in Greece and the former Yugoslav Republic of Macedonia by UNHCR, UNFPA and the Women's Refugee Commission (WRC) highlighted the existence of threats of gender-based violence among the refugee and migrant population. It appears necessary to jointly identify and agree upon vulnerability criteria applying to women and girls, as well as efficient and professional responses to SGBV in Greece, as well as across the borders. Special attention should also be given to cases of women and girls fleeing their countries because of SGBV.

in Greece, as well as across the borders. Special attention should also be given to cases of women and girls fleeing their countries because of SGBV.

²⁰ These figures and estimates will be reviewed in May 2016.

Response Strategy and Priorities

The main strategic objectives guiding the response in Greece are:

1. Refugees and migrants have safe and dignified access to the territory;
2. Refugees and migrants receive protection-centred humanitarian assistance, with particular attention to prioritizing support to people with specific needs;
3. Refugees and migrants have access to solutions in safety and dignity, within the context of the 'Hotspot approach'.
4. Refugees and migrants stranded in Greece have access to effective protection and the option of an assisted voluntary return and reintegration mechanism back to their respective countries of origin.



- UNHCR, IOM and NGOs, in close collaboration with the authorities, will continue to ensure "protection by presence" along the coast in the islands and on the land borders. The importance to prevent family separation upon disembarkation and further transportation from the coast to the assembly points and reception sites will be promoted among all actors present. In case of family separation, referral systems will be set up to reunite family members.
- UNHCR will continue in its protection monitoring efforts both, on the islands as well as at the border to the former Yugoslav Republic of Macedonia. This includes monitoring of detention and closed reception facilities.
- Efforts will be made by UNHCR, IOM and NGOs, in collaboration with the authorities, to enhance the protection of refugees and migrants with specific needs by strengthening and coordinating outreach activities at the main points of arrival, and by prompt identification, provision of humanitarian assistance and referrals to appropriate service providers. Special attention will be given to the needs of shipwreck survivors.
- Protection of populations at risk will be of primary concern as underlying all other components of the response. Steps will be taken to reduce protection risks for refugees and migrants including those with particular needs including UASC, SGBV survivors, pregnant and lactating women, youth, women, people with disabilities and the elderly. This includes ensuring that the best interest of children is at the

core of every decision taken in their regard. BIA and BID processes will thus be strengthened through appropriate technical support.

- The strategic objective relating to solutions encompasses access to a fair and efficient asylum system and peaceful co-existence/integration prospects in Greece, access to the relocation scheme from Greece to other EU countries for eligible nationalities, expansion of legal pathways (including humanitarian visas), and access to assisted voluntary return and reintegration in safety and dignity. Special protection/reintegration pathways and tools shall be identified and jointly implemented for UASCs as well as women and girl victims of SGBV. UNHCR, IOM and NGOs will expand and coordinate the provision of information, through a variety of tools (including individual and group information sessions, leaflets, posters, audio and video messaging).
- Outreach activities, participatory assessments, feedback and complaint mechanisms will ensure accountability as well as that views and opinions of refugees and migrants inform response programming.
- Refugees and migrants will be informed of available services, processes, registration, family reunification, asylum in Greece, relocation and assistance for AVR.
- Capacities will be put in place to ensure the availability of a robust AVR programme and implementation will take place by IOM in close collaboration with the Greek authorities and the authorities in the countries of return.
- Technical support to the relevant authorities to strengthen legal procedures will be provided as necessary, including through training, human resources and logistics, in close collaboration with EASO and Frontex.
- National authorities mandated for child welfare and protection services will be supported to revitalize data collection, outreach and monitoring services recognizing the increasing caseload of highly vulnerable refugee, migrant and Greek children. UNICEF's contributions in this area will focus on supporting child at risk screening, care and referral services on the islands and, at the national level, institutional support for national child protection systems.
- As part of burden-sharing, two Council Decisions were adopted by the European Council in September 2015 that foresee the relocation of 66,400 applicants for international protection from Greece to Member States of Relocation (MSR). The European Commission, European Parliament and the Council pursuant to Council Decisions 2015/1523 and 2015/1601 have set out the relocation procedure and are providing funds for the relocation of eligible asylum-seekers to EU MSRs over the period of 24 months²¹. IOM, in partnership with the Hellenic Asylum Service, will

²¹ See EU Council Decision 2015/1523 and 2015/1601 of 14 and 22 September 2015 establishing provisional measures in the area of international protection for the benefit of Italy and Greece, available at <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32015D1523> and http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ%3AJOL_2015_248_R_0014.

implement the relocation programme. IOM will be responsible for the movement of the asylum applicants as well as the health assessment and cultural orientation prior departure.

- UNHCR, UNICEF and NGOs will support refugee and migrant children who are temporarily staying in the country to have access to quality early learning opportunities and non-formal education.
- Humanitarian actors will also establish community centres where people of concern can benefit from social, educational and cultural information.

Food, Health and Nutrition, WASH and NFIs

- In order to ensure protection-centred humanitarian assistance and access to basic services to new arrivals, UNHCR, IOM and NGOs will continue to provide food, NFIs, WASH facilities, health care, including reproductive health care for women and girls, and psycho social services at the assembly sites, the first reception sites and the temporary accommodation sites in Athens. Services will focus on and be tailored to serve those with specific needs, including specific medical aid services for SGBV survivors, such as provision of PEP kits and clinical management of rape.
- These services are also provided as part of the comprehensive assistance package within the relocation scheme provided by UNHCR and partners.
- The provision of services and any food or non-food item

will be conducted in an age, gender and diversity sensitive manner, ensuring that those with specific needs and at risk are prioritized through stringent targeting.

- A large variety and quantity of NFIs are received from charities abroad. UNHCR will enhance the coordination mechanisms to receive and distribute this support, in collaboration with partners.
- WHO will work closely with the MoH to scale up the capacity of health professionals and ensure implementation of guidelines and protection of public health.
- The implementation of the EC/DG SANTE/IOM second direct agreement will start in February 2016. The project includes training of health professionals on the use of the Personal Health Record and database as well as recruitment of cultural mediators and interpreters and the provision of access to health services information to refugees and migrants.
- IOM Equi Health training continues in 2016 and the use of cultural health mediators and interpreters at the hotspots and first reception centres will ensure the delivery of culturally sensitive health services.

Logistics and Transport

- As the migratory flow continues, some organizations have started to support vulnerable families for accommodation and transport. UNHCR, IOM and other organizations will continue to support refugees and migrants from the point of disembarkation to areas and centres where they can have access to humanitarian and protection services.



Shelter

- Sufficient and adequate first-line reception capacity for refugees and migrants will be achieved by strengthening the governmental coordination structures related to reception as well as site management, which has so far been a critical gap.
- According to the 17-point plan that resulted from the European leaders' special Summit on the Western Balkans Migration Route on 25 October, Greece agreed to increase its first-line reception capacity to 30,000 places by the end of the year ²². The inter-agency plan for 2016 therefore foresees that in the hotspots on the five Aegean islands, the first-line reception capacity will be increased from 7,000 places to 10,000.
- At the northern border, the current capacity of 1,500 places may be possibly increased up to 10,000 under the contingency plan if the congestion at the border should worsen, following full closure of the border with the former Yugoslav Republic of Macedonia for all nationalities.
- Finally, a buffer capacity of 10,000 places is also necessary in Athens, for those arriving from the islands and those who returned from the borders.
- UNHCR, IOM and NGOs will provide technical support to the authorities to establish these additional reception fa-
- cilities and to improve existing infrastructure that can accommodate people in dignified conditions. Shelter in form of refugee housing units (RHU), family tents and rub halls will be provided where the needs arise. These efforts to increase the first-line reception capacity in Greece will be complemented by other solidarity mechanisms available in the country. IOM will be present in all hotspots so as to inform on AVRRA.
- Existing and new reception facilities will effectively address protection of women, boys and girls, both in terms of design and management of the facilities, and delivery of/ensured access to appropriate services to women and girls - especially survivors/at risk of SGBV in the reception centres.
- Under the relocation scheme, UNHCR and the European Commission launched a project for the creation of 20,000 reception places for relocation candidates and other asylum-seekers in Greece, through apartment and hotel rental schemes, hotel vouchers and host family programmes. The capacity will be increased based on occupancy rates but the 20,000 accommodation places will progressively be made available as of 1 January 2016. Beneficiaries of the accommodation under the relocation scheme will be people eligible for relocation as well as people seeking asylum in Greece, with a priority to people with specific needs.

2016 Planned shelter capacity in reception sites									
	Lesvos	Chios	Samos	Kos	Leros	Total Islands	Athens	Eidomeni	Total Mainland
Reception sites	5,000	1,500	1,500	1,000	1,000	10,000	10,000	10,000	20,000
Assembly Points	3,000	600	600	500	500	5,200			

Support to Local Communities

- UNHCR and NGOs will reach out to the host communities and civil society organizations on the islands and on the mainland, including universities, to maintain the current hospitality of the Greek population and actively work towards the prevention of xenophobic tendencies and to promote social awareness and cohesion. This response will include public debates, theatre performances and the deployment of cultural mediators.

²² European Commission, Press Release: Meeting on the Western Balkans Migration Route: Leaders Agree on 17-point plan of action; 25 October 2015; available at http://europa.eu/rapid/press-release_IP-15-5904_en.htm

Partnership and Coordination

The overall coordination responsibility lies with the Government of Greece. In line with the Refugee Coordination Model, UNHCR set up coordination structures at both field and central level, in collaboration with the authorities. At field level, there are weekly humanitarian coordination meetings in each of the islands and on the mainland, co-chaired by the competent authorities and UNHCR, with participation of the relevant humanitarian partners and volunteer organizations. Active coordination with relevant UN Agencies, including UNICEF and UNFPA for ensuring protection of children, women, girls and boys in vulnerable conditions, will be strengthened.

In addition, site and sectoral coordination meetings take place on a regular basis in the various locations, including health, WASH, communication with communities (CWC). At central level, UNHCR chairs bi-weekly meetings on humanitarian coordination, protection and camp coordination and camp management (CCCM), which are attended by NGOs present in Athens. UNHCR has also initiated coordination meetings among partners active on the mainland in the area of CWC. The Ministry of Migration Policy intends to establish a further coordination mechanism along with UNHCR and IOM at the central level.

Planned Response



Protection

- Ensure “protection by presence” to prevent violations of rights and monitor the protection situation at key entry points, exit points, and detention centres including preventing and responding to family separation.
- Ensure that all services provided in the reception centres are culturally sensitive and benefit from the deployment of trained cultural and linguistic mediators, including female translators.
- Provide assistance to survivors of shipwrecks, including psychosocial support, in close collaboration with the Greek authorities.
- Ensure daily community-based protection staff presence in reception sites on the islands and mainland.
- Provide clear information throughout the country on available services, developments at the border with the former Yugoslav Republic of Macedonia and further on the route, rights and obligations, and procedures such as the registration, asylum, relocation, migration routes and alternative legal pathways such as family reunification. Information dissemination takes place through individual and group information sessions, dedicated help desks, websites, leaflets, audio and video messaging, interpretation services, etc.
- Targeted information for people with specific needs as well as women and children will be provided about their rights, and on risks and protection services available on route and in destination countries.
- Enhance the capacity of the First Reception Service by deploying additional human resources.
- Support the Hellenic Coast Guard and Police in understanding and applying their national and international obligations, especially in relation to access to asylum, BIA/BID, to combatting human trafficking, and the protection of populations at risk including survivors of SGBV.
- Provide technical assistance to ensure protection standards are implemented in reception and accommodation sites, including in relation to registration flows, children, SGBV prevention and response, people with specific needs, etc. Methods will include – on the job coaching of various protection actors and case management mentored by specialized staff.
- Enhance the quality, accessibility and predictability of support services for children and families, through a standardized minimum package of services in two Children and Family Support Hubs. This includes ensuring that the best interest is at the core of every decision taken regarding children.



Protection

- Ensure identification, referral and follow-up of UASC in their best interest and advocate at central level for improved procedures and their implementation, including alternatives to the detention of children.
- Strengthen the national child protection system so as to enable it to better protect all children at risk in Greece, including unaccompanied refugee and migrant children living in the streets of Athens and other cities.
- Improve knowledge of the situation of refugee and migrant children, for both policy advocacy and response purposes. Two tracks should be followed in this respect: (1) the collection of immediate information – especially on UASC and detention and (2) reinforcing the Government's child rights monitoring capacity
- Provide technical assistance to train humanitarian workers in BID, detecting and addressing vulnerabilities, preventing abuse, SGBV and providing specific protection to UASC.
- Establish safe spaces for women to address their immediate and unique needs, including spaces for breastfeeding.
- Improve identification, psychosocial support and referral of SGBV survivors and those at risk of SGBV through capacity building of service providers, provision of SGBV response services, and dissemination of IEC materials.
- Identify and refer people with specific needs for specialised protection and assistance, including pregnant and lactating women, youth, and older people.
- Identify and support candidates for relocation, as well as for asylum, in close liaison with EASO and the Greek authorities.
- Support the provision of assisted voluntary return and reintegration, in close collaboration with the Greek authorities and countries of return.
- Provide charging stations and Wi-Fi in assembly points and reception sites.
- Establish two-way communication with refugees via outreach activities, phone, SMS, social media and face-to-face (F2F) interface points.
- Establish hotline and complaints mechanisms.
- Continue and further strengthen regular coordination at central and field levels among humanitarian actors.
- Support refugee and migrant children of preschool and school age who are temporarily staying in the country to have access to quality early learning opportunities and non-formal education.
- Provide early learning activities through the provision of Early Childhood Development (ECD) kits to Family Support Hubs, with accompanying guides in Greek, Arabic, and English.
- Establish community centres where people of concern can benefit from social, educational and cultural information.
- Ensure equal access to education among girls and boys.



Food

- Provide hot meals and dry food packages in reception sites in an age, gender and diversity sensitive manner.
- Provide water, hot tea and snacks, including high energy biscuits (HEB), on the coast, at assembly points and reception sites in an age, gender and diversity sensitive manner.



Health and Nutrition

- Support the Greek authorities at central and local level to cover primary and secondary health-care needs of refugees and migrants, including through donation of ambulances, SRH kits and provision of trained male and female interpreters.
- Ensure that female doctors and nurses are deployed, together with male colleagues, and that gynaecological and paediatric services are made available, visible and delivered in close coordination.
- Cluster and increase availability and visibility of health services in the reception centres.
- Provide technical support to the Greek MoH in extending coverage and access of the national health system to address immediate and longer-term needs of refugees and migrants.
- Provide first aid and primary health-care services at the main sites (coast, assembly points, reception/registration sites), with special attention paid to pregnant and lactating women, older people, and other vulnerable groups.
- Run mobile clinics at strategic locations outside sites (coast and assembly points, reception sites, towns, ports).
- Provide psychological first aid and psychosocial support for survivors of trauma (e.g. shipwreck), SGBV and others.
- Inform refugees and migrants on available health services, including information on the availability of sexual and reproductive health services, including maternal health.
- Increase capacity of national healthcare systems to respond to SGBV and to the sexual and reproductive health needs of refugee/migrant women.
- Develop and disseminate sexual and reproductive health risk messages to prevent the spread of STIs.
- Advise mothers on childcare and infant feeding.
- Develop and disseminate hygiene messages to prevent communicable diseases.
- Conduct rapid assessment of health and nutrition challenges and needs in assembly points and reception sites to identify potential technical support interventions.



Logistics and Transport

- Where necessary, provide and coordinate transport of new arrivals from coast to assembly points and reception/registration sites.
- Ensure appropriate and when necessary prioritized transport is provided to people with specific needs.
- Ensure transport assistance for onward journey in exceptional circumstances to people with specific needs who are destitute.
- Provide transport assistance for stranded refugees and migrants at the border with former Yugoslav Republic of Macedonia who wish to return to Athens.
- Maintain a supply chain for NFIs including a contingency plan to deal with frequent strikes.
- Ensure warehousing of programme as well as office supplies.



Shelter, NFIs and WASH

- Erect and maintain 600 additional RHUs.
- Erect and maintain 10 additional rub halls.
- Winterize 400 existing RHUs and 4 existing rub halls, including lighting.
- Prepare 2 new sites (x 700 overnight places) in Lesvos.
- Develop a contingency plan to establish sites at the northern border for up to 10,000 people.
- Provide technical and coordination support to the Government in site management.
- Establish office spaces for all partners in assembly points and reception sites.
- Ensure that all sites live up to security and protection standards.
- Provide priority access to safe alternative accommodation for UASC, people with disabilities, pregnant and lactating women, and female-headed households.
- Support the Greek government in the provision of additional 30,000 accommodation spaces, including for people with specific needs on the islands and mainland.
- Make available 20,000 accommodation spaces for relocation candidates and for asylum-seekers, on the islands and mainland.
- Cluster and increase visibility of services for women and children in the reception centres;
- Ensure equal and safe access to sheltering services among women and men, and for people with specific needs.
- Distribute standard NFI kits including blankets, mats, sleeping bags, hygienic kits, baby kits, dignity kits, clothes and sheets, raincoats and bags to carry personal items.
- Strengthen coordination for NFI procured by partners and received from various charities abroad.
- Improve NFI distribution by developing common criteria and mechanisms amongst partners and the establishment of NFI “kiosks”, including the integration of an age, gender and diversity approach.
- Establish NFI tracking system through ration cards or bracelets.
- Clean and recycle blankets.
- Provide toilets and hot water showers for the existing and planned assembly points, reception sites and temporary accommodation sites, based on the UNHCR regional WASH strategy.
- Ensure privacy and safety for women and girls through gender segregated and well-lit WASH facilities, including the establishment of separate male and female facilities, well-lit and secure.
- Ensure access to WASH facilities for people with disabilities.
- Provide laundry facilities in reception sites (ratio 1 per 200 people).
- Support government in solid waste management in sites and on the coast (removal and recycling of materials from life vests and dinghies).



Support to Local Communities

- Engage host communities, civil society organizations and Universities to promote social awareness and cohesion through public debates and theatre performances.
- Train cultural mediators including former refugee men and women to conduct outreach work in the islands and mainland for refugees and migrants as well as for the host communities.

Financial Requirements Summary - GREECE

Financial requirements by agency (in US dollars)

Organization	Total
ActionAid	1,842,700
ARSIS	2,511,884
Caritas Athens	364,088
Caritas Hellas	1,232,495
Human Appeal	3,022,300
ICMC	400,000
IMC	4,524,654
Internews	1,404,245
IOM	79,548,000
IRC	16,025,000
IsraAid	480,532
KPSM-ERP	168,042
MDM	7,407,757
Mercy Corps	3,213,804
Nostos	1,230,000
Oxfam	4,186,240
Praksis	12,179,900
SCI	12,921,315
Solidarity Now	1,242,000
UNHCR	140,517,227
UNICEF	5,462,000
Total	299,884,183

Financial requirements by sector (in US dollars)

Sector	Total
Protection	107,338,969
Food	16,855,373
Health and Nutrition	16,824,936
Logistics and Transport	18,788,628
Shelter and NFIs	123,611,152
WASH	4,784,333
Operational Support	11,680,792
Total	299,884,183

FORMER YUGOSLAV REPUBLIC OF MACEDONIA





UNHCR/Mark Henley

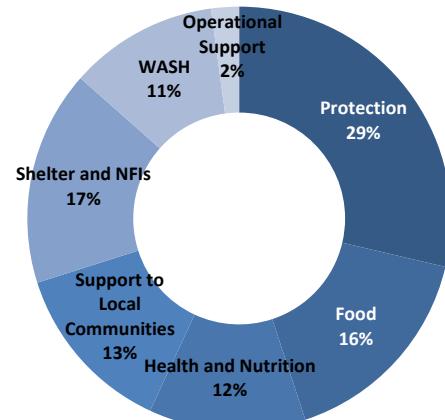
FORMER YUGOSLAV REPUBLIC OF MACEDONIA RESPONSE PLAN



Printing date: 14 Dec 2015 Sources:UNCS, UNHCR

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *Serbia and Kosovo (S/RES/1244 (1999)).

Financial Requirements (US dollars)
39,421,565



Background and Achievements

In 2015, the majority of refugees and migrants²³ have entered the former Yugoslav Republic of Macedonia via the land borders with Greece. The main entry points have been at Gevgelija where reception facilities were established by the Government, with the support of humanitarian community. Since UNHCR began monitoring the departures from Gevgelija on 1 July 2015, it is estimated that some 697,228, refugees and migrants have transited through this location. To date, almost all of the refugees and migrants have traveled onwards, mainly by train, towards Serbia, exiting the country at the border town of Tabanovce.

Reflecting the same trends as in other countries along the route, refugees and migrants include people with special needs such as pregnant and lactating women, infants, elderly, people with disabilities and children traveling with kinship groups or unaccompanied.

The operations of UNHCR, IOM, and other UN agencies, NGOs and the Government have scaled-up considerably since mid-2015, when daily arrival rates increased dramatically from some 200 in March to some 5,000 in November 2015. Partners are working together to improve services and interventions and attain minimum protection and humanitarian standards in reception and assistance sites. Activities are designed to reflect an age, gender and diversity approach, with feedback sought from refugees and migrants in order to adapt services to their needs.

So far, refugees and migrants have mainly been transiting but the country also needs to be prepared to accommodate refugees and migrants for longer periods. With the start of the winter, the focus has been on winterization of the Gevgelija reception centre and Tabanovce aid points.

The decision taken by the Government on 19 November 2015 to only allow people from Syria, Iraq and Afghanistan to enter from Greece, has had a significant impact on the overall situation and affects the planning of response activities. Efforts to strengthen asylum systems in the country, bolster protection sensitive registration mechanisms, and ensure family reunification has taken a more prominent role in the overall response. Additionally, for individuals who apply for asylum in the former Yugoslav Republic of Macedonia and are not granted status, as well as for others found not to be in need of international protection assistance, information and counselling on their possible options in line with international standards, including mechanisms for voluntary, safe and dignified return to their home countries must be further developed and put in place.

Achievements

- A reception centre with a maximum capacity of 1,920 people at a single moment, including both indoor/outdoor areas, has been established in Gevgelija. The centre can accommodate up to 569 individuals for a 24-hour stay period at the moment; however, with the shelters that have been pledged by various stakeholders the capacity could go up to 812. The temporary centre is equipped with a number of services which are all free of charge:
 - Access to information, facilitated by Wi-Fi, information boards, feedback boxes and a loudspeaker system.
 - Protection services including legal counselling and information on asylum and registration procedures, child friendly spaces, and psychosocial support. Family reunification services are provided for those who have been (temporarily) separated from family members, and families of mixed nationality are assisted with access to the territory when necessary.
 - People with specific needs or at high risk of being exposed to exploitation, abuse and violence are targeted with outreach and referral services.
 - Medical services include first aid and primary health care, a mobile van with gynaecological services, an ambulance available to ensure transport to the local hospital. Strengthening the health system has been pursued by providing medical equipment for maternity wards in Gevgelija and Kumanovo hospitals, first aid medicines, and sexual and reproductive health medicines and commodities. These include reproductive health kits for STIs, normal and complicated delivery, post-rape kits, and condom procurement.
 - Material assistance includes food (for example, hot soups, baby food, dry food, sandwiches, hot drinks) and non-food items (for example, blankets, sleeping bags, winter clothes, and dignity kits).
 - WASH facilities (hot showers, toilets separated by gender); toilet/shower facilities for people with disabilities; and baby bathing facilities.
- A site with a maximum capacity of 991 people in transit in Tabanovce, or 356 individuals if sheltered for 24 hours, has been established with similar services to those provided in the reception centre in Gevgelija. With the shelters that have been pledged by various stakeholders the capacity could go up to 510.

²³ According to the official statistics of the Ministry of Interior, the number of refugees and migrants declaring their intention to apply for asylum reached 341,920 on 15 December. Men represent the largest group with some 56 per cent, women representing 16 per cent and children 28 per cent including 5 per cent who are unaccompanied. Of these, 195,616 (57 per cent) are Syrians, 83,498 (25 per cent) Afghans, 41,365(12 per cent) Iraqis, and the remaining (6 per cent) represent other nationalities such as Iranians, Palestinians, Pakistanis, Somalis, Congolese and Bangladeshi.

- The national SOPs for Dealing with UASC have been adopted, setting the ground for proper child protection mechanisms in the context of the emergency.
- UNHCR and partners have created cases management and coordination systems to follow up across borders on protection cases
- UNHCR and IOM put in place an IM system, including protection analysis and population data management, and IM products are updated on a regular basis; needs and gap analysis is updated and response provided according to identified needs.
- The Government, UNHCR, IOM, UN Agencies, and international NGOs have trained volunteers, local authorities and partners, in particular on issues such as strengthening asylum systems, border management, protection standards, humanitarian principles, and referral systems and strengthening health services in humanitarian settings including for SRH and SGBV.
- Coordination mechanisms are in place at the national and local level involving all partners including the Government, civil society, IOM, UN agencies, and NGOs.

Humanitarian Needs and Vulnerabilities

The underlying assumptions are that there will be continuing arrivals of refugees and migrants to Greece, with a potential slow down during the winter months picking up again during the spring and summer months. While it is expected that by the end of the year, some one million people will have arrived in Greece, the trend and number of people reaching and transiting through the former Yugoslav Republic of Macedonia may change in 2016 due to a number of factors.

The former Yugoslav Republic of Macedonia Government's November decision to only allow three nationalities (Syrians, Afghans and Iraqis) to enter, and to start constructing a fence on its Greek border, will inevitably impact the total numbers arriving in the former Yugoslav Republic of Macedonia, the type of programming required, and the existing and emerging vulnerabilities. Similarly, some refugees and migrants who have entered the former Yugoslav Republic of Macedonia may face additional restrictions imposed by neighbouring countries. In other words, programming in the former Yugoslav Republic of Macedonia will have to take into account both large numbers transiting through the country, but also a minority remaining for a longer period in the country. Current estimations are that 3,000 people could remain for longer periods, until solutions are identified.

More people, not belonging to these three nationalities, will be exposed to heightened risks of smuggling/trafficking, forged

registration documents will be circulated and questions on mixed nationalities (mixed couples, family reunification) will need to be addressed. The question on how to protect people who might be inclined to use irregular channels and how to inform them early of legal options, including the asylum procedure, will require a regional response in cooperation with Greece and other countries.

Migrants stranded en route who either opt not to seek asylum, or are found not to be in need of international protection, and who have been informed about their rights as per international standards and the national legislation, including the right to seek asylum, as well as on the consequences of their decision, may wish to return to their home countries and will require specific mechanisms on AVRR.

Existing risks for refugees and migrants are expected to further increase. Protection cases that are of particular concern include unaccompanied children. Often they are travelling with a precise address and contact details of their intended final destination in Europe. Others are young adults, often from Afghanistan, travelling in "peer" groups without having any family links in the intended destination country. Despite counselling on options and risks almost none of them want to apply for asylum in the country, even though foster families and reception capacities are available.

The country is currently not sufficiently prepared to accommodate people for longer periods, especially during the winter. It is important to prepare for that possibility and strengthen host communities' capacities and resilience to address challenges for local infrastructure and communities in such a scenario. The 17-point plan resulting from the European leaders' Summit recommends an increase of accommodation capacity along the Western Balkans route, including in the former Yugoslav Republic of Macedonia.

Providing comprehensive protection interventions, including for those exposed to exploitation, abuse and violence before departure and along the way, is particularly challenging. Given the short time people spend in the reception and transit points (some 8 to 12 hours), building the necessary trust to ensure that those in need come forward or are identified requires new approaches and innovative ways to reach them. The number of government personnel and aid workers trained in emergency response is limited, the challenge of dealing with a multi-cultural, multi-lingual population, and the lack of sufficient numbers of interpreters pose additional challenges. Population groups at high protection risks, such as women-headed households, people with disabilities, those with mobility challenges, the elderly and UASC, will require access to specialized services and referrals, with cross-border coordination and follow-up along the route.

Both refugees and migrants are at risk of SGBV, forced sex, STIs, including HIV and Hepatitis B. An estimated five per cent of the adult population would need STI treatment²⁴. Awareness raising on the risks associated with HIV/AIDS and other

²⁴ Based on estimations made through the Inter-Agency Working Group on Reproductive Health in Crisis, Minimum Initial Service Package, Calculator.

health risks as well as convincing those in need to accept receiving the required treatment remains challenging. Finally, individuals arriving in the country in the next year may have fewer resources than those currently entering, meaning they may need additional assistance and could be at risk of increased abuse, such as trafficking or smuggling.

Response Strategy and Priorities

The main Strategic Objectives guiding the response in the former Yugoslav Republic of Macedonia are:

1. Protection systems are enhanced, access to territory is made safer, and legal procedures, including access to asylum and protection services are strengthened;
2. People with specific needs are identified, prioritized for assistance and referred to appropriate services, in particular UASC and women-at-risk. Risk of SGBV is reduced through specific interventions in all sectors
3. Refugees and migrants are better able to access their rights through increased participation and feedback from people of concern on assistance and services rendered, provision of information through improved communication tools specifically designed to fit the needs of the people of concern, advocacy, and awareness raising with all relevant stakeholders.
4. Reception facilities and protection-centred emergency assistance are in place, meet standards for temporary stay, while at the same time increasing longer term stay capacity.
5. Local communities receive support, complementing humanitarian efforts for refugees and migrants.

The overall strategy of the humanitarian response is based on the needs, gaps and vulnerabilities as identified through participatory assessments, protection monitoring and lessons learned from some four months of programme implementation by all partners involved. The strategy will be implemented by all partners to promote and fully respect humanitarian principles, a human rights and community-based approach, protection standards, and the do-no-harm principle, and assistance will strive to be in line with Sphere standards. All partners commit to mainstream a gender-sensitive approach throughout the response and across all programme sectors in line with IASC Gender Guidelines and the IASC GBV Guidelines.

The strategy is anchored in the principle of local ownership mobilizing civil society, local NGOs and working closely with the municipalities and local authorities to ensure sustainability and capacity development.

The aim of the response strategy is to provide protection and assistance to affected populations, especially those exposed to high protection risks and those with specific needs, and to ensure that they enjoy dignified treatment in line with international standards through access to basic assistance services while being in the country.

Protection

- Protection sensitive registration of those arriving, including identification, referral and assistance of people with special needs will be conducted, striving to achieve European and international human rights standards. This will be prioritized to ensure a better profiling of refugees and migrants, identification of needs and provision of services as applicable.
- The capacity of officials at points of entry to address the large complex migration flows and to ensure the effective and efficient operationalization of relevant identification and screening mechanisms will be provided through the delivery of tailor-made capacity building training in humanitarian border management.
- Legal counselling and advice by experts will be provided in a way that is understandable to all groups based on an age, gender and diversity approach. This is important given the complex legal questions on asylum, deportation, pursuing legal redress for victims or survivors of crime and human rights violations, and the linkages to the European asylum system that exist. Special focus will be given to enhance access to protection services for minors (including unaccompanied minors), women, girls, victims of trafficking and survivors of SGBV. Also, innovative ways will be developed for dealing with those issues in a context where people are not staying longer than a few hours on average.
- Child protection will be enhanced through the consistent use of BIA, as well as BID whenever possible, as the basis of every decision that will be taken regarding separated and unaccompanied children who are identified in the transit centres, in order to mitigate the risks and intervene according to their specific situations. Capacities of the national bodies competent for child protection will be strengthened, in order to enable them to take responsibility for all decisions related to unaccompanied children in the emergency context, in line with the principle of the best interests of the child. UNHCR, UNICEF, IOM and the other partners involved in child protection with the capacities across the borders will ensure adequate referral and tracing, throughout the route.
- Through psychosocial support, outreach teams, social workers and protection staff will ensure that those seeking help can do so in a confidential and dignified manner. Capacities of the relevant stakeholders and civil society organizations including health and social workers, and first line responders including the police, will be further enhanced through targeted training and technical support.

 Food

- Cross-border information sharing on people with special needs; setting up of referral mechanisms for men and women in need of protection; identification of UASC will continue and further be improved and family tracing, reunification and restoration of family links will be conducted. Child friendly activities will be conducted with experienced staff, which will enable the detection of children who might require further assistance. Protection activities for women and girls will be strengthened including targeted support on prevention and protection of SGBV, as well as targeted stress reduction and psychosocial support in women-only spaces.
- Vulnerable migrants shall benefit from mechanisms and a needs-based approach including the possibility to access mechanisms for AVRR.
- Establishing effective communication and feedback mechanisms will allow people of concern to make informed decisions and influence the way interventions are implemented. The type of assistance provided by all actors is an essential part of the overall strategy. Mobile data collection, loud-speaker systems, information and communications technology (ICT) solutions and other technical means will be used to ensure that information is provided in several languages and through different channels to enable all members of diverse groups to receive necessary information. Individual interviews, translators who will be working with team leaders and individuals, outreach teams and other protection staff are available daily to provide services. Partners will use participatory assessments and various other profiling tools and programming tools to collect feedback from the people of concern and inform actions aimed at improving or adjusting a planned activities.
- Partners will engage in awareness-raising and information campaigns, and will ensure in particular that the risks related to smuggling, trafficking and SGBV are highlighted prominently to all populations. Health information and communication, and availability of services, will target all refugees and migrants and will include specific information related to SRH, including maternal health.
- Targeted information for women and girls will be provided about their rights, logistics of their journey, and on risks and protection services available en route and in destination countries. Input from refugees and migrants will be sought through feedback mechanisms, participatory assessments, perception surveys and protection analysis.
- Profiling information and monitoring will be used to inform programming, advocacy and response strategies.
- Improved crowd-control will be put into place, which will help in preventing exposure to risks for refugees and migrants.



Health and Nutrition

- First aid and primary health care will continue to be provided in the reception and transit centres and will be further improved. Individuals needing additional medical treatment or specialized services will continue to be referred to the local or Skopje hospitals as required.
- Reproductive health services will be strengthened at all service provision levels and a mobile van will ensure gynaecological services, including for STIs, maternal care, and SGBV services.
- Systematic medical screening will be ensured before entering the transit centre for early detection of cases that will require assistance, and to prevent the spread of communicable diseases.
- All medical services, including referrals to the local or the Skopje hospitals will remain free of charge. Medical and psychosocial service providers will require capacity development to adapt existing therapies to people on the move.
- Health and non-health service providers in the transit and reception centres will be trained on inter-cultural mediation and communication, health prevention and hygiene. Support for vaccination against seasonal influenza including provision of protective devices and hygiene supplies for service providers in the reception and transit centres will be made available.



Shelter, NFIs and WASH

- Partners will continue to work with the Government to establish additional reception capacity including for a situation where longer-term stay facilities might be needed. Winterization efforts will continue and winterized NFIs will continue to be distributed.
- The availability of temporary accommodation facilities, safe and secure areas for women and girls in addition to spaces for breastfeeding, and child-friendly spaces and access to basic humanitarian assistance such as food and NFIs will be maintained in the existing reception centre and aid point.
- NFIs will be distributed using an age, gender and diversity approach (torches for women, baby blankets and carriers, baby food, hygiene parcels for men and women, dignity kits items for women and girls needs in terms of feminine hygiene).



Support to Local Communities

- WASH facilities will be maintained and enhanced, such as hot showers, separate toilet blocks for men and women; special facilities for people with disabilities; special baby bathing facilities; and private changing areas. Hygiene awareness will need to be strengthened but in a manner which will cater for people on the move.
- Given the high turnover of people passing through the transit centre and the exit point, waste disposal and management are of high importance. Daily cleaning services, rubbish collection and ongoing waste management due to the high volume of rubbish produced will need to be strengthened in cooperation with the local municipalities.

Partnership and Coordination

The national Crisis Management Centre (CMC) coordinates all line ministries during a national crisis, which declaration has been extended until 15 June 2016. Humanitarian assistance and reception conditions are coordinated by the Ministry of Labour and Social Policy. UNHCR continues its leadership in line with the Refugee Coordination Model and closely supports the Government in its primary protection responsibility. UNHCR established regular coordination meetings with partners on "winterization" in addition to a bi-weekly coordination meeting for food assistance. The objective of all coordination meetings is to identify needs and remaining gaps and ensure complementarity of response of all partners involved in the crisis. The meetings are now co-chaired by the Ministry of Labour and Social Policy and UNHCR. UNHCR is currently chairing a bi-weekly Protection Working Group at the national level with some 15 partners, including the representatives of the Gov-

ernment institutions – CMC, MLSP and the Ministry of Interior/Sector for Asylum. Weekly field-level coordination meetings in Gevgelija and Tabanovce ensure that local authorities are fully involved and the fast-changing operational environment is adequately reflected in the national level planning for winterization. These meetings are chaired by the CMC in cooperation with UNHCR. Some 35 partners (UN agencies and NGOs) are working together to provide assistance to the ongoing crisis.

UNHCR and IOM are coordinating closely with a wide range of actors active in the country and will continue building partnerships and ensure ongoing coordination with other stakeholders supporting the government. UNHCR and IOM will take the lead to provide critical information management services, and ensure that protection analysis and population trends are made available to all partners.

Planned Response



Protection

- Promote and ensure access to asylum procedures and strengthen national systems.
- Support a humanitarian, protection sensitive border management system, support the Government to further increase capacity of registration and improve the quality, enabling early identification of people with specific needs, including unaccompanied and separated children, differentiation between migrants and people with international protection needs through proper national refugee status determination mechanisms, as well as screen and provide systematic protection referrals through the establishment of a protection desk.
- Develop and roll out a comprehensive, tailor-made course on humanitarian border management (HBM), focusing on border management during a migration crisis, based on the former Yugoslav Republic of Macedonia's legal and policy framework and existing institutional and operational structures.
- Increase mechanisms and capacity of protection partners to restore family links and ensure family reunification.
- Increase capacity-building of humanitarian staff working in transit, reception and longer-term stay facilities (early identification of people with specific needs, including unaccompanied and separated children for whom decisions and interventions are always made according to BID/BIA outcomes, refugees and migrants and survivors of trafficking or SGBV).



Protection

- Build on existing national standard operating procedures for referrals and develop and ensure their implementation in line with international standards and integration with local structures including for SGBV.
- Raise awareness of and provide information campaigns to refugees and migrants on protection risks in particular related to smuggling/trafficking, exploitation and abuse, and SGBV, as well as of legal redress available to victims/survivors.
- Conduct capacity-building activities including on protection principles, refugee protection and country of origin for border guards and police officials.
- Raise awareness of and sensitize security personnel (special forces, police and military) on communication with and handling of people with specific needs
- Ensure communication with and feedback from refugees and migrants in their own language through translators, information materials, information desks and other innovative technological solutions.
- Enhance community-level empathy and tolerance of migrants and refugees through awareness-raising and support to volunteerism.
- Provide information to and receive feedback from refugees and migrants on services, assistance and programmatic response of all partners.
- Ensure protection analysis is provided through protection monitoring, participatory assessments and population data management etc., as well as monitoring and protection mechanisms for people facing risk of deportation.
- Maintain the provision of child friendly activities through child friendly spaces and provide women friendly spaces to allow for targeted psychosocial support, trauma counselling, stress reduction activities, and information on rights, journey logistics, risks and available protection services.
- Provide first aid and psychosocial support with a particular emphasis on those with specific needs and access to quality mental health with a focus on healing and empowerment and recovering, including for SGBV
- Ensure transport from the border areas to the transit centre for those with mobility constraints (pregnant women, people with disabilities, elderly people etc.)
- Set-up AVR programmes.
- Provide legal assistance, counselling and referral of asylum-seekers, refugees and migrants (such as survivors of violence, exploitation, trafficking and other abuse etc.). • Integrate a gender perspective in all emergency plans made by the Government and local authorities
- Support women's organizations and anti-trafficking civil society organizations (CSOs) in the former Yugoslav Republic of Macedonia, network for experience sharing and advocacy to improve the response at a national level, and improve coordination to develop a national approach to work against SGBV and trafficking.



Food

- Food assistance will be provided to all refugees, including those transiting and claiming asylum in the former Yugoslav Republic of Macedonia (hot meals, dry food and food for those with specific needs, in particular lactating and pregnant women, children) 24/7 using where possible local supply chains.
- Strengthen environmental packaging and distribution methods enabling garbage reduction.
- Ensure adequate supply of potable water.
- Establish food distribution areas with appropriate crowd control measures (mobile kitchen or other).



Health and Nutrition

- Maintain access to first aid and primary healthcare free of charge 24/7 for 200,000 refugees in need.
- Ensure where necessary access to secondary health care with particular emphasis on people at risk (new born, children, elderly, pregnant women), including strengthening maternal and child health, psychosocial services, SGBV, SRH, infant and young child feeding (IYCF), for some 104,000.
- Ensure gynaecological services through a mobile van 24/7.
- Procure equipment and medical supplies for the state hospitals and medical teams in Vinojug and Tabanovce transit sites, including life-saving medicine for SRH
- Strengthen health system response capacity and build capacity for medical service providers and staff in particular on emergency response, clinical management of rape, sexual and reproductive health, screening and identification of malnutrition and psychosocial first aid.
- Provide technical expertise, training, support to health data collection and planning the response of the health sector (contingency plans) to coincide with existing MoH efforts in collaboration with other sectors.
- Provide IEC activities (on the move and in the transit centres)
- Support Local health structures to enable them to respond adequately to the crisis
- Provide specialized services for children, in particular paediatricians carrying out regular screening.
- Conduct awareness raising campaigns on infant child and breast-feeding.
- Establish SOPs for referrals with local health structures.
- Provide health information and educational material appropriate for language and cultural needs.
- Provide awareness training of hygiene and prevention of communicable diseases.
- Support migrant maternal and child health long-term stay in health system.
- Enhance availability of data on the health status of migrants along the migration route.



Shelter, NFIs and WASH

- Maintain short-term shelter capacities for around 3,000 people.
- Establish a longer-term stay capacity for some 3,000 people.
- Maintain safe and secure areas for women and girls in addition to spaces for breastfeeding, and child-friendly spaces.
- Ensure that warehouse facilities/management and storage space is available for daily supplies readily available at both centres, and other relevant hubs.
- Distribute Non-Food Items using an age, gender and diversity (AGD) approach for 104,000 refugees with a particular emphasis on those with a protection function, the winter package and those of critical utility for women and girls (underwear, tights, baby carriers, etc.) in both sites .
- Distribute dignity kits ensuring that refugee women and girls' needs are met.
- Maintain male/female toilet and shower facilities including hygiene, cleaning and repair of existing installations; additional facilities are built based on assessed needs in line with Sphere standards.
- Strengthen garbage collection, waste disposal and hygiene awareness in reception, transit and longer term stay facilities.



Shelter, NFIs and WASH

- Improve waste management, water supply and other public services in affected municipalities for both refugees and migrants and host communities.
- Implement hygiene promotion and awareness raising campaigns.
- Conduct regular disinfection, disinfection and deratization in the reception, transit and longer term stay facilities.
- Conduct capacity development for local authorities and service providers to strengthen ownership and increase sustainability.



Support to local com- munities

- Provide additional equipment and goods required by affected municipalities in a timely and transparent fashion.
- Enhance capacities and infrastructure of affected municipal administrations.
- New landfill and recycling services are constructed in adjacent municipality.
- Build community resilience and social cohesion through engagement of civil society and the private sector is enhanced.
- Include local businesses in the supply chain for humanitarian assistance.
- Foster social cohesion through training for local officials and NGO activists in conflict resolution, mediation and crisis management.
- Support mayors and city councils in planning and budgeting for crisis management, including assessing the impact of the refugee crisis on municipal economic performance.
- Ensure local transport infrastructure damages are mitigated (road damage, rehabilitation of bridge, parking space and traffic management for bus transport).
- Provide capacity-building to bodies including the Department of Equal Opportunities in the Ministry of Labour and Social Policy on gender and crisis response planning and implementation.
- Assist affected municipalities to implement local protocols on integrated response to violence against women for women refugees.

Financial Requirements Summary - FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	397,540
Agape	547,500
Arbeiter-Samariter-Bund Deutschland e.V./PREDA Plus	211,850
Catholic Relief Services	467,000
Dorcas	1,260,000
DRC	200,000
GIZ	848,632
IOM	3,389,100
La Strada	1,000,000
Legis	1,844,000
Macedonian Red Cross	2,140,000
MCIC	500,000
Mercy Corps	1,243,339
MYLA	125,091
Nun Kultura	1,744,275
OHCHR	60,000
Operation Mercy	84,660
UN Women	341,848
UNDP	5,200,000
UNFPA	875,000
UNHCR	9,366,730
UNICEF	6,925,000
WHO	650,000
Total	39,421,565

Financial requirements by sector (in US dollars)

Sector	Total
Protection	11,302,343
Food	6,414,605
Health and Nutrition	4,717,114
Shelter and NFIs	6,474,510
Support to Local Communities	5,200,000
WASH	4,473,967
Operational Support	839,025
Total	39,421,565

SERBIA





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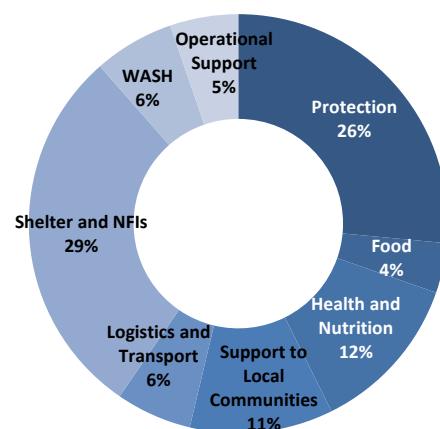
SERBIA RESPONSE PLAN



Printing date: 11 Dec 2015 Sources:UNCS, UNHCR

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *References to Kosovo shall be understood to be in the context of the Security Council resolution 1244 (1999).

Financial Requirements (US dollars)
46,926,341



Background and Achievements

Since May 2015, increasing numbers of refugees and migrants have been transiting through Serbia in pursuit of safety and security in Europe. Until recently, the majority of refugees and migrants following the Eastern Mediterranean and Western Balkans route crossed the border between Greece and the former Yugoslav Republic of Macedonia, then moved through Serbia and attempted crossing the Hungarian border. In June 2015, the former Yugoslav Republic of Macedonia introduced changes improving the protection of refugees and migrants moving across its territory. The opportunity to use public transportation reduced the risk of resorting to the services of smugglers/traffickers, and thereby decreased the degree of vulnerability. The introduction of these changes coincided with an increase of flows, with an average of 6,500 people entering Serbia on a daily basis in October and November 2015. On 15 September 2015, measures by Hungary to stem the flows across its border with Serbia redirected the movement towards the Serbian-Croatian border. By the end of 2015 approximately 815,000 had transited through Serbia.

From the very beginning of the refugee/migration crisis, humanitarian agencies have used available resources to support the Serbian Government's response to the needs emerging from fast growing numbers of arrivals. Partners have been deployed to key locations along the borders and in Belgrade to establish protection services, facilitate access to registration, disseminate information (including through interpretation) and provide emergency aid including water and food to the most vulnerable refugees and migrants. In addition, the existing health system has been supported with medical supplies. Particular attention has been paid to working with the media in order to sensitize local populations and authorities to the plight of the refugees, and promote a positive image of the principles of asylum and refugee protection.

The initial inter-agency response strategy to the refugee emergency was developed under the leadership of the Ministry of Labour Social Policy and Veterans (MoL), in close coordination with various authorities, the UNCT, civil society and local authorities. Most services and distribution of aid have been concentrated in and around the "one-stop shop" reception centre that was established by the Serbian Government in the southern border town of Preševo and later expanded to northern border towns and Belgrade. Currently, the refugee aid point (RAP) in Miratovac, reception centre in Preševo and RAPs in the Sid area (Adasevci, Principovac, Sid railway station) are being upgraded in order to provide all necessary services to the beneficiaries. This includes the development of additional heated, insulated waiting areas and accommodation capacities, expansion of appropriate WASH facilities, and provision of various services (such as distribution of food and NFIs, health, and spaces for mothers with children).

Humanitarian partners continue to help central and local government authorities and civil society to assist people on the move. The ongoing programmes and response for refugees and migrants complement the Government's efforts to ensure sustained support for direct interventions through the provision of emergency and life-saving assistance, strengthening

the reception capacity, implementation of a mass information campaign. Daily protection monitoring prioritizes addressing family separation, UASC, other child protection concerns, the prevention of SGBV and ensuring access to child protection services, as well as establishing mechanisms to ensure effective and targeted responses to address the protection needs of women, men and children at risk.

The high number of refugees and migrants transiting through Serbia continues to test infrastructure at the national and local levels, while significant challenges remain to ensure practical protection safeguards are in place for those in need of international protection.

The asylum system, as well as the reception facilities and assistance mechanisms set up along the refugee and migrant route, have been struggling to cope with the sheer scale, volume and fluid nature of the influx. Adopting a flexible yet protection-centred approach in addressing the protection and assistance needs of people on the move has been paramount.

The decisions taken by neighbouring States in relation to border control have had an impact on the transitory routes and junctures agreed upon by the Government of Serbia.

The situation is likely to remain fluid, dependent on weather, as well as on measures by countries in the region to manage the refugee/migration crisis.

Special attention is being paid to strengthening existing co-ordination mechanisms, consolidation of emergency programmes, as well as preparedness for a contingency when exit from Serbia would be reduced and more refugees and migrants would have to stay in Serbia longer.



UNHCR/Mark Henley

Achievements

The main interagency achievements in Serbia are summarized as follows:

- Strengthened support to the Government and civil society to respond effectively to the most urgent humanitarian and protection needs of the refugees and migrants.
- Continued coordinated efforts to strengthen the asylum system in line with applicable international standards.
- Further to the 17-point Leaders' Statement, the Government of Serbia is supported in meeting the target to establish additional 3,000 shelter slots; totalling a minimum of 6,000 by the end of 2015. Winterization of reception facilities in Preševo, Sid and elsewhere is underway.
- Increase of daily registration capacity to over 8,000.
- Distribution of dignity items started in Preševo. Leaflets on complications in pregnancy, ante-natal and post-natal care have been developed and translated into English, Arabic, Farsi and Urdu.
- The procurement of mobile clinics and medical equipment, including ultrasound devices and obstetrics and gynaecology (OB/GYN) examination tables, for primary health-care centres (PHC) is in progress.
- Financial assistance, as well as development and technical support provided to the Government. UN agencies supporting the authorities in the refugee/migrant relief operation in Serbia (UNHCR, IOM, UNDP, UNICEF, UNFPA, WHO, UNOPS, UN Women, WFP and OHCHR) have contributed with USD 3,803,473 (implemented and delivered by early November 2015, reported hard pipeline by the end of 2015 is USD 12,170,596).

- Significant increase in the number of inter-agency partners providing support through the provision of humanitarian assistance and protection interventions during the emergency response in Serbia.

Humanitarian Needs and Vulnerabilities

The response strategy and priorities are based on the anticipated 1 million refugees and migrants arriving in Greece in 2016. In addition, the UNCT in Serbia agreed to consider a scenario of at least 6,000 refugees and migrants staying in Serbia for longer intervals (in case the flow is interrupted) with a potential of further increase in this number.

While some protection needs are different, basic needs of refugees and migrants remain the same – basic life-saving assistance such as food and NFIs, shelter and medical support.

A sizeable number of refugees and migrants are at risk, including families with children, UASC, single women and pregnant women, elderly and infirm. Vulnerable refugees and migrants are more susceptible to falling prey to smuggling rings and other national and transnational criminal groups. Furthermore, possible restrictions introduced by the countries along the route would significantly increase the risk of the stranded people falling prey to smugglers and taking irregular routes. Hence, protection concerns include safety and security concerns with regards to access to territory, onward movement, risk of family separation, SGBV, abuse, violence, exploitation, and trafficking. The registration, reception, and protection response for refugees and migrants entering Serbia via Bulgaria at Dimitrovgrad remains a particular challenge.



UNHCR/Mark Henley

Response Strategy and Priorities

The main Strategic Objectives guiding the response in Serbia are:

1. Access to territory is made safer through implementation of protection-sensitive entry mechanisms that promptly identify people in need of international protection and channel both refugees and migrants into appropriate channels for assistance;
2. Reception facilities and protection-centred emergency assistance are in place and meet standards for temporary stay, while at the same time increasing the capacity of the government to provide accommodation for longer periods of time in the event of border closures or other changes in the operational context that might require Serbia to host a population of refugees and/or migrants beyond the period required for transit;
3. People with specific needs are identified, prioritized for assistance and swiftly referred to appropriate services, with a view to adapting interventions to the specific context of people on the move;
4. Protection systems for refugees and migrants are enhanced through the provision of information regarding registration, the process of applying for asylum, humanitarian assistance, and durable solutions, as well as implementation of a participatory approach with regard to all interventions on behalf of refugees and migrants;
5. Local communities receive support in order to facilitate their continued hosting of refugee and migrant populations; information campaigns aim to increase tolerance while also building support for potential local integration of a portion of the refugee population.

The response strategy and priorities as listed are in line with the 17-point plan of action agreed at the Western Balkans Route Leaders' Meeting on 25 October 2015. The response builds upon and reinforces ongoing efforts, while at the same time introducing new interventions to take into account the changing situation on the ground. The response strategy will also build upon existing response plans.

UNHCR, IOM and partners, aim to continue to support the authorities in responding to and managing the complex refugee and migration situation. This response strategy therefore aims to assist the Government in further developing and operationalizing a sustainable, comprehensive and cooperative framework for concrete action in the area of refugee protection and migration management.

Though the operational priorities will be valid regardless of developments on the ground, certain elements will require prioritisation should the flow be interrupted, and a number of refugees and migrants remain stranded on Serbian territory. It is therefore critical that the operational priorities are developed

in such a way as to remain cognizant of the scope and dimension of the situation on the ground as well as the complexities and be able to adjust.

The Response Strategy has been divided into four strategic areas in line with the interagency sectoral Working Groups, namely Protection; Shelter, NFI, and WASH; Health and Nutrition; and Support to Local Communities. In addition, Food is being addressed through an ad hoc coordination arrangement.

Protection

- Protection-sensitive entry process, including technical capacities of relevant stakeholders will be supported (such as border monitoring, early warning information network, displacement tracking matrix (DTM), information provision to refugees and migrants including awareness of risks and prevention of smuggling and trafficking of people).
- A comprehensive, tailor-made curriculum on HBM, focused on border management during migration crises, fully based on Serbia's legal, institutional and operational framework will be developed and rolled out.
- UNHCR will continue its protection monitoring efforts, including monitoring of detention facilities.
- BIA/BID form the core of every decision taken regarding children.
- Refugees and migrants and in particular people with specific needs are provided with appropriate services, such as legal assistance and psychosocial first aid. Refugee and migrant girls and boys in need of protection will be supported through well-coordinated child protection services and psychosocial support activities.
- The humanitarian response is programmed in a participatory manner. Two-way communication channels, such as outreach activities, feedback and complaint mechanisms are established to ensure accountability.
- Refugees and migrants are well informed about available services, options and consequences, rights and obligations.
- The registration process and linkages between registration and asylum procedures will be strengthened.
- The quality of asylum systems, including statistics maintained by the Asylum Office, will be further supported.
- Assistance in voluntary return and reintegration for migrants who are not in need of international protection will be provided in close collaboration with the authorities in Serbia and the countries of return.

- Refugee and migrant preschool and school age children who are temporarily staying in the country will have access to quality early learning opportunities and non-formal education.

Food

- The Government, the Serbian Red Cross Society and local communities will be assisted to effectively address urgent humanitarian needs through the provision of emergency food rations to extremely vulnerable individuals among the refugee and migrant communities.

Health and Nutrition

- Strategic contingency planning will be implemented through expert consultations, technical assistance and policy advice to update the health and nutrition component of the contingency plan, covering main areas of concern (refugee and migrant-specific health needs during transit, social determinants of health).
- Maintaining and strengthening migration-sensitive health services will be put in place (for example, access to services and training of health-care staff; improving inter-sectoral cooperation; strengthening public health evidence, surveillance and monitoring; and coordinating with the NGO health and medical response efforts).
- Training on health in crisis situations will be organized with the involvement of key ministries and stakeholders with a focus on interventions within and outside the health sector which are needed to address the underlying health determinants.
- National procedures for communicable diseases surveillance and response will be updated.
- Expert consultations and missions on chronic non-communicable diseases will be conducted as part of the needs assessment for refugee and migrants
- Refugee and migrant children will benefit from improved care and feeding practices, are provided with age appropriate food and mothers are counselled on IYCF.
- The capacity of the Serbian health-care system will be improved, facilitating an appropriate response to SRH needs of refugee and migrant women with a goal to building capacities to prevent and manage sexual violence, reduce HIV transmission, prevent maternal and new-born death and illness, plan for comprehensive sexual and reproductive health care.
- The availability and use of basic SRH related services will be increased. The newly donated existing mobile clinics will provide extended, mobile reproductive health services to

women while en route. IEC materials on reproductive health will continually be distributed.

- The capacity of service providers to recognize and appropriately respond to SGBV will be strengthened. This includes PEP kit distribution and clinical management of rape.

Shelter, NFIs and WASH

- Government efforts to increase the reception capacities will be complemented through provision of emergency shelter and WASH solutions for transit, short-term and longer-term accommodation for refugees where necessary.
- Government and local communities will be assisted to effectively address urgent humanitarian needs through the provision of non-food items by targeting extremely vulnerable individuals among the refugee and migrant communities.
- Reception facilities live up to protection standards, such as gender segregated and well-lit WASH facilities and safe sleeping areas for women and children.

Support to Local Communities

- Municipal administrations will be supported to better manage the impact of migration, through the provision of seconded experts to both do and provide on-the-job training for the municipal staff to improve efficiency and effectiveness of service delivery.
- Local services delivered to communities affected by influx, for the local population but also for the refugees and migrants will be improved in order to avoid delays and outages in service provision to the local communities affected by the crisis (waste management, water supply, sewage, transport infrastructure).
- Visible improvements will be made in the local community infrastructure in areas hosting refugees and migrants (including designs and works) to strengthen solidarity and avoid disruption of community cohesion.
- Technical support, especially with the renewed equipment (for example, waste management), will be provided to enable municipality administration to deliver services more efficiently.
- Programmes will be implemented that aim to maintain local community cohesion. They will include the public campaign with involvement of central and local media, NGOs and volunteer groups and local administrations. The assistance shall include activities to ensure that gender issues (violence against women) are properly taken into account.

Partnership and Coordination

UNHCR and IOM will continue to ensure strong coordination with and between the Government of Serbia and partners in order to increase the overall effectiveness and impact of interventions and to avoid duplication. The Working Group on Mixed Migration Flows in Serbia, established by the Government of Serbia, constitutes the main coordination structure. UNHCR and IOM will ensure that common assessments, monitoring, and reporting are undertaken in coordination with the Ministry of Labour (MoL), the Serbian Commissariat for Refugees and Migration (SCRM), the Ministry of Interior (MoI) and other relevant governmental stakeholders.

UNCT Serbia coordination structures are fully aligned with the Refugee Coordination Model (chaired by the UNHCR Representative) and the SOPs for Delivering as One (chaired by the UN Resident Coordinator). The UN Resident Coordinator and the UNHCR Representative work closely together in ensuring coherence of these two coordination models.

Stakeholders will continue to work closely with the coordination mechanism of the UN system in Serbia that are dealing with the crisis, namely the UN Refugee Theme Group (RTG). The RTG coordinates four sectoral working groups (WGs) that are led by the Government, which include the Refugee Protection WG (co-chaired by the MoL and UNHCR), the WG on Shelter/NFIs/WASH (co-chaired by the SCRM, MoL and UNHCR); the WG on Health/Food/Nutrition (co-chaired by the MoH and WHO); and the WG on Local Community Support (co-chaired by the Ministry of Local Self-Government and UNDP).

In addition, the UN Resident Coordinator and UNHCR Representative jointly chair several fora involving external partners where UNCT activities on refugees and migrants are presented to other stakeholders, such as donors, NGOs and Government.



UNHCR/Rafal Kostrzynski

Planned Response



Protection

- Ensure identification of people with special needs and their referral to relevant services, ensuring complementarity between different actors in all relevant border and transit locations, as well as provision of information about protection-related interventions and basic services in different languages, aiming to assist at least 1 per cent of the population registered.
- Sensitize local population through social media campaign, with the goal of increasing tolerance and improving the prospect of peaceful coexistence, initially targeting communities in Preševo, Dimitrovgrad, Belgrade, and Sid.
- Ensure access to asylum procedures and legal services on a non-discriminatory basis.
- Establish and maintain two way communication channels.
- Ensure that the best interest of children are at the core of every decision taken in their regard. Respective capacity building activities will be conducted
- Conduct protection monitoring of the relevant border and transit areas, as well as detention and closed reception facilities, including gathering information regarding possible smuggling routes and human trafficking networks, for the purpose of establishing measures to mitigate the risks to refugees and migrants, with a goal of conducting at least 2,500 protection interviews in 2016.
- Provide refugees and migrants and in particular people with specific needs with appropriate services, such as among others legal assistance and psychosocial first aid.
- Build the capacity of the authorities to increase quality of registration through gathering of more specific, accurate biodata and implementation of consistent procedures across locations; establish effective linkages with asylum procedures to ensure that people not permitted to register have the opportunity to present their claim for asylum at one of the five asylum centres; improve quality and efficiency of asylum procedures, with goal of reducing processing time from an average of six months to four months.
- Develop and roll out a comprehensive, tailor-made curriculum on humanitarian border management, focused on border management during migration crises, fully based on Serbia's legal, institutional and operational framework.
- Establish child-friendly spaces including recreational activities in all relevant border and transit locations, providing services to at least 25,000 children during the course of 2016; ensure presence of Social Welfare Centres 24/7 in all hotspots, improving identification and referral of children at risk and UASC.
- Train at least 200 service providers and frontline workers to ensure the mainstreaming of protection principles in all interventions on behalf of refugees and migrants, with a particular emphasis on reducing vulnerability through provision of information, reducing the risk of SGBV and ensuring responsiveness to past incidents, preventing family separation.
- Establish women-only spaces, build capacity of the authorities to implement gender-sensitive response, and develop working SOPs on SGBV in emergencies tailored to the current context.
- Provide assistance in voluntary return and reintegration for 100 migrants who are not in need of international protection.
- Establish, equip and organize Open clubs in 10 locations to provide various early learning opportunities and non-formal education.



Food

- Procure and distribute bottled water, High Energy Biscuits (HEB) for 360,000 individuals.
- Procure and distribute of 45,000 food packages to vulnerable individuals.



Health and Nutrition

- Assist 50,000 individuals with medical triage (diagnosis, first-aid treatment, referrals), and mediation with other medical service providers and referrals.
- Engage 5 translators and 5 outreach psychosocial/medical workers - 24/7 monitoring presence.
- Ensure improved care and feeding practices as well as age appropriate food for 21,600 refugee and migrant infant and young children (0-2 years old) and 10,800 refugee/migrant mothers.
- Provide increased access to strengthened health care services, including maternal and child health, psychosocial, SGBV, SRH, IYCF, and for UASC.
- Conduct effective triage and referral for medical treatment.
- Provide children aged 6-23 months with nutritious complementary foods and counselling for caregivers in appropriate hygiene.
- Provide pregnant women and women breastfeeding a child under 6 months with a supplementary ration.
- Screen children under 5 years old, pregnant and lactating women, elderly and disabled for acute malnutrition in MMUs and provide referral to MoH for treatment where required.
- Establish mobile medical units, coordinate with local health units, and interface with existing health-care system, including ambulances and medical staff.
- Establish of mother-baby spaces in order to provide improved care and feeding to mothers, care givers and children.
- Provide information and educational material appropriate for language and cultural needs.
- Provide health education, training, awareness, and workshops for mothers and care givers.
- Provide awareness training of hygiene and prevention of communicable diseases.
- Procure and distribute dignity kits to women.
- Support migrant maternal and child health long-term stay in health system.
- Build capacity of health-care providers via training, education, and utilization of established referral systems.
- Strengthen capacity of health-care sector for mal-nutrition needs.
- Strengthen health system response capacity by providing technical expertise, trainings, support to health data collection and planning the response of the health sector (contingency plans) to coincide with existing Ministry of Health efforts and in collaboration with the other sectors. Trainings will be provided such as for health-care workers at primary and secondary health-care centres on multi-cultural aspects as well as capacity training on Health in All Policies in crisis situations to focus on interventions within and outside the health sector.

 <p>Logistics and Transport</p>	<ul style="list-style-type: none"> Ensure transportation support from the border crossing point near Miratovac to the registration and reception facilities in Preševo for vulnerable individuals and families (at least 50 per cent of the arriving refugees and migrants). Maintain sufficient warehousing, forwarding, handling and transportation capacity to ensure essential logistics support to the operation in Serbia including one central warehouse in Belgrade (1,500m²) and at least three area warehouses/distribution points (South, East and North).
 <p>Shelter, NFIs</p>	<ul style="list-style-type: none"> Rehabilitate and equip seven solid structure buildings for accommodation of 3,000 individuals. Preposition of emergency shelter capacity for waiting areas and short-term accommodation for up to 6,000 individuals at a given time. Ensure that protection standards are safeguarded. Provide voucher to 15,000 extremely vulnerable individuals supporting their prolonged stay in Serbia. Distribute various non-food items to up to 400,000 beneficiaries ensuring complementarity among the partner agencies involved. Construct accessible male/female WASH facilities and hygiene promotion activities in locations with high concentration of beneficiaries, including solid structure buildings. Establish dining and laundry multipurpose facilities in 3 locations with the technical capacity to service 60,000 individuals in 2016 Distribute hygiene kits and materials to 300,000 beneficiaries.
 <p>Water, Sanitation and Hygiene (WASH)</p>	<ul style="list-style-type: none"> Provide 4-6 additional high-qualified staff to municipalities and public utility companies to cope with the crisis. Provide expertise for improving planning and management of assets, financial management, public procurement, waste collection, environment issues etc. in 16 affected municipalities. Conduct six feasibility studies and six designs per affected municipality for technical documentation connected to water supply, manage waste collection and disposal systems, manage waste water systems, transportation infrastructure etc. Implement at least four infrastructure projects per affected municipality (local community utility infrastructure, water supply, waste water systems, roads, schools, health centres etc). Procure equipment (large/small garbage trucks or waste collection/processing/managing waste) that enhances local self-governments' capacity to provide waste collection services and increase by at least 20 per cent its waste collection capability. Support the acceptance of refugees by local communities, combating xenophobia and radicalization at local level and promoting positive attitudes towards refugees (video material, media events, leaflets etc.) including basic research, comparative studies, development of training curricula etc.). Assist affected municipalities to implement "local protocols on integrated response to violence against women" targeting women, girls, boys and men. Support the National Public Campaign and provide support to local civic initiatives hosting refugees and advocacy work Establish a cross-municipal referral system for cases of violence against refugee women. Provide capacity-building to bodies, including the Coordination Body for Gender Equality and Working Group on Mixed Migration, on gender and crisis response planning and implementation.

Financial Requirements Summary – SERBIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	1,090,000
Arche Nova	475,000
Belgrade Center for Human Rights	54,000
CARE International	1,100,000
Children and Youth Support Organisation	340,000
DRC	1,133,500
Foundation Ana and Vlade Divac	1,099,474
GIZ	69,600
HCIT	240,000
Help-Hilfe zur Selbsthilfe	1,110,000
IMC	3,526,570
Intersos	360,000
IOM	2,920,000
IRC	1,500,000
Mercy Corps	1,045,040
OHCHR	160,000
Oxfam	1,500,000
SCI	3,745,000
SOS Children's Villages Serbia	354,150
Standing conference of Towns and Municipalities	450,000
UN Women	800,168
UNDP	2,300,000
UNFPA	540,000
UNHCR	12,898,839
UNICEF	4,165,000
UNOPS	3,300,000
WHO	650,000
Total	46,926,341

Financial requirements by sector (in US dollars)

Sector	Total
Protection	12,431,073
Food	1,807,198
Health and Nutrition	5,781,767
Logistics and Transport	2,748,428
Shelter and NFIs	13,577,518
Support to Local Communities	5,193,119
WASH	2,915,665
Operational Support	2,471,574
Total	46,926,341



CROATIA





UNHCR/Igor Pavicevic

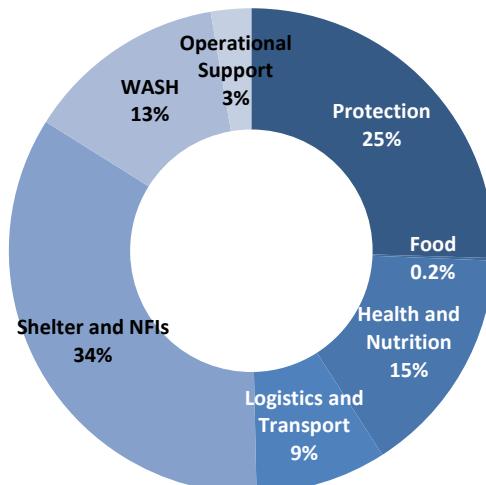
CROATIA RESPONSE PLAN



Printing date: 14 Dec 2015 Sources:UNCS, UNHCR

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *Serbia and Kosovo (S/RES/1244 (1999)).

Financial Requirements (US dollars)
27,433,334



Background and Achievements

From mid-September, following border restrictions on the Hungary-Serbia border, a total of 557,743 refugees and migrants have arrived and transited through Croatia. Daily average arrivals have reached 5,911 people, with only 21 applying for asylum. For several weeks, the crossings were through the green borders, primarily at Tovarnik and Bapska. Since early November, refugees and migrants have been transported mainly by train, directly from the Serbian border town of Sid to the Winter Reception and Transit Centre (WRTC) of Slavonski Brod in Croatia. On average, refugees and migrants have stayed in the WRTC for some four hours, depending on the transportation arrangements.

The Government of Croatia is responsible for the protection of refugees. The Government is committed to providing safe transit of refugees and migrants, as well as to providing access to the refugee status determination (RSD) procedure to those that express the intention to apply for asylum in Croatia. The Croatian Red Cross Society (CRC) is mandated by the Government of Croatia to coordinate the humanitarian response and assistance by NGOs provided to the refugees and migrants.

After the arrival of more than 11,000 people on 17 September alone, the Government established headquarters for the co-ordination of activities concerning the arrival of refugees and migrants, which task is to ensure a coordinated action by all competent authorities and institutions. It is chaired by the Deputy Prime Minister and the Minister of the Interior, and is empowered to take any related executive decision without further approval or confirmation of the Government.

On 20 September, the Government opened a temporary reception centre for migrants in Opatovac where refugees and migrants were registered and accommodated during their transit through Croatia. With the opening of the WRTC in Slavonski Brod on 3 November, which can accommodate 5,000 people, the Government established an organized system to provide care for refugees and migrants in transit. To minimize exposure to the cold, transport of refugees and migrants is organized free-of-charge by trains and/or buses from Sid in Serbia to the Slavonski Brod transit centre. In the WRTC, refugees and migrants are being registered and subsequently have access to services, such as restoring family links, health protection and emergency treatment; protection of and care for the UASC before they are led to different sectors to wait for boarding the train which will bring them directly to Slovenia. At the WRTC, safety and security, warehousing capacities, as well as regular centre maintenance are provided.

Following the Government of Slovenia's request of 18 November 2015 for readmission of people from non-war torn countries to Croatia, the Government of Croatia notified the Governments of Serbia and the former Yugoslav Republic of Macedonia that it would no longer accept such people. This factor, among others, has contributed to the number of those arriving daily to Croatia dropping below 3,000.

Achievements

- From the onset of the emergency, in order to support the Government's response to meet the needs emerging from the fast growing numbers of arrivals, UN agencies, international organizations (IOs) and civil society organizations have used all available resources. The response was rapid and timely, with a comprehensive border monitoring and reception scheme and refugees and migrants being provided with food and NFIs (such as blankets, raincoats, hygienic kits, and specific children supplies), as well as services to restore family links and safe spaces for children.
- The WRTC is a well organized and managed facility, where partners support the Government's winterization efforts and provide large heated tents. In case of need, these can be partitioned into smaller compartments for separate accommodation for families and single women. UNHCR also provides 5,000 bunk beds and two rub halls used for the reception and registration area and for assistance distribution, which will be winterized as well. Containers for families and individuals at risk, WASH facilities, rub halls for reception and registration and distribution of assistance are also provided by partners.
- IOM provided a total of 20 heated containers for use as a heated space where families and individuals at risk (including women, children, and the elderly) can rest and/or spend the night.
- Particular attention is paid to the identification of and assistance to individuals at risk, people with specific needs, as well as women and children.
- CRC has a 24-hour tracing service in place with permanent presence of a social worker, as well as a network of volunteers who distribute food and clothing and assist with family reunification.
- Medical services are organised and provided by the national health system supported by CRC and Magna. UNICEF, Save the Children and Magna are providing care for children and babies. The transit centre has nine heated containers for babies and children who require special attention.
- UNICEF opened a child-friendly space providing psychosocial support for refugee and migrant children and families.
- Currently, twenty one organizations and NGOs are working in the WRTC. UN agencies, IOs and civil society organizations are allocated winterized containers as office space that enables their permanent presence in the centre and thus, allowing appropriate and timely responses to the protection and humanitarian needs of the people of concern.
- UNHCR has a permanent presence in the centre in order to identify and fast-track people with specific needs and at risk, and refer them to other organizations and services in the centre if needed.

- Working closely with the Croatian Ministry of Health, IOM has engaged in similar activities under the Equi Health Project as those described under the Greece chapter of this plan. IOM activities also include training of health professionals and law enforcement officers at places of first reception.
- Croatia is also covered under the direct agreement IOM has signed with the EU's DG Sante to "Support Member States under particular migratory pressure in their response to health related challenges", explained under the Greece country chapter.

Humanitarian Needs and Vulnerabilities

The response strategy is built on the assumption that one million refugees and migrants will arrive in Greece in 2016. However, it also takes into account the increasing restrictions being placed on travel of people through Greece, the former Yugoslav Republic of Macedonia and Serbia, including screening by nationality. This implies that not all of the one million refugees and migrants would arrive and transit through Croatia. In case a number of refugees and migrants get stranded in Croatia due to weather and/or political developments, the current maximum accommodation capacity of the Government-provided WRTC in Slavonski Brod is 5,000 people. With a possible prolonged stay of a number of refugees and migrants, the assessment of and the response to the humanitarian needs would need to be revisited and strengthened.

The profiling and denial of access to territory based on nationality is considered untenable by UNHCR, IOM and UNICEF who have expressed concern that, with the approaching winter, this can create a new humanitarian crisis with people stranded in countries along the route.

Similar to other countries along the route, refugees and migrants at risk include families with children, UASC, single women, pregnant and lactating women, the elderly and people with disabilities. A major concern remains the rising numbers of UASC, who are often victims of human trafficking. It is expected that people at risk will be increasingly exposed to smuggling and other criminal networks - not least in light of the increasing border restrictions mentioned above. In case of a prolonged stay in Croatia, identification of and assistance to these groups at risk would need to be reinforced both by the Government and the partners.

Response Strategy and Priorities

In 2016, UNHCR, IOM, UN agencies, NGOs and civil society organizations in Croatia will continue working in close coordination and cooperation with the Croatian Government in pro-

viding support to the reception of refugees and migrants in the WRTC in Slavonski Brod and, if necessary, in other reception facilities and border crossings.

The main strategic objectives guiding the response in Croatia:

1. Maintain safe access to territory for refugees and migrants.
2. Asylum and rights are ensured and in line with international protection standards.
3. Refugees and migrants have access to information and counselling on options, consequences, rights, obligations and asylum procedures in Croatia, while their views and opinions inform the planning of the humanitarian response.
4. Refugees and migrants access material, legal and psychosocial and medical support, with particular attention to people with specific needs and at risk.
5. People with specific needs are identified and prioritized, in particular UASC, women-at-risk and survivors of trafficking and SGBV, and are referred to specialised services.
6. Reception facilities meet minimum humanitarian and protection standards for transit and short term stay.

Protection

- Protection monitoring, including at detention facilities, will be pursued as a priority to ensure humane treatment and prevent pushbacks, including information dissemination to refugees and migrants related to registration, family reunification, and asylum in Croatia.
- Early warning information networks and displacement tracking matrix will be established.
- Information and counselling will be provided to refugees and migrants on options, consequences, rights, obligations and asylum procedures in Croatia, including risks and prevention of exploitation, abuse, violence, in particular SGBV, smuggling and trafficking.
- Identification, direct assistance as well as protection interventions will be prioritized for people with specific needs and at risk among refugees and migrants.
- Prevention and response to SGBV is integrated in all sectors of the humanitarian response.
- SOPs related to SGBV, child protection, restoring family

links and family reunification, trafficking, sexual exploitation and abuse, and people with specific needs as well as BIA/ BID processes will be developed and implemented as a priority, taking into account the short stay.

- Safe spaces for women, children and people with specific needs are provided in the reception facilities.
- While no xenophobic phenomena have been reported thus far, strategic messaging regarding refugees and migrants will be designed and disseminated, targeting the local population and communities, initiating tolerance and solidarity campaigns using the media and featuring the examples of support to refugees to prevent xenophobia which could threaten to reduce the asylum space and create a negative environment for the refugees.

Food

- Complementing the food rations provided by the Government, partners will target specific groups with required food items such as special dietary food, infant and children's food.

Health and Nutrition

- Ensure that refugees and migrants have equitable access to life-saving health services through medical referrals, mobile and support units in the reception and transit facility, including specific services to SGBV survivors such as the provision of PEP kits and clinical management of rape.
- Ensure refugee and migrant access to public-health services and provide socially and culturally inclusive service delivery.

Partnership and Coordination

UNHCR and IOM both operate with partners and the Government in the Slavonski Brod WRTC. While performing duties and activities within their respective agency mandates, both organizations arrange and coordinate their work across several interlinked platforms including:

- Regular inter-agency coordination meetings chaired by UNHCR and comprising emergency response IOs (UNHCR, UNICEF, IOM, and WHO), serve as a platform for coordinating their work while respecting their individual mandates. Coordination meetings are convened bi-weekly or more frequently as necessary.
- To address the issues of concern, present them to the authorities for approval and report to the inter-agency group

- Operationalization of mother and baby care facilities, providing comprehensive support to infants, young children and their mothers.
- The implementation of the EU's DG SANTE and IOM's second direct agreement to "Support Member States under particular migratory pressure in their response to health related challenges" will start in February 2016.
- IOM Equi Health training is foreseen in 2016 for health professionals, law enforcements officers, cultural health mediators and interpreters to be used at the hotspots and first reception centres, ensuring the delivery of culturally sensitive health services.

Logistics and Transport

- Support to warehousing and distribution of NFIs.
- Support to the Government of Croatia with transportation of transiting refugees and migrants.

Shelter, NFIs and WASH

- UNHCR, IOM and partners will continue supporting the Government in providing adequate shelter and WASH facilities in the WRTC, particularly ensuring that protection standards are upheld.
- In support of the Government's efforts, partners will coordinate the procurement and distribution of the most needed NFIs to the refugees and migrants.

for further action, several inter-agency working groups have been established –refugee/child protection, public information/communication, UASC, SGBV and information desk for refugees and migrants, and working group on contingency planning. In addition, there is an informal working group on UASC involving partner organizations Save the Children and CRC.

- In order to ensure complementarity of action and that relevant policies and guidelines, especially regarding vulnerable refugees, are respected, UNHCR, IOM, and other UN agencies present in the WRTC Slavonski Brod also take part in the daily NGO coordination meetings convened by CRC responsible for the coordination of the overall NGO operation at the WRTC.

Planned Response



Protection

- 24/7 presence in WRTC- Slavonski Brod, in 3 shifts;
- Identification of people with specific needs and at particular risk: UASC, sick people, people with disabilities, pregnant women, women with small children, elderly;
- Ensure access to asylum procedure and free legal aid.
- Dissemination of information and provision of counselling on options, consequences, rights, obligations and the asylum procedures in Croatia.
- Seek the views and opinions of refugees and migrants through feedback and complaint mechanisms.
- Provide training on protection standards and tools, including child protection to Government and partners working in WRTC on refugee protection issues and asylum in Croatia.
- Conduct protection monitoring of the relevant border areas, including gathering information of human trafficking and smuggling;
- Provide interpretation (including female interpreters) support in all relevant areas of assistance;
- Facilitation and implementation of AVRR measures for migrants;
- Ensure the identification and referral of people with specific needs to the national services.
- Pursue the restoration of family links through CRC tracing and family reunification services.
- Establish and operate child-friendly spaces in WRTC.
- Provide child protection services, including psychological support.
- Establish safe spaces for women to address their immediate and unique needs.
- Identification of and support to survivors of SGBV, also through implementation of SOPs.
- Support partners and Government institutions in coordinating activities in identification, referral and follow-up of UASC, while ensuring that best interest assessments and determinations are at the core of every decision taken regarding children.
- All identified UASC benefit from psychosocial support
- 55,000 children benefit from child-friendly spaces
- Establish women only spaces, building capacity of the authorities to implement gender sensitive response, SOPs on SGBV.
- Conduct strategic messaging through local and national media about refugees and migrants to combat racism and xenophobia.



Food

- Provide Emergency and supplementary dietary food supplies purchased to supplement food rations provided by the Government in an AGD-sensitive manner.
- 10,000 girls and boys on the move are provided with adequate nutritional support



Health and Nutrition

- 50,000 people (adults and children) have access to life-saving health services including specific services to SGBV survivors such provision of PEP kits and clinical management of rape.
- Reinforce access of refugees and migrants to public health services
- Support health assessments and preventive measures provided to migrants, with a specific focus on children and other vulnerable groups
- Support medical data collection in transit countries and exchange with countries of destination
- Support to active mother and baby areas, provision of SRH, new-born and baby kits
- Access to adequate, safe and nutritious food and clean feeding utensils for children > 6 months



Logistics and Transport

- Maintain sufficient warehousing, logistic and transportation capacity of CRC to support the operation in WRTC.
- IOM provides support to the Government in transportation of up to 100,000 migrants.



Shelter, NFIs and WASH

- Maintain provision of winterised tents and containers in the Slavonski Brod WRTC.
- Distribution of various non-food items to beneficiaries, while ensuring complementarity among the partner agencies involved.
- NFIs planned include – blankets, winter protection clothing for children and adults, hygiene kits, raincoats, sleeping mats. etc.
- Provide gender segregated WASH facilities - 12 shower and 6 hand washing containers in WRTC.
- Provide hygiene information in multiple languages and accessible to people with disabilities.
- Provide dignity kits.
- Distribution of baby care package.
- Ensure access for disabled people to WASH facilities through provision of 14 toilets for disabled.



UNHCR/Mark Henley

Financial Requirements Summary– CROATIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	935,550
CARE International	632,050
Croatian Law Center	86,540
Croatian Red Cross	6,134,874
Information Legal Center	68,000
IOM	5,230,000
JRS	187,920
Samaritan's Purse	4,912,974
SCI	1,603,604
UNHCR	3,285,822
UNICEF	3,420,000
Volunteer Center Slavonski Brod	32,000
WHO	904,000
Total	27,433,334

Financial requirements by sector (in US dollars)

Sector	Total
Protection	6,990,144
Food	46,979
Health and Nutrition	4,187,942
Logistics and Transport	2,398,721
Shelter and NFIs	9,396,134
WASH	3,674,453
Operational Support	738,960
Total	27,433,334

SLOVENIA



Autumn 2015

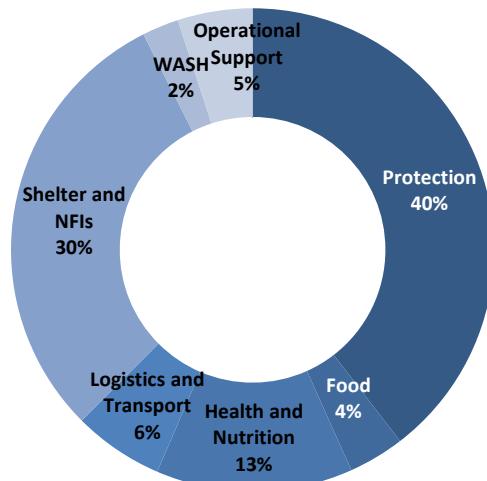


UNHCR / Mark Henley

SLOVENIA RESPONSE PLAN



Financial Requirements (US dollars)
 17,528,058



Background and Achievements

Since September 2015 Slovenia has faced a massive influx of refugees and migrants that has not been seen on its territory for almost two decades. Refugees and migrants coming to Slovenia today are in transit on their way to mainly Austria, Germany and other countries of Western and Northern Europe. By the end of December 2015, more than 378,000 refugees and migrants have transited through since the MoI and the National Police began recording numbers on 16 October 2015. Some 144 individuals from the migration flow have applied for asylum status in Slovenia since September 2015. The numbers of asylum-seekers in Slovenia have remained low, and there are presently about 400 beneficiaries of international protection in the country.

In the initial phase of the refugee and migrant influx, multiple points of entry in Slovenia were used. However, by November 2015 a static point of entry and transit centre was established at Dobova on the Slovenian–Croatian border crossing of Rigonce. A makeshift reception facility was set up at Dobova, where migrants were assisted mostly by the Administration of the Republic of Slovenia for Civil Protection and Disaster Relief, the Slovenian Red Cross Society, Caritas, UNHCR and local and international volunteers. Refugees and migrants were being transported by the police in buses to various reception facilities across the country, from where they mostly continue their journey towards Austria. However from October, all trains entering Slovenia at Rigonce, exit the country at Jesenice or Šentilj on their way to Austria at Spielfeld or Villach. Based on the number of arrivals and number of trains, if processing cannot be completed in Dobova, refugees and migrants are taken to either entry or exit transit facilities at Gruškovje, Gornja Radgona or Šentilj for further registration and access to services in particular medical care, and later depart to Austria. On 18 January 2016, Gornja Radgona reception facility will close due to expiration of the lease agreement. Lendava reception facility is being enlarged to take over the services offered to the refugees and migrants.

Before the influx, Slovenia had one reception centre under the management of the MoI called the Asylum Home in Ljubljana. This has a capacity of 200 people and is for accommodating asylum-seekers. Presently, the Centre for Foreigners in Postojna (detention facilities) could also be used as an accommodation centre with limited capacity in case of need. Two integration houses are located in Ljubljana and Maribor, both with a total capacity of 60, and already accommodating beneficiaries of international protection.

Currently, Slovenia has an accommodation capacity of 7,000 places for short periods, and 2,000 for longer periods. The government plans to increase the capacity with an additional 2,000 long term accommodation spaces.

Achievements

- Improvement of reception conditions and basic services to address the various specific reception needs, particularly of people at risk.
- A permanent presence of humanitarian agencies and service providers at entry and exit transit points.
- Provision of interpretation services in Arabic, Farsi, Urdu, English, French and other languages depending on the profile of refugees and migrants to enable communication with refugees and migrants.
- Provision of protection and legal information, including information on accessing protection and asylum procedures in Slovenia.
- Strengthened identification of people with specific needs and at risk and improved referrals to mainstream protection mechanisms and to partners providing targeted assistance.
- Distribution of food and NFIs, including hygiene kits for women, young girls and mothers.
- Reduced incidences of separated families, restoring family links and supporting family reunification.
- Supported the Government with winterization efforts through the distribution of winter clothing and shoes, blankets, beds, heated tents and heated container boxes.
- Initiated public awareness campaigns to mitigate the rise in negative perceptions of refugees and migrants among the general population.
- Facilitated access to health services and referral to specialized medical facilities for cases that required more intensive treatment.
- Provided transportation to accommodation centres and medical services for vulnerable people, particularly the sick and elderly and hotel accommodation for family members of people admitted to hospitals.
- Strengthened the coordination of activities of humanitarian actors by introducing the Refugee Coordination Model through the Refugee Protection and Humanitarian Assistance working groups.
- Expanded partnerships and coordination with and between NGOs and the Government of Slovenia and relevant line ministries and agencies.
- Slovenia is also covered under the direct agreement IOM has signed with the EU's DG SANTE to "Support Member States under particular migratory pressure in their response to health related challenges", as explained under the Greece country chapter.

Humanitarian Needs and Vulnerabilities

The response strategy and priorities will be based upon the main planning scenario for 1 million refugees and migrants arriving in Greece during 2016. However, it also takes into account the increasing restrictions being placed on travel of people through Greece, the former Yugoslav Republic of Macedonia, Serbia and other neighbouring countries. This implies that not all of the one million refugees and migrants in the planning figure will arrive in and transit through Slovenia.

Given the likelihood that Germany may limit or restrict the number of refugees it allows entry in 2016, expanded security measures in Turkey under the EU-Turkey Agreement, and the potential for other countries to impose stricter border controls, the humanitarian response Slovenia seeks to provide longer term accommodation and services for up to 10,000 migrants and refugees who may become stranded as their onward journey is blocked. At this stage, AVRR services would be made readily available for those people wishing to return to their country of origin.

Refugees and migrants arriving to and transiting through Slovenia even on a short term basis of several hours up to 24-36 hours will need emergency humanitarian assistance and targeted support based on assessed vulnerabilities. The number of estimated arrivals includes people with medical conditions requiring immediate health assistance upon arrival, such as the sick and injured who need specific medical aid including psychosocial support. The figure also demonstrates a need for additional protection services, notably to counsel refugees and migrants on the right to seek asylum in Slovenia and victims of trafficking on regular migration options and to provide them with protection information and legal advice.

It is also necessary to sensitize refugees and migrants on the risks of continuing on their journey. Public awareness campaigns targeting communities hosting reception and accommodation centres, including facilities housing vulnerable people and UASC will be conducted. Urgent support to strengthen the capacity of relevant authorities (police, civil protection, social welfare, health and immigration services) and civil society organizations is needed to facilitate their interventions related to the protection of, and provision of emergency assistance to refugees and migrants.

Interventions, support and assistance will be provided within the context of the accountability framework in an AGD sensitive manner; taking into consideration people with special needs and vulnerable people.

Response Strategy and Priorities

The main strategic objectives guiding the response in Slovenia are:

1. Safe access to territory is maintained, protection response is enhanced, and access to legal procedures and protection services are strengthened.
2. People with specific needs are identified, prioritized for assistance and referred to appropriate government and humanitarian response agency services, in particular UASC and women-at-risk.
3. Health-care services and referral mechanisms are reinforced through enhanced collaboration with government and humanitarian response agencies.
4. Refugees and migrants are better able to access their rights and participate in the interventions from which they benefit, including through increased provision of information, advocacy, and awareness raising in appropriate languages and through improved cooperation with government and response organizations.
5. Reception facilities and protection-centred emergency assistance are in place, meet standards for temporary stay, while at the same time increasing longer term stay capacity.

Protection

- Protection monitoring of access to the territory of Slovenia will be carried out while protection and basic services will be provided. This will include observing refugee and migrant population movements by field staff, including data collectors. This also entails ensuring a well informed and responsive approach with government and humanitarian partners. Flow monitoring points will be established and resourced as part of this component.
- Protection information, legal counseling and assistance will be provided.
- Protection services are to include: referral mechanisms, family tracing, counseling on the risks of being an irregular migrant, assistance for voluntary return, legal assistance, and documentation assistance with relevant diplomatic missions. Protection information and counseling on access to asylum procedures and basic services will be provided to arrivals. The intended impact is to ensure that basic protection needs and services are provided to refugees and migrants upon arrival.

- Regular monitoring of the detention facility at Postojna.
- Additionally, refugees that are in need of legal services and counseling, including detained people of concern, will have full access to quality legal assistance and effective remedies.
- Transportation to country of origin or habitual residence will be ensured under a strengthened system for AVRR.
- Refugees and migrants at risk, in particular UASC, women-at-risk, pregnant and lactating women, the elderly, and the sick will be identified in a timely manner at entry and exit locations. Family reunification activities will be pursued. This will be facilitated by a regular and sustained presence by humanitarian workers at these locations and coordination among stakeholders in a manner complementary to the activities of the Government. The risk of SGBV will be reduced through specific interventions in all sectors.
- Counter-trafficking efforts will be strengthened in order to prevent abuse and exploitation of the current crisis by traffickers and criminal networks. SGBV SOPs will be introduced and functional counselling and referral mechanisms will be established. All mechanisms will be linked to the relevant national protection systems.
- Access to services for the majority of people of concern shall be improved by enhanced translation and interpretation support services. Access to services will occur in a timely manner and will consider vulnerability, age, education, origin, background or other cultural, social, religious and ethnic issues, and physical or psychological disability.
- Child protection mechanisms will be strengthened and psychosocial support will be provided to children and caregivers in order to help them cope with trauma and stress. Special focus will be put on child violence and SGBV cases with protection, medical and psychosocial support. Access to primary healthcare and referral systems will be improved and expedited.
- Participatory assessments including focus group discussions, anonymous intention surveys, feedback and complaints mechanisms and key informant interviews as part of the regular protection monitoring will be conducted daily at all entry and exits points as well as at reception and accommodation facilities and inform the planning of the humanitarian response. This will include regular meetings with stakeholders to discuss and agree on findings and follow up action. Data collected will be shared with the relevant authorities, ensuring principles of confidentiality and data protection, and anonymous data sets will be shared externally to the public and internally between emergency response organizations in the affected countries.
- Capacity building will be provided to relevant authorities (police and civil protection/social welfare bodies), regarding the rights of refugees and migrants. Separated and unaccompanied children will continue to be identified and

family tracing will also be conducted. Special focus will be put on child violence and SGBV cases with protection, medical and psychosocial support. With the acknowledgement that presently transit times within country average between several hours up to 24-36 hours specially adapted measures will be implemented to address the extremely short timelines such as information sharing between agencies and governments to allow for the creation of region-wide child protection databases and similar. Capacities of law enforcement authorities, national police and immigration and social welfare services will be developed through targeted training, provision of life-saving equipment and the development of an operational action plan for alternative planning scenarios around the migration crisis. This will include cultural sensitivity training and provision of background information on countries of origin and the types of journey's migrants and refugees are embarking on.

- Continuous communication to refugees and migrants will be carried out through a number of channels, including information leaflets on the asylum procedures and legal rights in Slovenia, SGBV topics, cultural norms as well as various seminars, talks, information sessions for those that are not on the move (such as in asylum and detention centres). In addition, videos will be made to explain this information in the languages of refugees and migrants and made easily accessible to them through social and other forms of media specifically developed for the response. Provision of Wi-Fi services at points of entry and exit will be ensured. Refugees and migrants will actively be involved in the implementation phase as well as in providing feedback assisting to further improve the initiatives.
- In relation to communication with the general public, efforts will be made to present the profiles of refugees, their backgrounds and personal stories and the contribution they make to wider society. This will be done in various manners, from traditional to new media as well as outreach activities and is intended to contribute to a more positive approach and perception towards refugees and migrants in Slovenia.
- Awareness raising campaigns will be also be organized on the risks related to irregular migration, smuggling and trafficking and the realities of life on the ground in intended countries of destination.
- Sharing of information with Croatia will be strengthened; to facilitate among others the access of targeted support to people with specific needs identified in Croatia.

Food

- Daily food intake equalling a minimum of 2,100 kilo calories (kcal) will be provided to all refugees and migrants on route to Austria or staying overnight or for extended periods in Slovenia.



Health and Nutrition

- Health-care services and referral mechanisms will be reinforced through enhanced collaboration with government and humanitarian response agencies. In order to respond rapidly to potential increases in demand for specialized health services, psychosocial-medical units will be maintained and reinforced at Dobova and Šentilj and other points of entry and exit as required. Reproductive health services will be further supported. Child protection mechanisms will be strengthened and psychosocial support will be provided to children and caregivers in order to help them cope with trauma and stress. Special focus will be put on child violence and SGBV cases with protection, medical and psychosocial support. Access to primary healthcare and referral systems will be improved and expedited.
- Mobile and static medical units that provide primary care will be set-up or reinforced, responsive to and informed by needs identified through regular monitoring and changes in the migration entry and exit points in Slovenia based on governmental leases on entry and exit camp sites as well as the size of any given refugee and migrant group which can alter the exit point for the arrivals. These units will also make referrals to Slovenian healthcare centres and facilities where the severity of illness requires surgery or longer term care.
- Specific attention will be given to vulnerable groups, especially children, unaccompanied and separated minors, pregnant and lactating mothers, the elderly, disabled and people in need of medical attention, as availability of specialized care has been limited due to the desire by refugees and migrants to continue on with their journey and an unwillingness to remain behind with the larger group or family unit.
- The implementation of the second direct agreement between EU's DG Sante and IOM to "Support Member States under particular migratory pressure in their response to health related challenges" will start on February 2016.
- IOM Equi Health training is foreseen in 2016 for health professionals, law enforcements officers, cultural health mediators and interpreters to be used at the hotspots and first reception centres, ensuring the delivery of culturally sensitive health services



Shelter, NFI and WASH

- The Government's reception capacity will be strengthened at Dobova and Šentilj and other points of entry and exit as they come online (subject to change as lease agreements expire in early 2016) through the provision of winterized accommodation for up to 10,000 people overnight.
- Refugees and migrants will have access to adequate reception conditions including food, shelter, sanitation, healthcare, and psychosocial support. People with specific needs will be promptly identified and provided with the support they require. Special consideration will be given

to UASC, single women and families to ensure their safety and right to privacy. Should a situation arise where a longer duration of stay occurs, all refugees and migrants, especially children will have access to education as well as recreational and community activities. Overall they will have a dignified standard of living ensuring their physical and psychological integrity in line with international norms and legal standards.

- Access to services for the majority of people of concern shall be improved by enhanced translation and interpretation support services. Access to services will occur in a timely manner and take in account vulnerability, age, education, origin, background or other cultural, social, religious or ethnic issues, and physical or psychological disability.
- Building on existing winterization plans, partners will ensure the distribution of assistance and the provision of essential and emergency items, with a particular focus on the most vulnerable including hygiene kits for women, infant and baby food, shoes and winter coats, mobile toilet and washing facilities, and other items as identified by the Civil Protection Agency of Slovenia.

Partnership and Coordination

UNHCR has established two working groups: the Refugee Protection Group and the Humanitarian Assistance Group, which bring together main civil society stakeholders. IOM is an active member of both working groups.

The main civil society partners involved in the field response are:

- The Slovenian Red Cross Society, Caritas and ADRA (distribution of food, water, clothing and first aid)
- Legal-Informational Centre for NGOs – PIC (UNHCR partner agency in Slovenia; implements information activities related to protection mechanisms)
- Slovene Philanthropy (acts as a coordination body of volunteers)
- Amnesty International and the Peace Institute (monitoring)

In addition, UNICEF, several NGOs, and activist groups are involved through advocacy activities, collection of donations and volunteering. SLOGA, the Slovenian NGO platform, has received funding from the US Embassy to enhance its communication on refugee and migrant issues related to the influx.

Daily coordination meetings with the participation of UNHCR are taking place at the main border entry and exit points.

UNHCR has coordination and consultative meetings with Civil Preparedness and Disaster Relief Services twice a week.

The MoI is the main governmental body in the field of migration and coordinates the overall response. Civil Protection and Disaster Relief manages shelter and the distribution of humanitarian aid. The MoH, specifically, the National Institute for Public Health has authority over provision of medical services. The Ministry of Labour, Family and Social Affairs is responsible for the protection of unaccompanied minors through its network of Centres for Social Work. Inter-ministerial meetings involv-

ing international organizations and the civil society take place sporadically. Meetings between Civil Protection and relevant civil society take place once a week.

The proposed partnership and lead coordination role of UNHCR and IOM will further enhance coordination to provide more thorough background information and exchange of data between all involved stakeholders.

Planned Response



Protection

- Continue to monitor all entry and exit points, reception facilities, and detention centres and advocate for access to the territory (not related to specific nationalities) and, where necessary, asylum procedures for all people of concern to ensure that the principle of non-refoulement is respected and adhered to (assuring admission).
- Provide interpretation and translation services at all entry and exit points, reception facilities and to facilitate access to protection mechanisms.
- Provide legal counselling and assistance to all in need.
- Ensure security of people and protection.
- Ensure that the principle of family unity is respected, and facilitate the reunification of separated families for at least 70 per cent.
- Provide protection information to all refugees and migrants arriving, including awareness rising on risks and prevention of smuggling and trafficking in human beings.
- Advocate for the effective identification and support for at least 80 per cent of vulnerable people, including the implementation of child friendly procedures, for children not to be detained, and to have full access to social and economic rights. Ensure that Child protection and SGBV mechanisms are functional.
- Increase the protection of UASC, UMCs and victims of trafficking through early identification. At least 60 per cent would access protection.
- Enhance the effectiveness of national referral protection mechanisms for all people with special needs and vulnerable people identified, including women, girls, youth, pregnant and lactating women, and older people.
- Undertake public awareness and public information campaigns.
- Facilitation and implementation of AVRR measures for migrants;
- Conduct capacity building of Government and NGO personnel involved in the provision of services in the emergency. The target is at least 300 people to be trained
- Enhance regional data collection in line with protection principles.
- Establish an early warning information sharing and flow monitoring network, including a DTM



- Distribute food, including infant and baby food to all babies



Health and Nutrition

- Enhance access to basic health services and medical treatment, including specific services for SGBV survivors, such as provision of PEP kits and clinical management of rape.
- Provide psychosocial counselling for refugees and migrants, as well as volunteers and employees of humanitarian organizations.
- Promote access of all migrants to health-care services, including psychosocial first aid, via a mobile medical unit and/or permanent medical presence in reception / accommodation facilities and referral.
- Implement health assessments aimed at the identification of immediate health and follow-up needs.
- Provide basic medication and medical equipment to public health institutions.
- Identify and train cultural mediators at locations where people of concern are found and/or spend time



Logistics and Transport

- Facilitate the transportation of all vulnerable cases to the relevant social services.
- Assist the Government in the transportation of migrants and refugees from reception to accommodation centres and exit points.



Shelter and NFIs

- Support the establishment of new accommodation facilities and the maintenance of current facilities through the procurement of NFIs
- Support the reception / accommodation facilities
- Distribute winterization and other non-food items to vulnerable individuals.
- Distribute thermal bottles to babies.
- Support the government in establishing adequate WASH conditions in all facilities in which the various vulnerabilities and risks are taken into consideration.
- Implement the winterization of facilities, installation of floors and room dividers/separators.
- Ensure access to water and that the water pipes are not frozen and blocked at all reception facilities.
- Provide hygiene kits to all arrivals.

Financial Requirements Summary– SLOVENIA

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	992,218
Association Hope Jesenice/Institute Abraham	397,670
Caritas Slovenia	1,150,250
IOM	5,180,000
Peace Institute	50,000
PIC	682,660
Podpornica Evangelical Humanitarian Organisation with HIA	981,627
SLOGA	169,000
Slovenian Philanthropy	438,816
Slovenian Red Cross	550,000
UNHCR	4,750,367
UNICEF	1,462,000
Women and Health Alliance International	723,450
Total	17,528,058

Financial requirements by sector (in US dollars)

Sector	Total
Protection	6,930,983
Food	657,186
Health and Nutrition	2,308,018
Logistics and Transport	1,059,675
Shelter and NFIs	5,264,232
WASH	430,192
Operational Support	877,772
Total	17,528,058



A young child is climbing a large wooden ladder structure in an indoor playground. The child is wearing a red jacket with a white smiley face patch on the chest, light-colored pants, and dark boots. The ladder has orange and red rungs. In the background, other children and adults are visible, and there are various playground equipment and signs.

ADDITIONAL
REGIONAL
SUPPORT



UNHCR/Mark Henley

ADDITIONAL REGIONAL SUPPORT

This chapter provides space for additional budgeting for interventions that relate to this response plan, but that are not covered by the country chapters above.

These include:

1. Additional capacity in countries of destination and countries potentially affected by the current refugee and migrant movements.
 2. Additional capacity at the regional level required to oversee and support implementation at country level.
 3. Processes where there would be economies of scale if led and budgeted for at the regional level – including procurement of core relief items.
- 1. Additional capacity in countries of destination and countries on the periphery of the current refugee/migrant route;**

Primary countries of destination in Western and Northern Europe such as Austria, Germany and Sweden, are particularly affected by the large numbers of arrivals in 2015. The sheer number of arrivals combined with increasing political pressure in countries of destination to better regulate the arrival of refugees and migrants has led to a slow erosion of protection standards and mechanisms, such as the increasing restriction – and, in some cases, suspension of family reunification.

The sudden influx of people into Western and Northern Europe has shifted operations' scope of activities from focusing primarily on advocacy to becoming more strongly engaged in enabling and monitoring access to asylum procedures and alternative protection measures. Other activities include strengthening communications with people of concern to better target interventions in arrival countries and along the transit route, as well as public information efforts; and to build the capacity of Governments and relevant European institutions involved with the management of the refugee/migrant crisis.

In addition, a number of countries on the periphery of the current refugee/migration route are similarly in need of additional support. In some countries, support is provided primarily to Governments and EU institutions to build local capacity and reinforce the establishment of the EU relocation scheme and the associated 'hotspots'. In other countries beside the transit route, the focus is on joint planning for contingency, in case of further fragmentation of routes.

In 2016 and beyond, concerted efforts will have to be made to support the local integration of people of concern, particularly vis-à-vis access to livelihoods, to encourage self-reli-

ance and reduce aid dependence in the mid- to long-term. Finally, effective programmes that provide two way communication with the refugees and migrants already arrived as well as with the host communities will be essential to maintain social peace and ensuring mutual understanding in Europe.

2. Additional capacity at the Headquarters level required to oversee and support implementation at country level and other locations to build the capacity of Governments and EU institutions engaged with the refugee/migrant response

UNHCR, IOM and partner organizations are re-deploying additional resources at the Headquarters level to ensure regional oversight of this response plan and its effective implementation in a closely coordinated manner.

Agencies' abilities to respond will be improved by the strengthening of data gathering and analysis capabilities. UNHCR is looking to improve the Office's ability to better forecast the scope and direction of movements in a bid to decrease the time lag between notification of arrivals and response.

Similarly, strengthening joint advocacy efforts to address the increasing levels of xenophobia, racism and islamophobia seen across Europe will be key, in order to address the effects on public discourses around refugees and migrants and to confute misinformation. These advocacy efforts will be closely coordinated with strengthened communications and public information efforts. Responding to the visibility of the European refugee and migrant situations, and utilizing tools such as social media, UNHCR, IOM and partners will maintain strong communication and public information capabilities to maintain their important sensitization role.

Closely linked to this, UNHCR, IOM and partners will strengthen their advocacy strategy, inter alia by increasing the number of platforms for the communication of key messages, verified data and information on the response as well as maintaining a high standard of quality assurance. This will enable agencies and partners to clearly communicate their role and scope of engagement in the crisis response, remind European governments, institutions and agencies of their responsibilities and communicating durable solutions and alternative legal pathways for people in need of international protection.

3. Processes where there would be economies of scale if led and budgeted for at the regional level – including procurement of core relief items.

To reduce the burden of field offices to engage separately in procurement processes for items often not available in

large amounts at the country level, agencies like UNHCR have put in place a regional procurement system whereby non-food items are procured through centrally-negotiated framework agreements and prepositioned in regional warehouses. This not only allows for greater oversight of the range and number of articles procured and economies of scale, but also enables agencies to reallocate relief items swiftly in line with shifting refugee/migration routes.

FINANCIAL REQUIREMENTS

Financial requirements by agency (in US dollars)

Organization	Total
ADRA	250,000
IOM	14,245,000
OHCHR	190,462
UNDP	500,000
UNHCR	59,817,315
UNICEF	6,888,000
UNV	660,000
WHO	160,000
Total	82,710,777

Financial requirements by Sector (in US dollars)

Sector	Total
Protection	51,959,821
Health and Nutrition	2,110,000
Shelter and NFIs	21,100,000
Support to Local Communities	500,000
WASH	470,000
Operational Support	6,570,956
Total	82,710,777

Annexes





UNHCR/Ivor Prickett

Annex 1: Financial requirements by agency and country (US dollars)

Organization	Turkey	Greece	FYR Macedonia	Serbia	Croatia	Slovenia	Regional	Total
ActionAid	1,842,700							1,842,700
Adventist Development and Relief Agency		397,540	1,090,000	935,550	992,218	250,000	3,665,308	
Agape		547,500					547,500	
Arbeiter Samariter Bund Deutschland e.V./PREDA Plus		211,850					211,850	
Arche Nova		475,000					475,000	
Association for the Social Support of Youth	2,511,884						2,511,884	
Association Hope Jesenice/Institute Abraham				54,000		397,670	397,670	
Belgrade Center for Human Rights				1,100,000	632,050		1,732,050	54,000
CARE International								364,088
Caritas Athens	364,088							1,232,495
Caritas Hellas	1,232,495							
Caritas Slovenia					1,150,250		1,150,250	
Catholic Relief Services	467,000						467,000	
Children and Youth Support Organisation				340,000			340,000	
Croatian Law Center					86,540		86,540	
Croatian Red Cross					6,134,874		6,134,874	
Dorcas	1,260,000						1,260,000	
Danish Refugee Council	200,000			1,133,500			1,333,500	
Foundation Ana and Vlade Divac				1,099,474			1,099,474	
Gesellschaft für Internationale Zusammenarbeit	848,632			69,600			918,232	
Humanitarian Center for Integration and Tolerance				240,000			240,000	
Help-Hilfe zur Selbshilfe e. V.				1,110,000			1,110,000	

Annex 1: Financial requirements by agency and country (US dollars)

Organization	Turkey	Greece	fYR Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Human Appeal	3,022,300							3,022,300
International Catholic Migration Commission	400,000							400,000
International Medical Corps	4,524,654		3,526,570					8,051,224
Information Legal Center			68,000					68,000
Internews								1,404,245
INTERSOS				360,000				360,000
International Organization for Migration	24,750,000	79,548,000	3,389,100	2,920,000	5,230,000	5,180,000	14,245,000	135,262,100
International Rescue Committee		16,025,000		1,500,000				17,525,000
IsraAID		480,532						480,532
Jesuit Refugee Services					187,920			187,920
Ecumenical Refugee Programme of the Church of Greece		168,042						168,042
La Strada			1,000,000					1,000,000
Legis			1,844,000					1,844,000
Macedonian Red Cross			2,140,000					2,140,000
Macedonian Center for International Cooperation				500,000				500,000
Medecins du Monde		7,407,757						7,407,757
Mercy Corps	3,213,804	1,243,339		1,045,040				5,502,183
Macedonian Young Lawyers' Association			125,091					125,091
'Nostos' Organisation for Social Integration		1,230,000						1,230,000
Nun Kultura		1,744,275						1,744,275
Office of the High Commissioner for Human Rights		60,000		160,000				190,462
Operation Mercy		84,660						84,660
Oxfam	4,186,240			1,500,000				5,686,240
Peace Institute						50,000		50,000
Legal-information centre for Non-Governmental Organisations						682,660		682,660

Annex 1: Financial requirements by agency and country (US dollars)

Organization	Turkey	Greece	fYR Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Podporonica Evangelical Humanitarian Organisation with HIA Hungarian Interchurch Aid						981,627		981,627
Projects of Development Social Support and Medical Cooperation Samaritan Purse	12,179,900						12,179,900	
Save the Children	12,921,315			4,912,974			4,912,974	
Slovenian Development and Humanitarian NGO Platform			3,745,000	1,603,604			18,269,919	
Slovenian Philanthropy					169,000		169,000	
Slovenian Red Cross					438,816		438,816	
Solidarity Now		1,242,000			550,000		550,000	
SOS Children's Villages Serbia			354,150				1,242,000	
Standing conference of Towns and Municipalities				450,000			450,000	
UN Women	264,600		341,848	800,168			1,406,616	
United Nations Development Programme			5,200,000	2,300,000		500,000	8,000,000	
United Nations Population Fund	2,000,000		875,000	540,000			3,415,000	
United Nations High Commissioner for Refugees	5,120,782	140,517,227	9,366,730	12,898,839	3,285,822	4,750,367	59,817,315	235,757,082
United Nations Children's Fund	2,500,000	5,462,000	6,925,000	4,165,000	3,420,000	1,462,000	6,888,000	30,822,000
United Nations Office for Project Services				3,300,000				3,300,000
United Nations Volunteers							660,000	660,000
Volunteer Center Slavonski Brod					32,000			32,000
Women and Health Alliance International						723,450		723,450
World Health Organization	2,000,000		650,000	650,000	904,000		160,000	4,364,000
Total	36,635,382	299,884,183	39,421,565	46,926,341	27,433,334	17,528,058	82,710,777	550,539,639

Annex 2: Financial requirements by country and sector (US dollars)

Sector	Turkey	Greece	FYR Macedonia	Serbia	Croatia	Slovenia	Regional	Total
Protection	18,324,378	107,338,969	11,302,343	12,431,073	6,990,144	6,930,983	51,959,821	215,277,712
Food	16,855,373	6,414,605	1,807,198	46,979	657,186			25,781,341
Health and Nutrition	4,600,000	16,824,936	4,717,114	5,781,767	4,187,942	2,308,018	2,110,000	40,529,777
Logistics and Transport	18,788,628			2,748,428	2,398,721	1,059,675		24,995,451
Shelter and NFIs	13,376,000	123,611,152	6,474,510	13,577,518	9,396,134	5,264,232	21,100,000	192,799,546
Support to Local Communities		5,200,000	5,193,119			500,000	10,893,119	
WASH		4,784,333	4,473,967	2,915,665	3,674,453	430,192	470,000	16,748,610
Operational Support	335,004	11,680,792	839,025	2,471,574	738,960	877,772	6,570,956	23,514,083
Total	36,635,382	299,884,183	39,421,565	46,926,341	27,433,334	17,528,058	82,710,777	550,539,639

Annex 3: Key EU-related developments-decisions related to the situation

9-10 October 2014	JHA Council – Conclusions on “Taking action to better manage migratory flows”, with mention to “proposing a credible number of resettlement places, on a voluntary basis, in order to offer an alternative legal avenue and contribute to stabilize refugees communities in partnership with UNHCR” For the conclusions: http://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/en/jha/145053.pdf	http://www.consilium.europa.eu/en/meetings/jha/2014/10/09-10/
18 April 2015	Tragic incident in the Mediterranean (800 individuals died or went missing)	
20 April 2015	Joint MFA – JHA Council following the 18 April events. Agreement to fight against trafficking of human beings, strengthen EU action to save lives and enhance support for frontline countries (notably through resettlement). Release of the 10-point Action Plan following the joint Council. For the outcome of the meeting: http://www.consilium.europa.eu/en/meetings/fac/2015/04/st08146_en15_pdf/ For the 10-point action plan: http://europa.eu/rapid/press-release_IP-15-4813_en.htm?locale=en	http://www.consilium.europa.eu/en/meetings/jha/2015/04/20/
23 April 2015	Joint UNHCR/IOM/UNSG's Representative/OHCHR Statement on Mediterranean Crossings	http://www.unhcr.org/5538d9079.html
23 April 2015	Extraordinary European Council – Agreement on four priority areas for action: (i) fighting traffickers, (ii) strengthening presence at sea, (iii) preventing illegal migration flows, (iv) reinforcing internal solidarity and responsibility. For the statement underlining the priority areas: http://www.consilium.europa.eu/en/press/press-releases/2015/04/23-special-euco-statement/	http://www.consilium.europa.eu/en/meetings/european-council/2015/04/23/
27 April 2015	Joint UNHCR/IOM/UNSG's Representative/OHCHR Statement on Protection in the Mediterranean in Light of the EU Council's Decision of 23 April 2015	http://www.unhcr.org/553e41e66.html
11 May 2015	UNSG meeting to discuss the draft resolution on fighting smugglers in the Med	
13 May 2015	European Commission releases the European Agenda on Migration (EAM)	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/docs/communication_on_the_european_agenda_on_migration_en.pdf
13 May 2015	UNHCR Statement on the European Commission's Migration Agenda	http://www.refworld.org/docid/555eeac14.html

27 May 2015	First implementation package of the EAM - EC releases package of measures operationalizing the European Agenda on Migration (i) relocation of 40,000; ii) resettlement; iii) EU Action Plan against smuggling; iv) guidelines on fingerprinting; v) public consultation on the future of the Blue Card Directive; vi) new operation plan for Operation Triton)	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/index_en.htm
Early June 2015	HC's letters urging EU Member States and associated States to support the Commission's proposals	
15-16 June 2015	JHA Council – JHA ministers notably discussed the follow-up to the 23 April European Council statement on migration, but failed to find an agreement For the Council's outcome: http://www.consilium.europa.eu/en/meetings/jha/2015/06/Outcome-of-the-Council-meeting_EN_pdf/	http://www.consilium.europa.eu/en/meetings/jha/2015/06/15-16/
22 June 2015	FA Council – Launch of the EUNAVFOR Med naval operation to disrupt the business model of human smugglers in the Mediterranean. First phase of EUNAVFOR concerns information gathering and patrolling on the high seas to support the detection and monitoring of smuggling networks For the Council's outcome: http://www.consilium.europa.eu/en/meetings/fac/2015/06/Outcome-of-the-Council-meeting_EN_pdf/	http://www.consilium.europa.eu/en/meetings/fac/2015/06/22/
25-26 June 2015	European Council – Focus on i) relocation/resettlement, ii) return/readmission/reintegration and iii) cooperation with countries of origin and transit. Main outcomes: agreement in principle on relocation and resettlement but not on the details, agreement on returns, acceleration of negotiations with countries of origin and transit, and reinforcement of FRONTEX For the conclusions: http://www.consilium.europa.eu/en/meetings/european-council/2015/06/EUCO-conclusions-pdf/	http://www.consilium.europa.eu/en/meetings/european-council/2015/06/25-26/
20 July 2015	JHA Council - Focus on i) relocation, ii) resettlement, iii) safe countries of origin, iv) Valetta Summit and EU return policy [under other business] and v) fingerprinting. Main outcomes: (i) agreement on the relocation of 32,256 persons, (ii) agreement on the recommendation on the resettlement of 22,504 refugees, (iii) conclusions concerning safe countries of origin with a recommendation that priority should be given to the WB, (iv) adoption of a note inviting EU MS to follow the Commission's guidance on the implementation of the EURODAC regulation as regards fingerprinting For the outcome of the Council: http://www.consilium.europa.eu/en/meetings/jha/2015/07/st11097_en15_pdf/	http://www.consilium.europa.eu/en/meetings/jha/2015/07/20/
4 September 2015	Statement by UN High Commissioner for Refugees, António Guterres on refugee crisis in Europe	http://www.unhcr.org/55e9459f6.html
4-5 September 2015	Informal FA Council (Gymnich) – Statement on migration (quota system, specialized EU jurisdiction, list of safe third countries)	http://www.eu2015lu.eu/en/actualites/articles-actualite/2015/09/04-in-fo-gymnich-doorsteps/
8 September 2015	Statement by Vincent Cochetel, UNHCR's Regional Refugee Coordinator for the Refugee Crisis in Europe (focus on Hungary and the Western Balkans)	http://www.unhcr.org/55ef16616.html

9 September 2015	Second implementation package of the EAM – European Commission puts forward a comprehensive package of proposals on migration/asylum, including on: i) emergency relocation proposal of 120,000; ii) permanent relocation mechanism under the Dublin system; iii) European list of safe countries of origin; iv) Action Plan on return; v) Return handbook; vi) Public procurement rules for refugee support measures; vi) addressing the external dimension of the refugee crisis; vii) a Trust Fund for Africa	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/index_en.htm
9 September 2015	European Parliament amends and backs the emergency proposal to relocate 40,000 asylum-seekers (of the First Implementation package of the EAM) For the text adopted by the European Parliament: http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+TA+P8-TA-2015-0306+0+DOC+PDF+V0//EN	http://www.europarl.europa.eu/news/en/news-room/content/20150903IPR91518/html/MEPs-approve-first-emergency-rules-for-distributing-asylum-seekers-in-the-EU
10 September 2015	UNHCR's proposals in light of the EU response to the refugee crisis and the EU package of 9 September 2015	http://www.refworld.org/docid/55f280774.html
14 September 2015	Extraordinary JHA Council – Ministers did not agree on a compulsory relocation scheme – Formal adoption, however, of the temporary and exceptional relocation scheme for 40,000 persons (based on the Commission's first emergency relocation proposal), and agreement notably on military deployment in the Med and activation of hotspots in Italy and Greece For the meeting outcome: http://www.consilium.europa.eu/en/meetings/jha/2015/09/Outcome-of-the-Council-meeting_EN_pdf/ For the conclusions: http://www.consilium.europa.eu/en/meetings/jha/2015/09/st12002_en15_pdf/ For the Council decision on relocation of 40,000: http://data.consilium.europa.eu/doc/document/ST-11161-2015-INIT/en/pdf	http://www.consilium.europa.eu/en/meetings/jha/2015/09/14/
17 September 2015	European Parliament backs emergency proposal to relocate 120,000 asylum-seekers (of the Second Implementation package of the EAM) without amending it For the text adopted by the European Parliament: http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+TA+20150917+SIT+DOC+WORD+V0//EN&language=EN	http://www.europarl.europa.eu/news/en/news-room/content/20150915IPR93259/html/MEPs-give-go-ahead-to-relocate-an-additional-120000-asylum-seekers-in-the-EU
22 September 2015	Extraordinary JHA Council – Adoption of the decision to relocate 120,000 persons in need of international protection from Italy and Greece For the decision adopted on relocation of 120,000: http://www.consilium.europa.eu/en/meetings/jha/2015/09/st12098_en15_pdf/	http://www.consilium.europa.eu/en/meetings/jha/2015/09/22/
23 September 2015	Extraordinary European Council – Aims: deciding on practical priorities for immediate application and discussing how to respond to long-term migratory challenges Agreement on a list of priorities including: (i) mobilising at least 1 billion additional funding for UNHCR and WFP; (ii) assistance to Lebanon, Jordan, Turkey and other countries in dealing with the Syrian refugee crisis; (iii) reinforcing cooperation and dialogue with Turkey at all levels; (iv) assisting Western Balkans countries; (v) increase funding to address the root causes of migration; (vi) tackling the situation at the EU's external borders and strengthen their control (through increased funding for the relevant funds); (vii) assisting frontline MS in the establishment of hotspots. Call for renewed diplomatic efforts to solve the crisis in Syria and ensure the formation of a government of national unity in Libya. For the European Council's statement: http://www.consilium.europa.eu/en/press/press-releases/2015/09/23-statement-informal-meeting/	http://www.consilium.europa.eu/en/meetings/european-council/2015/09/23/

1 October 2015	European Commission Resettlement and Relocation Forum	
7 October 2015	UNHCR Statement ahead of the Justice and Home Affairs Council meeting, 9 - 8 October 2015	http://www.unhcr.org/56151a179.html
7 October 2015	Beginning of the first step of the second phase of the EUNAVFOR Med naval operation (second phase enables to conduct boarding, search, seizure and diversion on the high seas of vessels suspected of being used for human smuggling or trafficking, within international law) – EUNAVFOR Med is renamed “Operation Sophia”	http://www.consilium.europa.eu/en/press/press-releases/2015/09/28-eunavfor/?utm_source=dsms-auto&utm_medium=e-mail&utm_campaign=EUNAVFOR+Med%3a+EU+agrees+to+start+the+active+phase+of+the+operation+against+human+smugglers+and+to+re-name+it++%22Operation+Sophia%22
8 October 2015	High-level conference on the Eastern Mediterranean – Western Balkans route – Aimed to enhance engagement among all partners, increasing solidarity and ensuring an orderly management of refugee and migration flows (Participants: EU JHA and FA Ministers, counterparts from Turkey, Lebanon, Jordan and the WB, EU associated countries, representatives from EU and UN Agencies)	http://www.consilium.europa.eu/en/meetings/jha/2015/10/08/
9-8 October 2015	JHA Council – Concerning migration: (i) discussions on the future management of the EU's external borders (to be used as inputs for the 15-16 October European Council) with a majority of MS in favour of strengthening the collective responsibility for external border controls and reinforcement of role and capacity of FRONTEX; (ii) discussions and conclusions on the future of the return policy; (iii) briefing on latest development regarding relocation; (iv) discussions on ways of improving judicial cooperation; (v) discussions on fighting against xenophobia and (vi) approval of €576.3 million in commitments and €71.3 million in payments as additional financial assistance from the 2015 EU budget, putting into effect the commitments made by the European Council on 23 September 2015. For the conclusions on the future of the return policy: http://www.consilium.europa.eu/en/press/press-releases/2015/10/08-jha-return-policy/ For the press release on the financial commitments: http://www.consilium.europa.eu/en/press/press-releases/2015/10/8-council-aproves-money-refugee/	http://www.consilium.europa.eu/en/meetings/jha/2015/10/08-09/

	<p>FA Council – Discussions on the external aspects of migration (to be used as inputs for the 16-15 October European Council). Reaffirmation of the importance of the cooperation with and support to countries of origin and transit (Jordan, Lebanon, Turkey, African countries etc.).</p>	
12 October 2015	<p>For the conclusions on migration: http://www.consilium.europa.eu/en/meetings/fac/2015/10/Council-conclusions-on-Migration_pdf/</p> <p>Conclusions were also adopted on Libya (http://www.consilium.europa.eu/press-releases-pdf/2015/10/40802203420_en_635802436200000000.pdf) and Syria (http://www.consilium.europa.eu/press-releases-pdf/2015/10/40802203421_en_635802609000000000.pdf)</p>	http://www.consilium.europa.eu/en/meetings/fac/2015/10/12/
14 October 2015	<p>Commission releases State of Play of the Implementation of the Priority Actions under the European Agenda on Migration</p> <p>For the document: https://ec.europa.eu/transparency/regdoc/rep/1/2015/EN/1-2015-510-EN-F1-1.PDF</p>	http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/background-information/index_en.htm
15 October 2015	<p>European Council – EU leaders took stock of measures implemented so far and agreed on further orientations: 1) Cooperating with third countries to stem the flows; 2) Strengthening the protection of the EU's external borders (building on the Schengen acquis); 3) Responding to the influx of refugees in Europe and ensuring returns. They were reminded of the financial promises they had made so far, and were asked to increase their support to relevant international organizations and funds. EU leaders also started discussions on broader challenges (future of the Dublin III regulation, EU border guard system, and specific role of hotspots).</p> <p>For the European Council conclusions: http://www.consilium.europa.eu/en/meetings/european-council/2015/10/15-euco-conclusions/</p>	http://www.consilium.europa.eu/en/meetings/european-council/2015/10/15-16/
16 October 2015	<p>Release of EU-Turkey Joint Action Plan – Action Plan only agreed ad referendum (i.e. say subject to agreement by others and finalization of details). Two aims set out: 1) Supporting the Syrians under temporary protection and their Turkish hosting communities; 2) Strengthening cooperation to prevent irregular migration.</p> <p>For the Joint Action Plan (agreed ad referendum): http://ec.europa.eu/priorities/migration/docs/20151016-eu-revised-draft-action-plan_en.pdf</p>	http://ec.europa.eu/dgs/home-affairs/what-is-new/news/news/2015/20151016_1_en.htm
25 October 2015	<p>Meeting on the Western Balkans Migration Route – Leaders of Albania, Austria, Bulgaria, Croatia, the former Yugoslav Republic of Macedonia, Germany, Greece, Hungary, Romania, Serbia and Slovenia met to increase operational cooperation all along the migration route.</p> <p>Leaders agreed on a 17-point action plan, focusing on (i) permanent exchange of information, (ii) limiting secondary movements, (iii) supporting refugees and providing shelter and rest, (iv) border management, (v) tackling smuggling and trafficking, (vi) information on rights and obligations of refugees and migrants, (vii) monitoring.</p> <p>In particular, additional reception capacity of 100,000 places agreed for Greece (50,000) and the Western Balkans (50,000).</p> <p>For the leaders' final statement: http://ec.europa.eu/news/2015/docs/leader_statement_final.pdf</p>	http://europa.eu/rapid/press-release_IP-15-5904_en.htm

	<p>Foreign Affairs Council – Inter alia debate on migration, and how development cooperation can help address the common challenges currently facing Europe and its partner countries. In particular, ministers discussed how development cooperation and assistance can make an effective and short-term impact contribution to the crisis response, and how the EU can further improve its instruments and policies.</p>	
26 October 2015	<p>Agreement on stepping up the EU's level of engagement and strengthen cooperation with third countries on migration both at bilateral and multilateral level.</p> <p>For the Council's outcome: http://www.consilium.europa.eu/en/meetings/fac/2015/10/st13400_en15_pdf/</p>	http://www.consilium.europa.eu/en/meetings/fac/2015/10/26/
27 October 2015	<p>Debate in plenary at the European Parliament on the Conclusions of the European Council meeting of 15 October 2015, in particular the financing of international funds, and of the Leaders' meeting on the Western Balkans route of 25 October 2015, and preparation of the Valletta summit of 11 and 12 November 2015.</p> <p>For President Juncker's statement: http://www.consilium.europa.eu/en/press/press-releases/2015/10/27-pec-speech-ep/?utm_source=dsms-auto&utm_medium=email&utm_campaign=Address+by+President+Donald+Tusk+to+the+European+Parliament+on+the+latest+European+Council+of+15+October+2015</p> <p>For the video of the debate: http://www.europarl.europa.eu/plenary/en/debate-details.html?date=20151027&detailBy=date</p>	
9 November 2015	<p>Extraordinary JHA Council – In the presence of Associated States, EU Ministers were briefed on the current migratory situation and took stock of the progress of the implementation of the most recent measures agreed upon at the EU level.</p> <p>Conclusions related notably to: the speeding up of the ongoing relocation scheme; the strengthening the EU's external borders; the fight against human trafficking and smuggling; return and readmission, information sharing and the possibility to explore the concept of processing centres in countries where the hotspot approach has not been implemented.</p> <p>For the Council conclusions: http://www.consilium.europa.eu/en/meetings/jha/2015/11/09/</p>	http://www.consilium.europa.eu/en/meetings/jha/2015/11/09/
12-11 November 2015	<p>Valletta Summit on migration – European and African Heads of State and Government met to strengthen cooperation and address the current challenges/opportunities of migration.</p> <p>In the political declaration, Heads of State and Government agreed on a number of guiding principles and values.</p> <p>In the Action Plan, five priority domains were set out: i) Development benefits of migration and addressing root causes of irregular migration and forced displacement; (ii) legal migration and mobility; (iii) protection and asylum; (iv) prevention of and fight against irregular migration, migrant smuggling and trafficking in human beings (v) return, readmission and reintegration.</p> <p>For the political declaration: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/FINAL DECL EN-(2).pdf/</p> <p>For the Action Plan: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/ACTION PLAN EN_pdf/</p>	http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/ACTION PLAN EN_pdf/

12 November 2015	<p>Launch of the Emergency Trust Fund for Africa for stability and addressing root causes of irregular migration and displaced persons in Africa on the occasion of the Valletta Summit.</p> <p>For the Emergency Trust Fund's factsheet: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/11-12/</p>	http://europa.eu/rapid/press-release_IP-15-6055_en.htm
12 November 2015	<p>Informal European Council – Following the Valletta Summit, EU leaders discussed the latest developments in the migration crisis and how to accelerate the implementation of the measures agreed over the past two months (i.e. cooperation with third countries, including Turkey, decisions on relocation, setting up of hotspots in Greece and Italy, reinforcing control of EU external borders).</p> <p>In particular, cooperation with Turkey was at the centre of the discussions.</p> <p>For President Tusk's invitation letter: http://www.consilium.europa.eu/en/press/press-releases/2015/11/04-tusk-invitation-letter-informal-euco-valletta/</p>	http://www.consilium.europa.eu/en/meetings/european-council/2015/11/12/
17-16 November 2015	<p>Foreign Affairs Council – Ministers discussed, i.e. the situation in Syria and recent diplomatic efforts in the region, the Paris attacks, migration and the follow-up of the Valetta conference.</p> <p>For the outcome of the meeting: http://www.consilium.europa.eu/en/meetings/fac/2015/11/st14120_en15_pdf/</p>	http://www.consilium.europa.eu/en/meetings/fac/2015/11/16-17/
20 November 2015	<p>Extraordinary Justice and Home Affairs Council - Following the tragic events in Paris, the Luxembourg Presidency, in coordination with French authorities, convened an extraordinary Justice and Home Affairs which gathered both Justice and Home Affairs ministers. Ministers notably agreed on: (i) finalizing the EU Passenger Name Records (PNR) scheme before the end of the year (although this has to be agreed with the EP); (ii) increasing cooperation against firearm trafficking; (iii) enhancing information sharing; (iv) addressing the issue of financing terrorism; (v) enhancing the criminal justice response to terrorism and violent extremism; and (vi) strengthening controls of external borders.</p> <p>For the JHA Council's background brief: http://www.consilium.europa.eu/en/meetings/jha/2015/11/Background_EN_pdf(1)/</p> <p>And outcome: http://www.consilium.europa.eu/en/meetings/jha/2015/11/st14382_en15_pdf(1)/</p>	http://www.consilium.europa.eu/en/meetings/jha/2015/11/20/
24 November 2015	<p>Release of the Refugee Facility for Turkey – Framework for the allocation of the EUR 3bn to actions in Turkey</p> <p>For the document: http://www.statewatch.org/news/2015/nov/eu-com-turkey-refugee-crisis-funding-decision-24-11-2015.pdf</p>	http://ec.europa.eu/dgs/home-affairs/what-is-new/news/news/2015/20151124_3_en.htm

29 November 2015	<p>EU-Turkey Summit – In exchange for the signature of the Join Action Plan (see 16 October) with Turkey, the EU committed to re-energize Turkey's accession process, engage in more frequent and structured dialogues with Turkey, and the provision of an initial EUR 3 billion to Turkey to help it cope with the high numbers of Syrian refugees currently in the country. The EU and Turkey also agreed to apply the EU-Turkey readmission agreement from June 2016 and on the aim of completing the visa liberalisation process by October 2016.</p> <p>For the meeting's background brief: http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/151127-FINAL-Background-Turkey_pdf/</p> <p>And the Heads of State and Government's statement: http://www.consilium.europa.eu/en/press/press-releases/2015/11/29-eu-turkey-meeting-statement/</p>	<p>http://www.consilium.europa.eu/en/meetings/international-summit/2015/11/29/</p>
4-3 December 2015	<p>Justice and Home Affairs Council – Ministers discussed alia the hotspots, relocation, safe countries of origin, fight against xenophobia and Schengen. The Luxembourg Presidency underlined continued difficulties in the implementation of hotspots but welcomed Greece's calls for FRONTEX Rapid Intervention Teams, deployment of FRONTEX at the Greek/FYROM border, and the activation of the Civil Protection Scheme.</p> <p>For the outcome of the Council: http://www.consilium.europa.eu/en/meetings/jha/2015/12/st14937_en15_pdf/</p> <p>The Council also adopted conclusions on statelessness: http://www.consilium.europa.eu/en/press/press-releases/2015/12/04-counciladopts-conclusions-on-statelessness/</p>	<p>http://www.consilium.europa.eu/en/meetings/jha/2015/12/03-04/</p>
15 December 2015	European Commission to release package of proposals to be discussed at the European Council	
18-17 December 2015	European Council Conclusions outlining urgent next steps on the European Union's refugee and migrant response, 17-18 December 2015	<p>http://www.consilium.europa.eu/en/meetings/european-council/2015/12/17-18/</p>

Annex 4: Working Together



