



REPUBLIC OF SERBIA  
COMMISSARIAT FOR REFUGEES

*SITUATION AND NEEDS OF REFUGEE POPULATION*  
*IN*  
*THE REPUBLIC OF SERBIA*

DECEMBER 2008

## Executive Summary

The document is aimed at presenting the needs of refugees in Serbia in **searching for durable solutions**, but also at **presenting briefly the achievements of Serbia**, as a country with the largest refugee/IDP population in Europe, in the field of refugee protection. Of some 538,000 registered refugees in 1996, there are less than 100,000 of them in 2008. The majority of them integrated locally – more than 200,000 refugees were naturalized.

So far, **Serbia has invested** significant funds in refugee protection. Only the investments for **care and maintenance** amount to more than **EUR 250 million** (EUR 42 million for collective accommodation and social welfare benefits, EUR 72 million for health care and EUR 150 million for education). The process of **local integration** was financed with **EUR 56 million** (34 million for infrastructure for the various donor housing projects and 22 million for purchasing housing units for refugees). 7,844 different types of housing solutions were ensured. The biggest contributors were UNHCR and the European Union.

In order to ensure funds for local integration of refugees and to best **assess their needs**, the Serbian Commissioner for Refugees did a **research**, in cooperation with the UNHCR. The research included almost all refugees in collective centers and a sample of 2467 refugees (800 households) in private accommodation. The highlights of the research are:

- **Unemployment rate** among refugees is **33%**, significantly higher than in local population;
- **29%** of refugees have **monthly income less than** EUR 48, which is a **threshold for social welfare** benefits;
- **61%** of refugees do **not** have a **housing solution**;
- Only **5%** of refugees opted for **repatriation** to their country of origin.

Based on the research, **proposed solutions** for local integration, as the most realistic/desirable durable solution, has to be found through various local integration schemes, mainly in the sphere of housing, but also in other areas, such as employment and legal assistance. A small portion should be reserved to support reintegration of those refugees who decide to return to their country of origin.

Total amount necessary to ensure durable solutions through local integration for the most vulnerable refugees is EUR 188 million. Serbia has already decided to ensure EUR 4.2 million through the annual budgets for 2009 and 2010. Additional EUR 5.2 million will be ensured through EU (IPA) funds. Therefore, the **target/missing amount is EUR 143.5 million**.

The main constraints that the Government of Serbia is facing in search for local integration solutions for refugees is the still vulnerable economy in transition, even more aggravated in the current difficult global economic crisis environment. An additional burden on the country are some 200,000 IDPs from Kosovo, who also require assistance, until a durable solution for them is found. In that context, the access to individual rights in the country of origin for all refugees, without discrimination, would be of essential importance.

## I Introduction

The Republic of Serbia is the country with the highest number of refugees and internally displaced persons in Europe. The number of refugees in the Republic of Serbia decreased by more than 80% in the period 1996 - 2008. In the 1996 Census of Refugees and War Affected Persons 538,000 refugees and 72,000 war affected persons were registered. The number of refugees registered in the 2001 Registration of Refugees was 346,000 and in the 2004/2005 Registration 104,246 refugees.

Table 1: Number of refugees from BiH and Croatia (1996 - 2008)

Year	1996	2001	2004	2008
Bosnia and Herzegovina	232,974	242,624	275,41	24,943
Croatia	290,667	242,624	76,546	72,411

The reduction in refugee numbers is mainly the result of local integration of refugees in the Republic of Serbia. More than 200,000 persons acquired citizenship of the Republic of Serbia, thus representing one of the largest refugee integration processes in Europe over the past 15 years. The number of refugees was additionally reduced by 149,000 persons through repatriation to the countries of origin – BiH and the Republic – with varying success (31% returnees to BiH and 18% returnees to the Republic of Croatia). Another 49,000 persons are estimated to have found refuge in third countries.

As at end June 2008 there were 97,354 refugees from BiH and the Republic of Croatia in the Republic of Serbia. Of this figure, 75% are refugees from the Republic of Croatia.

The fact that the majority of refugees in the Republic of Serbia originate from the Republic of Croatia and their hesitation to renounce refugee status and take the documents of the Republic of Serbia or acquire returnee status in the country of origin implies that this population is maintaining refugee status hoping it would help them resolve problems in providing basic livelihood either in the process of repatriation or local integration. A large number of refugees who acquired citizenship of the Republic of Serbia and who need continuous assistance in resolving employment and housing problems - including assistance in exercise of rights in the country of origin towards full economic integration – should not be neglected.

## II Care and Accommodation of Refugees

The Republic of Serbia, with the assistance of the international community, has since 1991 invested enormous efforts and funds to secure reception, care and accommodation and integration of refugees.

According to the Law on Refugees, refugees were offered reception, and temporary accommodation. Food assistance was distributed to the most vulnerable who cannot provide for themselves. Adequate health care, certain social welfare rights such as accommodation in social welfare institutions, and the rights related to the protection of a child and family were also ensured. Refugees were guaranteed the right to education and employment in line with the Law on Refugees.

At the time of the largest number of refugees, in 1996, more than 70,000 persons were accommodated in the 700 collective centres on the territory of Serbia.

The Republic of Serbia allocated more than EUR 250 of its budget for reception and care and accommodation of refugees (EUR 42 million for accommodation in collective centres and social services, EUR 72 million for health care and EUR 150 million for education).

### III Integration

Over the past 17 years the Republic of Serbia, with the strong support of the international community, has invested big efforts and funds to create conditions for local integration of refugees. During this period 7,844 different housing solutions were ensured (housing units, construction lots and construction materials kits, construction material for completion of initiated housing construction, purchase of village houses).

- 631 village houses were purchased;
- 20 prefabricated houses donated (programme started in 2008);
- 3,249 construction material kits distributed;
- 3,805 housing units built;
- Some 30,400 persons found a durable solution through the housing programmes;
- More than 30% of refugees and war affected persons acquired citizenship of the Republic of Serbia. However, housing remains the key integration issue.

The Republic of Serbia secured approximately EUR 56 million for infrastructure within the framework of the integration programme, partly from the Republican budget and partly from the budgets of municipalities and cities whose contribution is noteworthy (105 municipalities took part in refugee durable solution programmes). Most of these funds – EUR 34 million - were spent for provision of infrastructure, while EUR 22 million were spent for purchase of turn-key housing units.

UNHCR extended utmost support in execution of these projects. However, in recent years, the European Union has taken the lead in implementing refugee local integration support programmes in Serbia through the European Agency for Reconstruction and the Delegation of the European Commission – CARDS and IPA funding instruments.

Particular efforts were directed towards the programme of closure of collective centres. Consequently, there are 74 of them now housing predominantly IDPs (some 4,500) and some 1,300 refugees.

Table 2: Decrease of the number of collective centres (CCs) by year

Date	No. of CCs	No. of refugees	No. of IDPs	Total
31/12/2001	388	17,415	9,448	26,863
31/12/2002	323	13,569	9,274	22,843
31/12/2003	194	8,107	7,933	16,040
31/12/2004	143	5,091	7,408	12,499
31/12/2005	112	3,418	6,128	9,546
31/12/2006	92	2,515	5,760	8,275
31/12/2007	80 (18 KiM)	1,702	5,046	6,748
01/11/2008	74 (17 KiM)	1,361	4,763	6,124

In 2002 the Government of the Republic of Serbia adopted the National Strategy for Resolution of Problems of Refugees and Internally Displaced Persons and thereby formally committed to resolving this problem. Over the past six years, Serbia has funded intergration and repatriation projects in line with the objectives and guidelines defined by the Strategy.

- The Republic of Serbia stands ready to continue working intensively towards providing durable solutions for refugees. One of the IPA funding priorities is EUR 16 million support allocated to assistance for refugees and internally displaced persons. EUR 5.2 million of these will be used for housing and employment of refugees.
- The Republic of Serbia has also secured an EUR 10 million loan for financing refugee housing construction from the Council of Europe Development Bank (CEB). Favourable interest rates will be charged on loans granted to refugees.
- More than EUR 4 million will be earmarked in the national and municipal budgets for durable solutions projects in 2009 - 2010.
- The province of Vojvodina, where more than 40% refugees live, earmarked funds for durable solutions projects and repatriation of refugees from the fund amounting 7% of its total budget.
- The Republic of Serbia is ready to provide EUR 4.2 million through the National Investment Plan (NIP) for construction of 150 housing units in the period 2009 – 2010.

As the donors have been earmarking funds almost exclusively for the programme of closure of collective centres over the past five years, it is now necessary to direct funds to privately accommodated refugees who often live in dire situation.

#### IV Assessment of needs

In order to collect basic information necessary for programming and fundraising towards resolution of refugee problems in Serbia, the Commissioner for Refugees in Serbia organised and conducted an assessment of their needs. The assessment of the needs of privately accommodated refugees was conducted in cooperation with the International Organisation for Migrations (IOM)<sup>1</sup> within the framework of the, EU funded, project of support to the Government institutions dealing with refugees and internally displaced persons. The assessment of the needs of refugees accommodated in collective centres was conducted in cooperation with UNHCR. Both assessments were conducted in the period September-October 2008.

The assessment was conducted solely among persons who still hold refugee status.

In collective centres, 1,217 refugees of a total 1,252 living therein were interviewed.

The assessment of the needs of privately accommodated refugees was conducted on a sample of 800 households (2,467 persons).

The sample was multistage stratified. All the municipalities with registered refugees were divided into two strata: those with up to 1,000 refugees and those with over 1,000 refugees. In the first stage of the stratum of municipalities with a lower number of refugees 30 municipalities were selected, while from the stratum of municipalities with a higher number of refugees, 20 municipalities were selected. In the second stage, households were systematically selected from the Commissioner of Refugees' data bases. Ten households were selected in each municipality from the first stratum and 25 households in each municipality from the second stratum.

The accuracy of registries was checked before the assessment in several duly selected municipalities. In case that some of the selected households could not be located at the address registered, the trustees made a selection on the basis of their own registries.

The sample is representative for refugee population at the level of the Republic of Serbia.

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<sup>1</sup> Questionnaire and sample prepared by Prof. Dr. Slobodana Cvejić, expert in statistics and methodology

Key results of the assessment:

- Unemployment rate among refugees is 33%, which is significantly higher than among domicile population;
- Monthly income per member of household in 29% of refugees is less than EUR 48 (threshold for exercising social welfare rights);
- 61% of refugees live as subtenants or with family and friends;
- Only 5% of refugees expressed a wish to return to the country of origin;
- 44% of refugees stated they lacked minimum one document (either from the country of origin or from Serbia 36% and 8% respectively).

On the basis of the results obtained, a projection of needs was made in two directions:

1. For persons who have neither income nor an adequate housing solution
2. For persons who have certain income and are able to repay housing loans

### **Housing needs of persons in social need<sup>2</sup> (see Annex 4 for a detailed overview of the funds required)**

Based on the analysis, a conclusion may be drawn that this category of refugees requires the following:

- Approximately 5,300 housing units. With respect to housing solutions for socially vulnerable refugees, the obtained data indicate the preferred solution to be social housing. Taking into account a high number of vulnerable families, and their inability to provide basic livelihood, this is a realistically expressed need. Depending on the level of income, ability to work and other forms of vulnerability, detailed assessments of housing needs with favourable rent in supportive environment are called for. However, this does not affect the amount of funds required for new housing construction.
- Approximately 2,500 village houses with gardens. The programme, the implementation of which began in 2004, proved exceptional both in view of minimum funds required for purchase of houses as well as for the possibility to provide at least basic food stuffs through farming of the purchased land.
- Approximately 3,250 construction materials kits for completing the houses in the final construction phases. This type of assistance would target the most vulnerable families who have neither income nor housing (720) as well as vulnerable families without sufficient income that started building their own houses.

*The sum required for execution of durable solution projects for the extremely vulnerable families totals EUR 188 million (USD 243 million). The Republic of Serbia is ready to ensure EUR 4.2 through the NIP for construction of 150 housing units in the period 2009-2010. Additional EUR 35 million from the Republican and municipal budgets would be required for construction of the necessary housing units. Also, EUR 5.2 million will be ensured from EU Pre-Accession Instrument.*

*The funding gap amounts to EUR 143.5 million (USD 185 million). It should be noted that costs of execution of potential projects have not been calculated (see Annex 4 for a detailed overview).*

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<sup>2</sup> The eligibility criteria for social welfare assistance is monthly income not exceeding RSD 4300 (USD 60) as per Family Financial Assistance (MOP)

### **Housing needs of persons able to repay loans**

Approximately 15,000 favourable housing loans, the monthly repayment installment would be some EUR 100, are required for this category of persons. Although they themselves would repay these loans, the Republic of Serbia would need to ensure approximately EUR 112 million for infrastructural equipping of construction lots so as to ensure that loan conditions and the prices of units remain favourable for refugees. This solution entails economic stability of refugees that is also linked with employment.

### **Employment-related needs of refugees**

- Approximately 6,300 different trainings and additional education. The necessary programmes of additional education and re-qualification would be conducted in cooperation with the National Employment Service;
- 1,500 micro-credits for start-ups;
- Approximately 7,400 grants for income-generating activities (independent business or agricultural activity).

### **Other needs**

- Legal assistance for obtaining some 32,000 various documents;
- Assistance in repatriation in the place of origin for approximately 4,000 potential returnees.

A big problem in planning for these funds is fulfillment of preconditions for return into the country of origin as well as provision of housing space.

## **V Conclusion**

From all the above stated it is evident that the need of refugees in Serbia remain enormous. To resolve the housing problems of persons remaining in the refugee status, Serbia would have to ensure some EUR 300 million for infrastructure and assistance to the extremely vulnerable as well as EUR 475 million for favourable housing loans.

The needs of some 200,000 former refugees whose needs were not assessed in the mentioned survey, should not be disregarded. They share the destiny of other citizens at the time of economic transition in Serbia which is also a home to some 210,000 internally displaced persons from Kosovo and Metohija (IDPs) and faces the resolution of problems of some 100,000 returnees on the basis of Readmission Agreement as well as a high poverty rate among the domicile population.

Restitution and free exercise of property rights are the key preconditions for repatriation of refugees and a solid basis for integration (evident from the data that the number of refugees from BiH decreased significantly as compared to the number of refugees from the Republic of Croatia). In as much as these acquired rights are accessible, refugees are offered a free choice between repatriation and local integration, as well as utilisation of their own resources and rights of securing durable solutions.

The Republic of Serbia will remain true to its efforts to assist the refugee population in finding durable solutions and will, to that effect, engage all its funds and seek assistance from the international community. However, participation of all stakeholders is required to really find a durable solution for this population. Serbia will seek to find this solution through negotiations and with the assistance of the international community.

**ANNEX 1**

**Analysis of the needs of refugee households in Serbia**

In order to collect basic information necessary for programming and fundraising towards resolution of refugee problems in Serbia, the Commissioner for Refugees in Serbia organised and conducted an assessment of their needs. The assessment of the needs of privately accommodated refugees was conducted in cooperation with the International Organisation for Migrations (IOM)<sup>3</sup> within the framework of the EU-funded project of Support to the Government Institutions dealing with refugees and internally displaced persons. The assessment of the needs of refugees accommodated in collective centres was conducted in cooperation with UNHCR. Both assessments were conducted in the period September-October 2008.

**1. Private Accommodation**

The assessment of the needs of privately accommodated refugees was conducted on a sample of 800 households (2,467 persons).

The sample was multistage stratified. All the municipalities with registered refugees were divided into two strata: those with up to 1,000 refugees and those with over 1,000 refugees. In the first stage of the stratum of municipalities with a lower number of refugees 30 municipalities were selected, while from the stratum of municipalities with a higher number of refugees, 20 municipalities were selected. In the second stage, households were systematically selected from the Commissioner of Refugees' data bases. Ten households were selected in each municipality from the first stratum and 25 households in each municipality from the second stratum.

The accuracy of registries was checked before the assessment in several duly selected municipalities. In case that some of the selected households could not be located at the address registered, the trustees made a selection on the basis of their own registries. **The sample is representative for refugee population at the level of the Republic of Serbia.**

**1.1. Demographic characteristics of refugees**

**Age and gender structure**

Table 1.1.1: Refugees per age group and gender

Age	Gender				Total	
	Male		Female			
00-04	33	1.34%	33	1.34%	66	2.68%
05-11	85	3.45%	82	3.32%	167	6.77%
12-17	86	3.49%	90	3.65%	176	7.13%
18-59	773	31.33%	785	31.82%	1558	63.15%
60 +	232	9.40%	268	10.86%	500	20.27%
<b>Total:</b>	<b>1,209</b>	<b>49.01%</b>	<b>1,258</b>	<b>50.99%</b>	<b>2,467</b>	<b>100.00%</b>

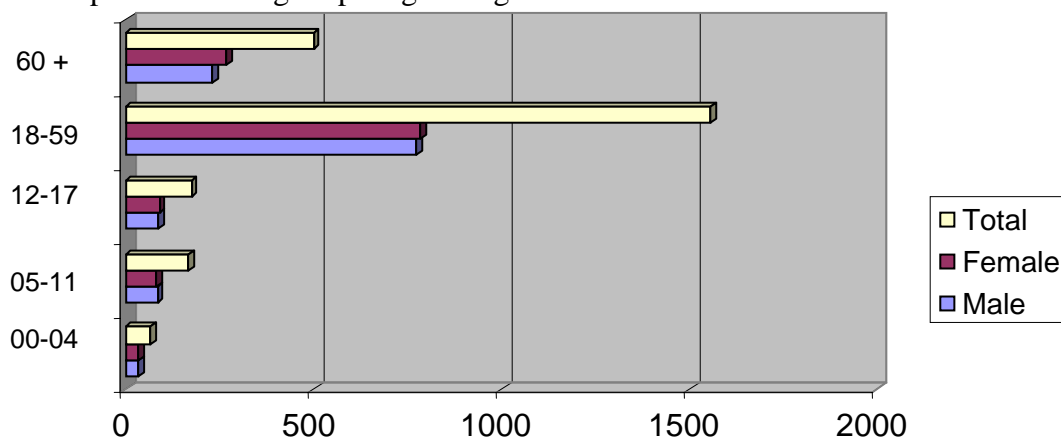
<sup>3</sup> Questionnaire and sample prepared by Prof. Dr. Slobodana Cvejić, expert in statistics and methodology



The average age is 40.5. The majority of refugees is in the age group 19-59 (63.15%), although many of them are also over 60 (20.27%). The ratio of women to men is approximately the same (50.99% vs 49.01%).

Data from the sample fully correspond to the data related to the entire population (97,354 according to the 2004/2005 Registration of Refugees in the Republic of Serbia).

Graph 1.1.1: Refugees per age and gender



## Education

Table 1.1.2: Structure of refugees per gender and level of education

Education	Male		Female		Total	
	Count	Percentage	Count	Percentage	Count	Percentage
Preschool children and primary school pupils	162	13%	161	12.80%	323	13.09%
No education and incomplete primary school	93	10%	193	20.64%	286	13.34%
Primary school	184	21%	236	25.24%	420	19.59%
High school	656	74%	590	63.10%	1246	58.12%
College	66	7%	36	3.85%	102	4.76%
University	48	5%	42	4.49%	90	4.20%
<b>Total:</b>	<b>1,209</b>		<b>1,258</b>		<b>2,467</b>	

More than 50% of respondents completed secondary school. Over 13% of persons did not complete primary education and almost 9% hold a college or a university degree. Women dominate in the group of persons with no education or with primary education only. The average age of persons with university education is 39.6, which is less relative to the 2004/2005 Registration. The average age of persons who completed secondary school has not changed and is 39.7. Most of the persons who have no education are elderly (average age 67.3). This data largely correspond to the Registration data, with a notable decrease of the number of persons without education and increase of persons with university education.

## Size of household

Table 1.1.3: Size of household

No. of members of household	No. of households	
1	116	14.50%
2	204	25.50%
3	175	21.88%
4	179	22.38%
5	72	9.00%
6	41	5.13%
7	10	1.25%
8	1	0.13%
9	2	0.25%
<b>Total:</b>	<b>800</b>	<b>100.00%</b>

Note: Average household size is 3.08 members

The 2004/2005 Registration data referring to the number of members of households and the structure thereof do not render an accurate picture, for in many cases only one household member retains refugee status while all the others members of the same household have already acquired citizenship and identity cards of the Republic of Serbia. Since the sample consisted of refugee households where all members still hold refugee status, there appears a difference relative to the Registration data.

## 1.2 Socio-economic status of respondents with projections for the entire refugee population

The projection was made for 95,214 refugees (current number of refugees – 97,354 decreased by 1,217 persons from collective centres and 923 persons accommodated in social welfare institutions), i.e. for 51,771 households.

### Employment status

Table 1.2.1: Employment status of refugees

Employment status	No. of persons		Projection
Employed	870	35.27%	33,568
Unemployed	807	32.71%	31,146
Unpaid family workers	36	1.46%	1,390
Pensioner	259	10.50%	9,996
Child, pupil, student	495	20.06%	19,105
<b>Total:</b>	<b>2,467</b>	<b>100%</b>	

The key indicator of refugee vulnerability is the high unemployment rate. Almost 30% of refugees have no employment. Relative to the domicile population with the unemployment rate of some 20%, it may be concluded that refugees are in a significantly worse situation. The unemployment rate among refugee population is 32.71%. These data are in line with surveys conducted by NGO sector<sup>4</sup>.

<sup>4</sup> "Position of Refugees on the Labour Market and their Participation in Active Labour Market Policies" - Belgrade, May 2007.

## Housing status of refugees

Table 1.2.2: Housing status of refugees

Housing status of households	No. of households		Projection
Owner	236	29,50%	15,272
Subtenant, pays rent	334	41,75%	21,614
Accommodated with relatives/friends	158	19,75%	10,225
Apartment/house from social housing programme	60	7,50%	3,883
No response	12	1,50%	777
<b>Total:</b>	<b>800</b>	<b>100%</b>	<b>51,771</b>

Of the total number of households that own a house, 73% need construction materials to complete the initiated construction or rehabilitation thereof. A total of 7% of households live in unsuitable housing, and 48.5% households have less than 15m<sup>2</sup> per member. 8.13% households live without running water and 13.8% without a toilet.

## Income of refugees

Table 1.2.3: Monthly income of households

Total monthly income of households in USD			Projection
No income	62	7.75%	4,012
0-150	167	20.88%	10,807
151-300	222	27.75%	14,366
301-450	139	17.38%	8,995
451-750	162	20.25%	10,484
751-1200	38	4.75%	2,459
1201-1500	9	1.13%	582
over 1500	1	0.,13%	65
<b>Total:</b>	<b>800</b>	<b>100%</b>	<b>51,771</b>

More than 50% of households have a total monthly income less than USD 300.

Table 1.2.4: Monthly income per member of household

Total monthly income per member of household in USD			Projection
No income	62	7.75%	4,014
0-60	177	22.13%	11,458
61-150	348	43.50%	22,524
151-250	138	17.25%	8,934
over 250	75	9.,38%	4,839
<b>Total:</b>	<b>800</b>	<b>100%</b>	<b>51,771</b>

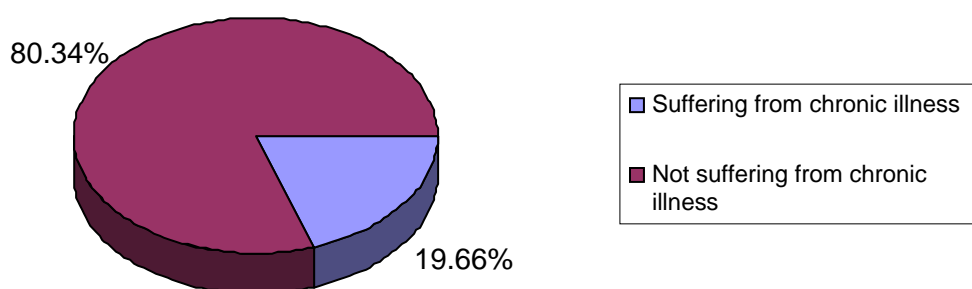
The average monthly income of a refugee household totals USD 123 or USD 39.9 per family member.

In view of the housing needs of persons who have steady income, the analysis of collected data concludes that some 15,000 refugee households is capable and ready to resolve their housing problem through a loan, with a monthly installment of some USD 130<sup>5</sup>.

### Health vulnerability

19.66% of the total number of respondents suffer from a chronic illness.

Graph 1.2.2: Health vulnerability of refugees



### Social vulnerability

Table 1.2.5: Types of vulnerability of refugees

Type of vulnerability	No. of persons		Projection
Single parent	22	0.89%	847
Minor without parental care	2	0.08%	76
Elderly without family care	45	1.82%	1,732
Persons with disabilities	76	3.1%	2,591
<b>Total:</b>	<b>145</b>	<b>5.89%</b>	<b>5,246</b>

According to the registries of the Commissioner for Refugees, 23 of 78 minors without parental care registered in 2004/2005 have been accommodated in foster families and homes for children without parental care. The others live with relatives. Consequently, a conclusion may be drawn that factual situation was confirmed by the assesment sample.

There are 329 (41.13%) extremely vulnerable households (without a housing solution and without/with minimum income). Projected onto the entire refugee population, the number of extremely vulnerable households is 21,293.

<sup>5</sup> The majority of persons who stated they could repay loans said they could afford to pay up to €100.

### 1.3 Assessment of needs of refugees

#### Personal documents

44,25% of respondents lack one of the personal documents.

Table 1.3.1: Documents refugees lack from the countries of origin

Documents refugees lack from country of origin	Households		Projection
Excerpt from birth registries	101	28.53%	6,536
Citizenship certificate	101	28.53%	6,536
Employment booklet	89	25.14%	5,759
Property-related documents	122	34.46%	7,895
Certificate on personal ID number	84	23.73%	5,436

The most frequently stated reasons due to which refugees cannot obtain documents are: lack of funds (33.62%) and security concerns (22.03%).

Table 1.3.2: Type of document of the Republic of Serbia applied for

Type of document of RS applied for	No. of persons		Projection
Citizenship certificate	207	8.39%	7,989
Health card	74	3.00%	2,856
Employment booklet	54	2.19%	2,084
Property-related documents	49	1.99%	1,891
Other documents	48	1.95%	1,852
<b>Total:</b>	<b>432</b>	<b>17.52%</b>	<b>16,672</b>

Lack of documents most frequently results in problems related to employment, medical treatment, registration of residence and schooling.

Based on the above data, a conclusion may be drawn that provision of free legal assistance continues to be necessary – refugees still lack an estimated 30,000 different documents from the country of origin.

### 1.4 Repatriation

Table 1.4.1: Reasons of refugees to repatriate

Reasons of refugees to repatriate <sup>6</sup>	
Return to private property	76.81%
Better employment opportunities	4.35%
Better educational opportunities	1.45%
Family reasons/family reunification	2.90%
Lack of opportunities in exile	4.35%
Emotional reasons	5.80%
Higher living standards in the country of origin	1.45%
Other	2.90%
<b>Total:</b>	<b>100%</b>

<sup>6,7</sup> Percentages indicated refer to the number of persons who wish to return.

The number of persons who wish to repatriate into the place of previous habitual residence is 123 (4.99%), or 4,751 if projected onto the entire refugee population.

As at previous refugee registration exercises, only 5% of refugees expressed a wish to return to the place of previous habitual residence. The most important reason for repatriation as stated by them is a wish to go back to their own property.

The key types of support required for repatriation are: construction of new house - 35%, full reconstruction - 20%, restitution of tenancy rights - 22%, and the housing care programme - 6%.

Table 1.4.2: Type of repatriation-related support most needed

<b>Type of repatriation-related support most needed<sup>7</sup></b>	
Construction of new house	35%
Full reconstruction	20%
Partial reconstruction	3%
Restitution of tenancy rights	22%
Housing care programme	6%
Employment with entrepreneur	6%
Private business start-up	3%
Exercise of right to pension /social welfare	1%
Assistance with acquiring returnee status	1%
Assistance in non-food items	3%
No response	4%
<b>Total:</b>	<b>100%</b>

Table 1.4.3: Obstacles to repatriation of refugees

<b>Key obstacles to repatriation<sup>8</sup></b>	
Fear of ethnic discrimination in the place of origin	15.94%
Limited freedom of movement in the place of origin	4.35%
Usurped property in the place of origin	18.00%
Fear of persecution by local authorities in the place of origin	1.45%
Distrust of local authorities	2.90%
Destroyed property in the place of origin	39.13%
Destroyed infrastructure in the place of origin	2.90%
Poor health care in the place of origin	2.90%
Limited employment opportunities in the place of origin	8.70%
Other	3.73%
<b>Total:</b>	<b>100%</b>

The greatest obstacles to return are destroyed property, fear of ethnic discrimination and usurped property.

<sup>8</sup> Percentages indicated refer to the number of people wishing to repatriate.

## 1.5 Local integration

Employment and housing represent the key prerequisites of successful integration.

### Housing

The housing needs of refugees who have no housing solution (who do not own any kind of house) and whose income is below the social security level are presented in the table below.

Table 1.5.1: Type of housing solution for refugees

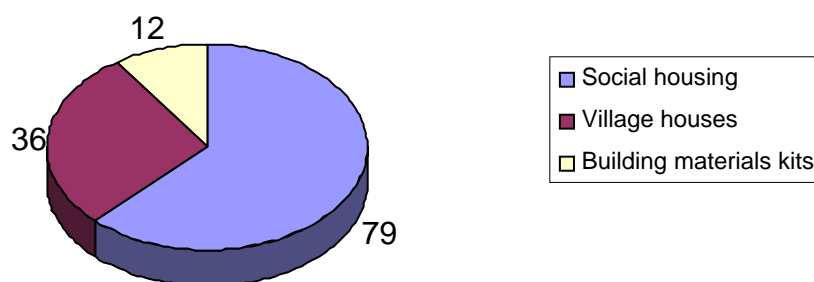
Type of solution	Households		Projection
Social housing	79	9.88%	5,112
Village houses	36	4.5%	2,329
Construction materials kits	12	1.5%	777
<b>Total:</b>	<b>127</b>	<b>15.88%</b>	<b>8,218</b>

Note: Households of single persons over 60 excluded

In addition to refugee households who have neither income nor housing, an estimated 2,500 households with little or no income require assistance in construction materials in order to complete the works commenced or rehabilitate substandard houses they own.

With respect to the housing needs of persons who have steady income, the data analysed indicated that some 15,000 refugee households are capable and willing to resolve their housing problems through a bank loan with a monthly installment of approximately USD 130 USD<sup>9</sup>.

Graph 1.5.1: Type of housing solutions for refugees



### Employment

Table 1.5.2: Type of employment-related support for refugees

Type of support	Households		Projection
Provision of contact with employers	104	12.89%	4,014
Training and requalification	165	20.45%	6,369
Business and micro-credits	42	5.20%	1,619
Start-up grants	192	23.79%	7,409
Other	37	4.58%	1,426
No reply	267	33.09%	10,305
<b>Total:</b>	<b>807</b>	<b>100%</b>	<b>31142</b>

<sup>9</sup> The majority of persons who stated they could repay loans said they could afford to pay up to €100.

## 2. Collective Centres

In order to assess the needs of refugees in collective centres, 1,217 refugees of a total 1,252 were interviewed. The majority of refugees accommodated in collective centres (76.09%) is from the Republic of Croatia.

### 2.1. Demographic characteristics of refugees

#### Age and gender structure

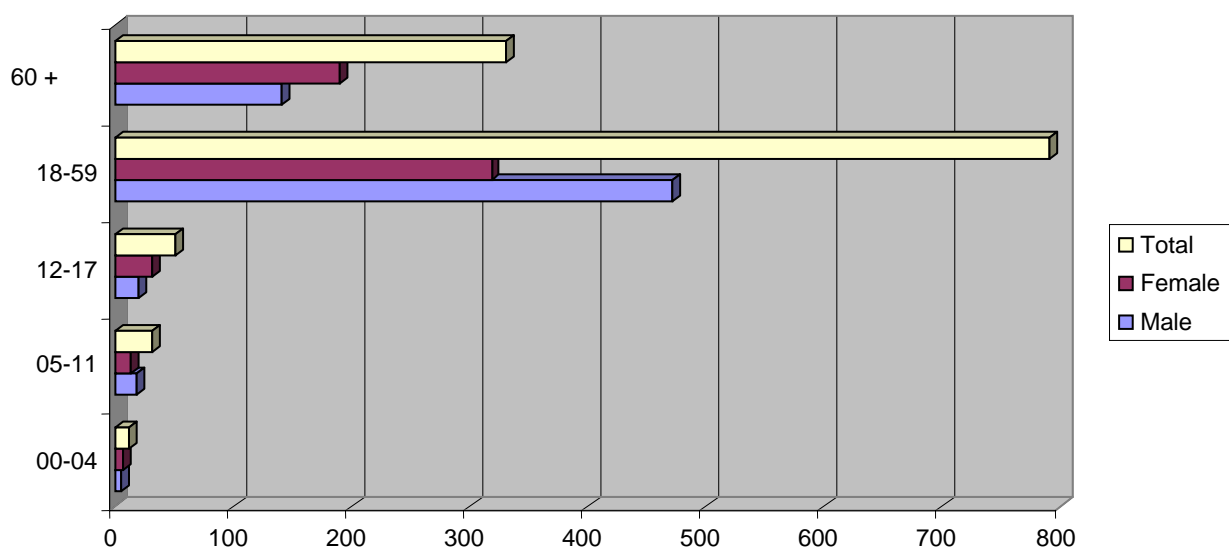
Table 2.1.1: Refugees per age group and gender

Age	Gender				Total	
	Male		Female			
00-04	5	0.41%	7	0.58%	12	0.99%
05-11	19	1.56%	13	1.07%	32	2.63%
12-17	20	1.64%	31	2.55%	51	4.19%
18-59	472	38.78%	319	26.21%	791	65.00%
60 +	141	11.59%	190	15.61%	331	27.20%
<b>Total:</b>	<b>657</b>	<b>53.99%</b>	<b>560</b>	<b>46.01%</b>	<b>1,217</b>	<b>100.00%</b>

Most of refugees (65%) are in the age group 19-59. A large number of them (27,2%) are the elderly over 60. Men constitute the majority in collective centres (53.99% vs 46.01%).

The above data indicate the refugee population accommodated in collective centres to be significantly older than the privately accommodated refugees.

Graph 2.1.1: Breakdown of refugees per gender and age





## Education

Table 2.1.2: Refugees per gender and level of education

Level of education	Male		Female		Total	
	No.	%	No.	%	No.	%
Preschool children and primary school pupils	34	2.79%	36	2.96%	70	5.75%
No education and incomplete primary school	66	10.59%	141	26.91%	207	18.05%
Primary school	200	32.10%	157	29.96%	357	31.12%
Secondary school	286	45.91%	158	30.15%	444	38.71%
College	28	4.49%	20	3.82%	48	4.18%
University	19	3.05%	19	3.63%	38	3.31%
No response	24	3.85%	29	5.53%	53	4.62%
<b>Total:</b>	<b>657</b>	<b>53.99%</b>	<b>560</b>	<b>46.01%</b>	<b>1,217</b>	

More than 30% of respondents completed secondary school. Over 23% of persons did not complete primary education and almost 8% hold a college or a university degree. Women dominate in the group of persons with no education or with primary education only. The educational structure of refugees in collective centres is significantly less favourable than of the group accommodated in private accommodation.

### 1.3 Household size

Table 1.3: Household size

No. of household members	No. of households	%
1	348	52.57%
2	151	22.81%
3	87	13.14%
4	56	8.46%
5	15	2.27%
6	1	0.15%
7	3	0.45%
12	1	0.15%
<b>Total:</b>	<b>662</b>	<b>100.00%</b>

Note: Average household size is 1.8 members

One of the most significant observations is that more than 50% of households are single-headed. Household size is one of the most relevant factors in planning the optimum durable solution. Judging from the experience acquired thus far, singles are targetted by the least number of programmes.

## 2.2 Socio-economic status of respondents with projections on the entire refugee population

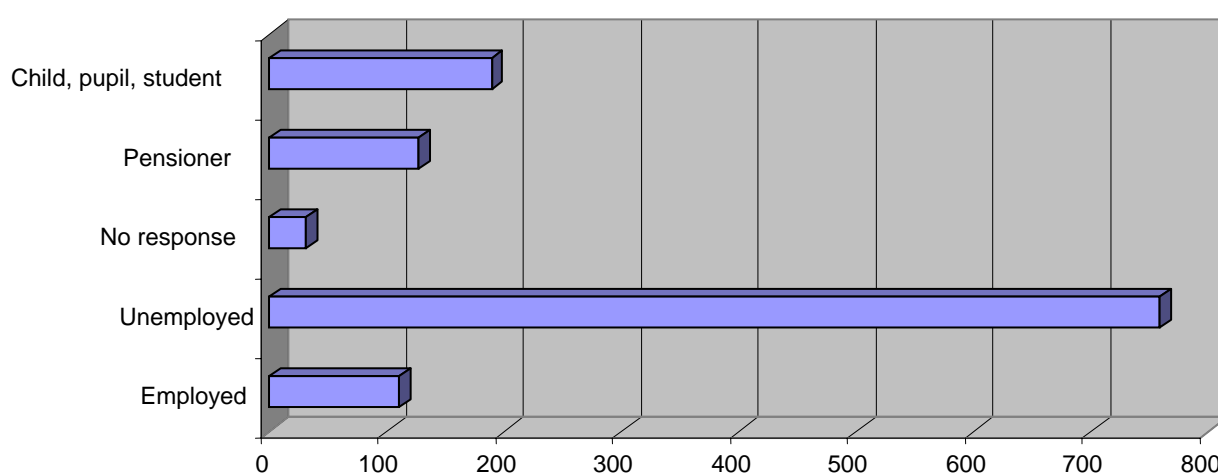
### Employment status

Table 2.2.1: Employment status of refugees

Employment status	No. of persons	
Employed	111	9.12%
Unemployed	759	62.37%
No response	31	2.55%
Pensioner	127	10.44%
Child, pupil, student	189	15.53%
<b>Total:</b>	<b>1217</b>	<b>100%</b>

The key indicator of refugee vulnerability is the high unemployment rate. Almost 66% of refugees accommodated in collective centres are not employed.

Graph 2.2.1: Employment status of refugees



### Health and social vulnerability

Table 2.2: Type of vulnerability of refugees

Type of vulnerability	Total	
Single parent	28	4.23%
Elderly without family assistance	73	11.03%
Extremely poor families	86	12.99%
Households with a disabled member	82	12.39%
<b>Total:</b>	<b>269</b>	<b>40.64%</b>

## 2.3 Repatriation

Table 2.3.1: Preferred durable solution of refugees

Preferred durable solution	No. of persons	
Local integration	1,137	93.43%
Repatriation	37	3.04%
No response	43	3.53%
<b>Total:</b>	<b>1,217</b>	<b>100.00%</b>

Only 3% of persons expressed a wish to return to the place of previous habitual residence.

Table 2.3.2: Type of repatriation-related support most needed by refugees

Type of repatriation-related support most needed	
Property reconstruction	56.76%
Restitution of tenancy rights	18.92%
Housing care programme	10.81%
Employment	2.7%
No response	8.11%
<b>Total:</b>	<b>100%</b>

The main types of support required for repatriation of collectively accommodated persons are: property reconstruction (56.76%), restitution of tenancy rights (18.92%) and the housing care programme (10.81%).

Graph 3.1: Type of repatriation-related support most needed by refugees

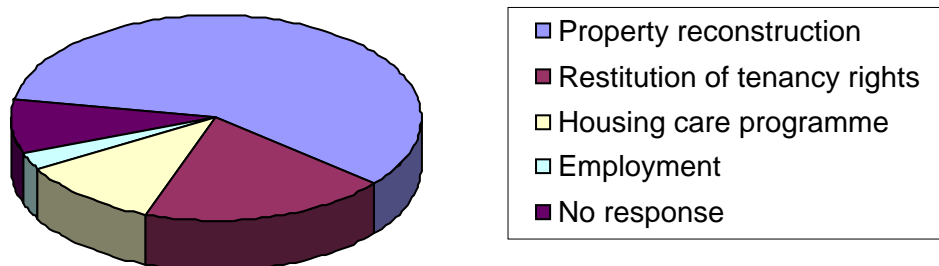


Table 3.3: Obstacles to repatriation of refugees

Key obstacles to repatriation of refugees	
Fear of ethnic discrimination in the place of origin	21.62%
Limited freedom of movement in the place of origin	5.41%
Usurped property in the place of origin	40.54%
Fear of persecution by local authorities in the place of origin	10.81%
Distrust of local authorities	8.11%
Destroyed property in the place of origin	8.11%
Destroyed infrastructure in the place of origin	5.41%
<b>Total:</b>	<b>100%</b>

The greatest obstacles to return are destroyed property, fear of persecution, ethnic discrimination and poor health care.

## Housing

Employment and housing represent the key prerequisites of successful integration.

Table 3.7: Type of housing solutions for refugees

Type of solutions	Households	
Village houses	79	11.93%
Construction material kits	37	5.59%
Social housing	435	65.70%
Loans	25	3.78%
Remaining in collective centre	3	0.45%
Other	83	12.54%
<b>Total:</b>	<b>662</b>	<b>100%</b>

The majority of persons opted for different types of social housing. Depending on the vulnerability of families, special requirements, and size of household the majority of families would be provided for through social housing in supportive environment. A number of elderly persons would be accommodated in social welfare institutions. To that effect, an estimate made with UNHCR indicates the need for 285 housing units within the framework of social housing in supportive environment. In addition 100 persons would be accommodated in adequate institutions.

**ANNEX 2**

**Statistical Overview**

The mass influxes of refugees and expellees into the Republic of Serbia:

- June 1991 – from Slovenia
- Summer 1991 – from Western Slavonia
- April 1992 – from large urban centres in BiH
- May 1995 - Operation “Flash”
- August 1995 – Operation “Storm”
- September 1995 – from BiH
- March 1996 – from Sarajevo
- 1998 - peaceful reintegration of the Srem-Baranja region

The total number of refugees and war affected persons in 1998 exceeded 650,000 persons.

Table 2.1: Influx of refugees by year

Country of origin	Croatia	B i H	Other republics of former SFRY	Total
Year of arrival				
Up to 31/12/1991	32,957	7,424	5,199	45,580
01/01/1992 -31/12/1992	23,890	96,123	1,642	121,655
01/01/1993 -31/12/1993	9,829	19,072	603	29,504
01/01/1994 -31/12/1994	6,675	15,079	489	22,243
First half of 1995	9,849	11,370	346	21,565
Second half of 1995	193,359	52,756	3,674	249,789
First half of 1996	14,108	31,150	2,343	47,601
<b>Total:</b>	<b>290,667</b>	<b>232,974</b>	<b>14,296</b>	<b>537,937</b>

Source: 1996 Census of Refugees and War Affected Persons, UNHCR and Commissioner for Refugees of the Republic of Serbia

At the moment, approximately 10% of the total population in the Republic of Serbia had not lived in this country prior to 1992. Today, 17 years after the breakout of armed conflict on the territory of former SFRY almost 100,000 persons with refugee status remain in the Republic of Serbia.

According to the data of United Nations High Commissioner for Refugees, Serbia is:

- One of 5 countries in the world with a protracted refugee situation
- 13<sup>th</sup> state in the world with more than 300,000 refugees and internally displaced persons
- 12<sup>th</sup> state in the world with 97,000 refugees
- 11<sup>th</sup> state in the world with over 200,000 internally displaced persons
- 1<sup>st</sup> state in Europe by the total number of refugees and IDPs
- 1<sup>st</sup> state in Europe by the number of refugees
- 1<sup>st</sup> state in Europe by the number of IDPs

According to the 2004/2005 Registration of Refugees, refugees are accommodated as follows:

- Collective centre - 6.2%
- Social welfare institutions - 1%
- With relatives /friends – 27.6%

- Rented accommodation - 45%
- Private accommodation - 19%
- Other – 1.2%

Approximately 1,400 refugees and 4,600 IDPs remain in 75 collective centres.

Some of them have been there for more than 15 years.

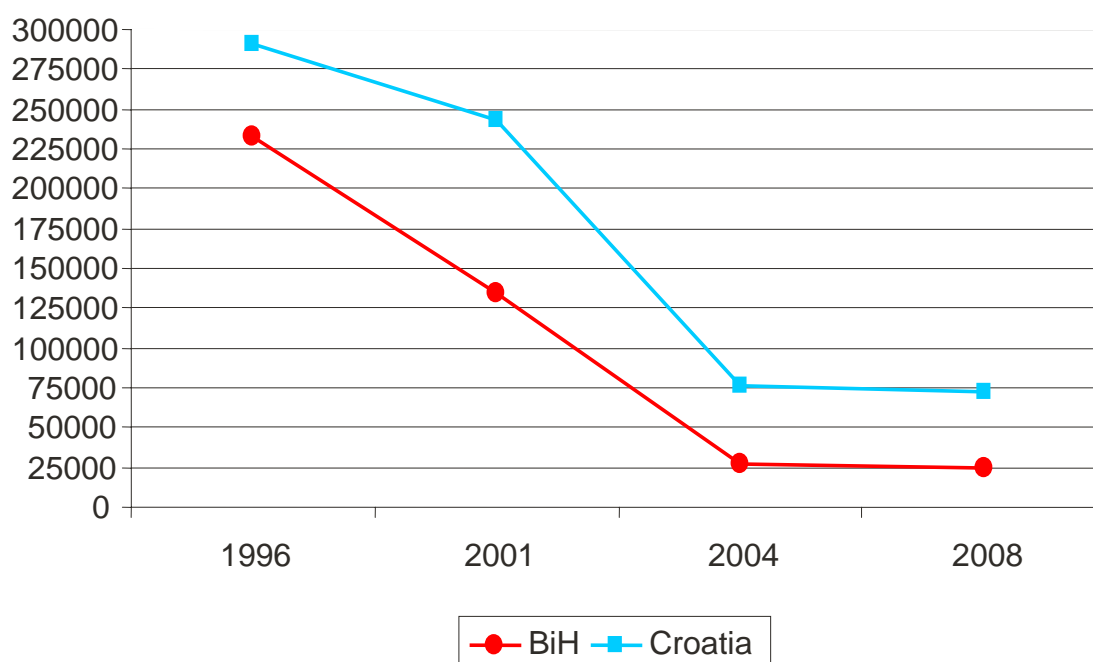
### Return to the Republic of Croatia and BiH

Table 2.2: Number of returnees to the Republic of Croatia and BiH by year

Year	No. of returnees to Croatia	No. of returnees to BiH
1996	3,263	8,477
1997	3,954	11,136
1998	13,336	6,765
1999	17,931	6,332
2000	17,483	5,303
2001	11,876	9,155
2002	11,048	18,220
2003	9,280	5,482
2004	7,463	942
2005	5,261	314
2006	4,616	158
2007	2,137	121
2008	273	-
<b>Total:</b>	<b>107,921</b>	<b>72,405</b>

Source: UNHCR Croatia

Graph 2.1: Number of refugees from BiH and Croatia in Serbia by year



\* Of the total number of all returnees to the Republic of Croatia (source: UNHCR Croatia, Serbian Democratic Forum and Faculty of Philosophy in Zagreb, Croatia):

- One third is over 65,
- 8% is employed,
- 11% is fully dependant on the assistance received,
- 11% of total number have passed away,
- **43% remain in Croatia.**

*Durable solutions, and consequently the reduction of the number of refugees, are directly linked to restitution of their tenancy, property, employment, pension, status and other pertaining personal rights that are not conditioned by return.*

### ANNEX 3

## **Integration of Refugees in the Republic of Serbia**

More than **200,000** persons applied for and were granted citizenship and personal documents of the Republic of Serbia.

Integration of these persons was mainly conducted with the proceeds of the Republic of Serbia, its local self-governments, international community and mostly with funds of the refugees themselves. The Commissioner for Refugees has, since 1995, in cooperation with the international agencies and organisations, governments of some countries and local self-governments, realised durable solution programmes through:

- Purchase of 631 village houses
- Donation of 20 prefabricated houses (programme initiated in 2008)
- Distribution of 3,249 construction materials kits
- Construction of 3,805 housing units
- Approximately 30,400 persons have been provided for through housing programmes
- More than 30% of refugees and war affected persons acquired citizenship of the Republic of Serbia. However, resolution of housing problems represents the single, most important integration-related issue.

Additional funds are needed to pursue refugee integration programmes, as the needs exceed capacities by far.

The Republic of Serbia endorsed the National Strategy for Resolving Problems of Refugees and Internally Displaced Persons in 2002. This document will be updated in cooperation with all stakeholders.

The priorities, directions and activities of the Commissioner for Refugees of the Republic of Serbia are:

- Continuation of care for the most vulnerable groups, persons and communities, including persons accommodated in collective centres until identification of adequate durable solutions;
- Designing a programme of durable housing and economic care, including the available budget proceeds, funds, donations and loans as well as EU Pre-Accession funds;
- Coordinating activities of all stakeholders, including the civil sector, towards achieving durable solutions for refugees and internally displaced persons;
- Cooperation with all relevant international actors and neighbouring states with a view to restitution of property, housing, pension, employment and other rights of refugees and internally displaced persons.



**ATTACHMENT 4**

**The assessment of funds needed for durable solutions for most vulnerable refugees in the Republic of Serbia**

Table 5.1. The assessment of funds needed for durable solutions for most vulnerable refugees in the Republic of Serbia

Types of help	Private accommodation			Collective centres			TOTAL	Republic of Serbia		IPA	GAP
	No. of units	Price per unit	Sum	No. of units	Price per unit	Sum		Budget	NIP		
Apartments	5.112	24.000	122.688.000	285	24.000	6.840.000	129.528.000	34.972.560	4.204.257		
Building material	3.471	4.000	13.884.000	25	4.000	100.000	13.984.000				
Village house	2.524	8.000	20.192.000	50	8.000	400.000	20.592.000				
Education and reeducation	6.300	400	2.520.000	10	400	4.000	2.524.000				
Grant	7.400	2.000	14.800.000	29	2.000	58.000	14.858.000				
Repatriation parcel	4.100	1.500	6.150.000	23	1.500	34.500	6.184.500				
Document provision	32.000	10	320.000	1.000	10	10.000	330.000				
<b>TOTAL</b>			<b>180.554.000</b>			<b>7.446.500</b>	<b>188.000.500</b>	<b>34.972.560</b>	<b>4.204.257</b>	<b>5.200.000</b>	<b>143.623.683</b>

All prices are in euros

\* It is planned that NIP (national investment plan) provides 4.2 million € for building 150 apartments in 2009 and 2010.

\*\* Total amount from IPA 2007 and 2008 for accommodation and employment is 13.2 million €, for IDPs and refugees. This is the estimation of funds only for the refugees

\*\*\* Some 35 million € must be provided by municipalities with participation of Republic budget for building about 5300 apartments

\*\*\*\* This is total without operational costs