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BASIC INFORMATION ABOUT THE STATUS OF THE ROMA NATIONAL

MINORITY

Please list all the data collected in 2013, including those classified by age, sex, etc (if possible).

The total estimated number and percentage of the Roma population in the country.

- **The population census was conducted in the course of October 2011.** The total number of citizens of Serbia who declare themselves as Roma is 147,604, i.e. 2.05% of the total population (7,186,862). Given that, according to the 2002 census, the number of Roma was 108,193 (1.44%), the absolute increase in population is 39,411, i.e. 36.43%.

- Table 1: The number of Roma per region

Region	The number of Roma according to the 2011 census	The percentage of Roma in the total population of the region
Belgrade	27,325	1.65%
Vojvodina	42,391	2.19%
Šumadija and West Serbia	20,649	1.02%
South and East Serbia	57,239	3.66%

- 60% of Roma live in urban areas, while 40% live in rural areas. Men make up 51% of the population, and women 49%. Only the Roma have the average age of under 30 years, i.e. 28.3 years (Serbs 42.58, Hungarians 44.97, Croats 51.02, etc.).

- Beside the enumerators of the Statistical Office of the Republic of Serbia, some 150 coordinators and 550 additional enumerators of Roma nationality were engaged in so-called



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Roma settlements. The additional enumerators were tasked with enabling unimpeded work of “regular” enumerators in Roma settlements, and facilitating communication. The Statistical Office of the Republic of Serbia had special cooperation with national councils of national minorities. The then Ministry for Human and Minority Rights, in cooperation with the National Council of the Roma National Minority, carried out a national campaign aiming to explain the purpose of the population census to members of the Roma community and to encourage them to declare themselves in accordance with their sense of national belonging.

- With support of the OSCE Mission project team, the Office distributed a short questionnaire to local self-governments, which was used, among other, to gather information on the estimated number of Roma. According to their estimates, the number of Roma in the Republic of Serbia is 279,338.

The number of Roma living below the poverty line, and their share in the total population.

1. INSTITUTIONAL SUPPORT TO THE INCLUSION AND INTEGRATION OF ROMA

Please describe the changes (if there were any) in 2013 concerning the participation of Roma in decision-making processes and in public administration structure.

- Within the job classification of the Office for Human and Minority Rights, the Group for the Implementation of the Strategy for Improvement of the Status of Roma has been defined within the Department of National Minorities; four persons have been employed.
- The Council for Improvement of the Status of Roma and Implementation of the Decade of Roma Inclusion was set up in June 2013. Administrative and technical support to the work of



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the Council is provided by the Office for Human and Minority Rights. In 2013, the Council held five meetings.

- Since its establishment, the Office has coordinated the development of the Action Plan for Implementation of the Strategy for Improvement of the Status of Roma for the period up to 1 January 2015, which the Government of the Republic of Serbia adopted on 10 June 2013. In the course of November 2011, the former Ministry for Human and Minority Rights, Public Administration and Local Self-government prepared a draft version of the Action Plan for Implementation of the Strategy for Improvement of the Status of Roma for the 2012-2014 period. The Government failed to adopt this draft due to 2012 parliamentary elections. In November 2012, the newly established Office for Human and Minority Rights began updating the draft Action Plan. The measures and activities defined in the Action Plan operationalise the recommendations and priorities envisaged by the Strategy, for each of the 13 areas relevant for improving the status of Roma. The starting documents for the drafting of the Action Plan include the EU Framework for National Roma Integration Strategies, as well as the Guidelines of the European Commission for the development of national Roma integration strategies, or integrated sets of measures. The Action Plan was adopted following two rounds of consultations in which, in addition to representatives of relevant institutions, more than 50 civil society organisations, international organisations and donors took part. During the consultation process, 178 comments were obtained from various stakeholders.
- The Government of Serbia adopted the Strategy for Prevention and Protection against Discrimination, covering national minorities and highlighting Roma as a particularly vulnerable population group (June 2013).

In June 2013, the European Commission and the Government of the Republic of Serbia organised a seminar on *Social Inclusion of Roma Men and Women in the Republic of Serbia*, whereby progress was noted in all key areas for improving the status of Roma (the first seminar was held in 2011). Measures for operational conclusions, which are prepared periodically, are prepared by the Office for Human and Minority Rights, jointly with the Social Inclusion and Poverty Reduction Team. Based on the operational conclusions, the European Commission will monitor the progress of the Republic of Serbia in the next 2 years.



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- At the level of local self-government units, 50 coordinators for Roma issues have been engaged.
- In local primary health care centres in Serbia, 75 health mediators have been engaged. All 75 mediators are women from the Roma community.
- In preschool institutions and primary schools in Serbia, 178 Roma pedagogical assistants are currently employed. In accordance with the Law on the Foundations of the Education System, the assistants were engaged as part of the regular preschool/primary school staff and are paid from the budget of RS.
- At the level of the Autonomous Province (AP) of Vojvodina, the Roma Inclusion Office of AP Vojvodina has been set up.
- *The internship programme for young people from minority groups in state institutions in Serbia* is implemented with the support of the British Embassy, the Dutch Embassy, the Swedish International Development Cooperation Agency (SIDA) and the Organisation for Security and Cooperation in Europe (OSCE). The programme aims to more actively include young members of the Roma, Albanian, Bosnian ethnic communities in public life, and to secure their greater involvement in the work of state institutions in Serbia. Within this programme, 3 female and 1 male Roma are currently doing an internship in state institutions.
- The drafting of the new Strategy for Improvement of the Status of Roma for the 2015-2020 period, along with the Action Plan, is under way.

Please describe how and to what extent you cooperate with Roma civil society organisations, including the Decade contact person/organisation in your country, in terms of implementation, monitoring and evaluation of the Action Plan for the Decade or the National Strategy for Roma Inclusion.

- The Council for Improvement of the Status of Roma and Implementation of the Decade of Roma Inclusion was set up in June 2013. Administrative and technical support to the work of the Council is provided by the Office for Human and Minority Rights. In 2013, the Council held five meetings.



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- In the course of 2013, the Office for Human and Minority Rights launched two open competitions for projects of civil society organisations, aimed at improving the status of persons belonging to the Roma national minority. Twenty-seven projects were supported and the total budgetary funds set aside for the implementation of these projects amount to RSD 31,500,000.
- In December, the Standing Conference of Roma Associations of Citizens - the Roma League, in cooperation with the Office for Human and Minority Rights, held a conference entitled *The Report on the implementation of Roma policies at the national and local levels*.
- In cooperation with the Swedish International Development Cooperation Agency (SIDA) and the Organisation for Security and Cooperation in Europe (OSCE), the Office for Human and Minority Rights provided support to the Roma Women's Network and the League for the Decade, in the organisation of their annual conferences in February and March 2013; and to the NGO *Romani Cikna* from the Roma Women's Network, within the Month of Roma Women Activism, in the organisation of three plays on the status and role of Roma women in society. The coalition of NGOs *Anglunipe* also received financial support, for organising two meetings of members of the coalition.
- In September, the coalition *Anglunipe* held a major conference in Soko Banja, with the support of the Office for Human and Minority Rights, the Swedish International Development Cooperation Agency (SIDA) and the Organisation for Security and Cooperation in Europe (OSCE).
- Based on the announced public call for civil society organisations, launched on 3 June 2013, the Commissariat for Refugees and Migration approved the funding for projects related to the reintegration of returnees under readmission agreements. The projects are aimed at supporting the children of internally displaced Roma and Roma returnees under readmission agreements in the process of inclusion in the school system by helping them to overcome the language barriers and enter the labour market, through the provision of support in the process of self-employment and applying for other types of work.



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- The organisational development of the National Council of the Roma National Minority was supported through trainings for employees in six regions of Serbia during March and April 2013. The OSCE project team provided 12 days of training for 15 persons in each region.

Briefly describe the process of monitoring and evaluation of policies targeting the Roma. How is the impact of these policies measured (through field visits, research, independent assessments, etc.)?

With the support of the OSCE Mission project team, the Office distributed a short questionnaire to local self-governments and thus gathered the relevant information. The main purpose of the short questionnaire was to begin the process of cooperation between the Office and local self-governments, in the process of monitoring and reporting on Roma inclusion, through the provision of the minimum amount of information that should be available to local self-governments. The readiness of local self-governments to respond to this request is an indicator of the possibilities/challenges that the Office will face when collecting information through the planned annual questionnaire. Filled-out questionnaires were submitted to us by 155 municipalities in the Republic of Serbia. The Constitution of the Republic of Serbia prescribes that when taking up employment in state authorities, bodies of autonomous province and local self-government units, the ethnic structure of the population and the appropriate representation of persons belonging to national minorities shall be taken into consideration (Article 77 (2)).

The Office for Human and Minority Rights has undertaken activities to collect data on the ethnicity and mother tongue of employees in local self-government unit administrations in Central Serbia. **The administrations were asked to conduct a survey among their employees on a voluntary and anonymous basis, and to complete the questionnaires that were submitted to them.** In the period from May to mid-August 2013, the administrations conducted the employee surveys, filled out the questionnaires and submitted them to the Office for Human and Minority Rights for further processing.

According to the results of the 2011 census, 147,604 persons listed in the Republic of



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Serbia declared themselves as Roma, while in Central Serbia 105,213 persons declared themselves as Roma. A share of over 5% of persons of Roma nationality in the total population was recorded in 18 local self-government units in Central Serbia (Bela Palanka, Bojnik, Bujanovac, Vladičin Han, Vranje, Doljevac, Žitorađa, Koceljeva, Lajkovac, Lebane, Leskovac, Merošina, Požarevac, Preševo, Surdulica, and in urban municipalities of Vranjska Banja, Kostolac and Crveni Krst).

The table below contains a summary of the survey results in terms of respondents of Roma nationality and their share in the total number of respondents, relative to the share of Roma in the total population of Central Serbia.

Nationality	Share in the total population of Central Serbia, %	Total number of respondents of Roma nationality	Share in the total number of respondents, %
Roma	2.00	26	0.38

- According to the survey results, 19 local self-government units have Roma employees, and these include Bojnik, Bujanovac, Valjevo, Vlasotince, Vranje, Gornji Milanovac, Loznica, Pirot, Požega, Preševo, Prokuplje, Ražanj, Smederevo, Trstenik, Niš, and urban municipalities of Palilula (Belgrade), Rakovica, Surčin, and Čukarica.
- The table below contains data on the participation of employees in surveys conducted in local self-government unit administrations that have Roma employees, and on the share of persons of Roma nationality in the total number of respondents in these local self-government unit administrations.

No.	Local self-government unit	Participation of employees in the survey, %	Share of persons of Roma nationality in the total number of respondents, %
1.	Bojnik	82.54	1.92
2.	Bujanovac	25.61	4.76



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3.	Valjevo	52.78	0.75
4.	Vlasotince	18.87	5.00
5.	The City of Vranje	35.11	1.09
6.	Gornji Milanovac	57.05	1.12
7.	Loznica	92.18	0.61
8.	Pirot	100.00	1.72
9.	Požega	40.85	0.34
10.	Preševo	31.82	2.86
11.	Prokuplje	85.17	1.69
12.	Ražanj	75.00	3.33
13.	Smederevo	26.41	1.12
14.	Trstenik	17.24	5.00
15.	The City of Niš	52.37	0.23
16.	Urban municipality of Palilula (Belgrade)	22.10	2.50
17.	Urban municipality of Rakovica	100.00	0.99
18.	Urban municipality of Surčin	46.90	3.77
19.	Urban municipality of Čukarica	23.44	2.22

- Based on the above data, it may be noted that persons of Roma nationality are employed in four administrations of those LSGUs that have recorded a share of over 5% of Roma in the total population (Bojnik, Bujanovac, Vranje, Preševo), whereas in 14 administrations (Bela Palanka, Vladičin Han, Doljevac, Žitorađa, Koceljeva, Lajkovac, Lebane, Leskovac, Merošina, Požarevac, Surdulica, and urban municipalities of Vranjska Banja, Kostolac and Crveni Krst) no persons of Roma nationality are employed. Based on the survey results, Roma employees were also recorded in 15 other administrations (Valjevo, Vlasotince, Gornji Milanovac, Loznica, Pirot, Požega, Prokuplje, Ražanj, Smederevo, Trstenik, Niš, and urban municipalities of Palilula (Belgrade), Rakovica, Surčin, and Čukarica). In the national



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structure of those local self-government units, the share of the Roma ethnicity ranges from 0.40% (Gornji Milanovac) to 4.85% (Prokuplje).

What is the total amount and percentage of the state budget funds for 2013 earmarked for the implementation of the Action Plan for the Decade of Roma or the national Strategy for Roma Inclusion in your country?

- The information on budgeting was obtained from the Action Plan for Improvement of the Status of Roma for 2012-2014. For 2013, RSD 400,845,000 were allocated from the budget of the Government of the Republic of Serbia, and EUR 10,193,628 were obtained from donations.

What sources of funding (local, national and international) are used for the implementation of the Action Plan for the Decade of Roma/ the National Strategy for Roma Inclusion in 2014?

- At the national level, these include funds allocated from the budget of state administration bodies and provincial administration bodies. At the local level, there are earmarked items in town and municipality budgets. International organisations implement various projects through which the improvement of the status of Roma is financed.

What has been done to ensure that EU funds are directed towards Roma inclusion in the period 2014-2020? Please estimate the budget for planned measures in the context of the Action Plan for the Roma Decade/ National Strategy for Roma Inclusion for the 2014-2020 period (specify which of the four key areas, or which other area, is planned to benefit from these sources of funding) from EU funds, national funds, and other sources.

- The information on budgeting were obtained from the Action Plan for Improvement of the Status of Roma for 2012-2014. Envisaged for 2014 is to set aside RSD 432,056,000 from the budget of the Government of the Republic of Serbia and to obtain EUR 3,720,2509 from donations.



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- The three-year programme for the implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia is implemented in cooperation with the OSCE Mission to Serbia, with financial support from the Swedish International Development Cooperation Agency. The expected outcomes of the project include: ensured legal assistance in birth registration procedures, revised Action Plan for Implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia, a developed standard system for reporting on the implementation of the Roma inclusion policy, increased number of young Roma involved in the implementation of inclusive policies, assistance provided with regard to the participation of Roma civil society, support provided to the development of local inclusive teams, funding allocated to support the implementation of local inclusive policies, pilot municipalities selected for allocation of funds for the implementation of comprehensive inclusive programmes. The project is to be implemented from November 2010 to November 2014 (with the possibility of extension to 2015). The project budget amounts to EUR 3,098,800.
- Implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia - IPA 2012, Component V. Project goals include: provision of legal assistance during late birth registration and the issuance of personal documents for at least 1,000 Roma; in at least 20 municipalities, increased number of Roma with access to fundamental rights, the labour market, education, social welfare and health services as a result of joint efforts of outreach teams until the end of implementation of the measures; increase by at least 10% of the number of Roma participating in civic initiatives, especially those related to improving the social inclusion of Roma; reduced number of Roma children dropping out of school, by at least 5%, at all levels, relative to the number of Roma children enrolled in secondary schools; map Roma settlements in the Republic of Serbia and adopt plans for further regulation, as well as the technical documentation for improving the living conditions and infrastructure in at least 20 municipalities, until the end of implementation of the measures; implement at least three pilot programmes relating to cooperatives offering employment opportunities for at least 50 Roma. The project is to be implemented from March 2013 to June 2015. The project budget amounts to EUR 4,800,000.



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- In terms of the *Internship programme in state institutions for young people belonging to national minorities in Serbia*, the British Embassy has filed its funding application in the amount of GBP 50,500. In the course of 2014, confirmation is expected of the follow-up of the project *Technical Assistance to the Office for Human and Minority Rights in the Implementation of the Strategy for Improvement of the Status of Roma*, funded by the Swedish International Development Cooperation Agency in cooperation with the OSCE Mission to Serbia, within which co-financing of the Internship Programme in the amount of EUR 14,400 has been envisaged. The goal of this programme is to more actively include young people belonging to the Albanian, Bosnian and Roma communities in public life, and to ensure their greater involvement in the work of state institutions in Serbia. As in previous years, the project is planned to last six months, in the period from October 2014 to March 2015.
- Within the project *Technical Assistance to the Office for Human and Minority Rights in the Implementation of the Strategy for Improvement of the Status of Roma*, funded by the Swedish International Development Cooperation Agency and implemented by the OSCE Mission to Serbia, and based on the Cooperation Agreement between the Government of the Republic of Serbia and the Organisation for Security and Co-operation in Europe, funding will be secured for Roma inclusion advisers in state institutions, and for local coordinators for Roma issues in 10 local self-governments for the period until November 2014. The project aims to strengthen the capacity of state administration bodies at the republic and local levels for monitoring and implementing the measures from the Action Plan accompanying the Strategy for Improvement of the Status of Roma, and the local action plans for Roma inclusion.

2. EDUCATION

Please specify the policies and programmes that have been planned and implemented at the national or local level to support the education of Roma in 2013, with a special focus on the objectives and implementation of the National Action Plan for the Decade of Roma/ National Strategy for Roma Inclusion (if applicable). Please specify measures such as:



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improving early development and education, reducing early school drop-out, encouraging the participation of Roma in secondary and higher education, desegregation measures, inclusive education, teacher training, etc.

Please describe as elaborately as possible the impact of Government measures implemented in 2013 (including quantitative and descriptive data). With a view to learning from past experiences, please also include the measures that have had a negative impact on Roma inclusion and explain the process which could reduce this negative impact.

- One hundred and seventy eight pedagogical assistants have been engaged in the education system, including 40 in preschools, and 138 in primary schools. In Belgrade, 29 pedagogical assistants have been engaged in primary schools and one assistant has been engaged in a preschool institution.
- Salaries of pedagogical assistants are funded from the RS budget, based on the Government Regulation. The Regulation on Amendment to the Regulation on Coefficients for the Calculation and Payment of Salaries of Public Service Employees was published in the *Official Gazette of RS* No. 20/2011, of which the Treasury was notified. The amendment opened up a new post of pedagogical assistant - with a coefficient of 11.15.
- The training has so far been supported (and the follow-up is planned) by: the Swedish International Development Cooperation Agency (SIDA), through the project implemented by the OSCE Mission to Serbia and the then Ministry for Human and Minority Rights, Public Administration and Local Self-government, now Office for Human and Minority Rights, the Ministry of Education, Science and Technological Development, with technical and financial support from pre-accession funds — the IPA Project Education for All - Increasing the Availability and Quality of Education for Children from Marginalised Groups from 2010 to 2012. **The training is expected to be continued in April 2014, with financial support from the new IPA Project — IPA 2012/ Social Development.** The training is organised by the Faculty of Economics, University of Kragujevac. The training has been accredited by the Centre for Lifelong Learning, located within the University, based on the Rulebook on the Pedagogical Assistant Training Programme. The training package consists of ten prescribed



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modules concerning four areas of work of pedagogical assistants and each accredited module has the accreditation holder and accredited coaches (Teachers College in Jagodina, UNICEF, Centre for Interactive Pedagogy, the Education Forum, the MOST Group). The University Council of the University of Kragujevac approved the accreditation of trainings for pedagogical assistants. Trainings are mostly organised in four locations/ groups in Serbia, for a period of 6 days for 2 modules. Funds are managed at the University of Kragujevac, through the Vice-Rector for Finance. Due to the RS budget restrictions, we have no conditions yet for expanding the network, the implementation of IPA 2012 Project is under way and we shall try to make it possible for the municipalities to become involved.

- The authorities at the national and local levels will investigate the causes of early school drop-out and will introduce systemic support measures at the local self-government level as part of the social protection system and the support system within schools.
- Based on the use of available results of research done by UNICEF (MICS), educational institutions and civil society organisations, activities are carried out at the national level and the school administration level that include the analysis of the causes of early school drop-out, taking of preventive action, and implementation of curricular and extra-curricular activities through the system of educational support for children from vulnerable groups based on the Law on the Foundations of the Education System and the Law on Primary School. The preparation of the IPA 2013 Project, relating to social inclusion and poverty reduction of socially vulnerable groups, is under way.
- Municipalities will ensure that all existing Roma inclusion mechanisms at the local level, including inter-agency commissions, cooperate with a view to taking joint action towards improving the educational status of Roma, primarily through supporting their enrolment in school and preventing early school drop-out. The Ministry responsible for education will ensure comprehensive enrolment of Roma children in mainstream schools or preparatory pre-school programmes (PPP). The number of children who enrol in and complete primary and secondary education will be increased, which will also contribute to the reduction of early school drop-out. Civil society will monitor the implementation of these activities and caution about the potential shortcomings in the system. Implementation has started of measure No. 3



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of the IPA 2012 Project – activity related to the establishment of local outreach teams comprising pedagogical assistants, which will intensify the current activities of assistants and institutions in which they are engaged, relating to regular and timely enrolment of Roma children in the preparatory pre-school programme and primary school. According to the MICS survey, every school year the number of enrolled Roma children increases by 10%.

- Early education for children aged three to five will be promoted through the system of supporting the child rather than the institution, and developed through support to early childhood development programmes and introduction of integrated, specialised and additional programmes in pre-school education, in order to actively involve a larger number of Roma children and parents in early childhood development programmes, to include at least 40% of Roma children (of which at least 40% of girls); support for the work of inter-agency commissions in order to support inclusive education for children and increase the number of Roma children in the education system: Cooperation between the Ministry of Education/ Institute for Education Quality and Evaluation, educational institutions, UNICEF and the NGO sector:

- In October, the first phase of the project *Kindergartens Without Borders* was finalised and the follow-up is being developed so as to include: at the national level — amendments to by-laws for special and specific programmes for children aged 3-5 (especially children from vulnerable social groups), analysis of inclusiveness of pre-school education for children aged 3-5, development of programme accreditation systems based on the analysis of experiences in the development of programmes in other countries; at the local level — checking whether the current 4-hour programmes can be turned into pilot programmes and their effects monitored, development of new programmes (thematic programmes and family services), through all this increase the coverage of children aged 3-5, parental involvement, adaptation of facilities.

- The Draft Rulebook on Recognising Forms of Discrimination in Education has been finalised, under way is the formation of a working group that will draft the Rulebook on Legislation in cooperation with the Office for Human and Minority Rights and the Ministry of Justice, given that the signature of two ministers is required. Due to the previous cabinet reshuffle, the implementation has been halted. Since 2013, cooperation has been established



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with the Helsinki Committee for Human Rights, under way is the drafting of the Protocol on Dealing with Cases of Discrimination, intended for education inspectors and pedagogical advisers in the process of professional and pedagogical supervision and external evaluation of the work of educational institutions.

- Within the project *Protection of Children from Violence in South East Europe*, funded by the European Union in cooperation with UNICEF, trainings were held on recognising and responding to situations where children are victims of domestic violence, trafficking and exploitation, and sexual violence in 4 towns in Serbia. The trainings were attended by 160 employees in educational institutions. During the first semester of school year 2013/2014, within the programme “School without Violence” the *Violence Prevention Unit* commenced the activities under the project “Prevention of Gender-based Violence”, aimed at exploring the prevalence of gender-based violence and prevention of this form of violence associated with gender roles. The project is implemented in cooperation with UNICEF and other institutions and organisations that have multi-annual experience in gender-based violence and with the support of the Provincial Secretariat for Education, Administration and National Communities of Vojvodina.

- Educational outcomes for Roma students will be improved through a coherent system of support for students in primary and secondary schools, including additional, remedial and preparatory classes, mentoring, tutoring, support from pedagogical assistants, improving of school ethos and active parental involvement. At least 60% of students from vulnerable groups, which includes a large number of Roma students (of which at least 40% are girls), will achieve an average academic success in the educational institution they attend by 1 January 2015:

- Based on the developed educational standards for the end of primary education, for the end of the first cycle in primary school, the standards for general education courses in secondary education and the standards for the end of the first and third cycles in adult education, we have also enabled a continuing support system for children from vulnerable groups, related to the development of programmes that allow for adjustments and modifications of educational standards in accordance with individual needs and capacities of children, so as to ensure



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optimal progress, monitoring of their achievement, through appropriate working methods. The mentoring system is being developed within the IPA 2012 Project. Parents of children from vulnerable groups have been included in Parent Councils through a legal procedure - under the Law on the Foundations of the Education System and the Law on Primary School. Municipal parent councils are established in pilot municipalities, at the initiative of the NGO sector, in cooperation with the Ministry of Education, Science and Technological Development.

- Programmes aimed at preventing the drop-out of children from the education system will be further developed, especially through the establishment of mentoring programmes and scholarships throughout Serbia for pupils and students. A monitoring and evaluation system will be established with a view to improving the efficiency and quality of the education system, including higher education. For the purpose of obtaining the most accurate statistics on school attendance, the Ministry of Education, Science and Technological Development, the schools and pedagogical assistants will prepare and submit reports:
- Owing to affirmative action taken during school year 2013/2014, 369 students were enrolled in secondary vocational schools of their choice. Scholarships: during school year 2013/2014, allocated from the RS budget for persons belonging to the Roma national minority were scholarships for 324 pupils and 84 students and 36 student loans. The scholarship for pupils was RSD 5,400 and the student scholarship amounted to RSD 8,400. Until the mentoring system is established, pupils' performance will be monitored by school inclusive teams, whose work is monitored by school administrations. In the second round, 73 students had the opportunity, under special conditions for students belonging to vulnerable groups, to use the capacities of student dormitories, and some 20 pupils were accommodated in pupil dormitories.
- By the Conclusion of the RS Government 05, No. 610-5999/2013, the project aiming to provide free textbooks and workbooks for pupils belonging to national minorities in the first four grades of primary school, entitled *Free textbook sets for persons belonging to national minorities that are taught in their mother tongue in the I, II, III and IV grade of primary school during school year 2013/2014*, was implemented. Pupils belonging to national



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minorities received free textbook sets from first to fourth grade, while all other pupils received new workbooks and inherited the textbooks from the previous generation.

- The system of functional adult primary education has been developed and set up, standards and outcomes of adult education have been developed, and the project *Second Chance* is implemented in 71 primary schools.

3. EMPLOYMENT

Please list the policies and programmes that were designed and implemented at national or local level to support employment of Roma in 2013, with a special focus on the objectives and implementation of the National Action Plan for the Decade of Roma/ National Strategy for Roma Inclusion (if applicable). Please include measures such as: job search assistance, programs for the acquisition of the first work experience, measures of active job search for targeted groups, support measures for self-employment and entrepreneurship development, measures promoting the employment of qualified Roma in the civil service, removal of barriers to entering the labour market, including discrimination, etc.

Please describe as elaborately as possible the impact of Government measures implemented in 2013 (including quantitative and descriptive data). With a view to learning from past experiences, please also include the measures that have had a negative impact on Roma inclusion and explain the process which could reduce this negative impact.

- In the field of employment, we would like to point out that the issue of inclusion of categories of persons who are at a disadvantage compared to the general population (persons belonging to national minorities, persons with disabilities, elderly persons, non-qualified persons or persons with a low level of education, refugees and displaced persons...) in all spheres of social life, including the stimulation of their participation in active employment



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policy measures is an integral part of the current strategic and normative framework of employment policy.

- National Employment Strategy for the period 2011-2020 (*Official Gazette of RS*, no. 37/11, hereinafter referred to as the: Strategy), envisages, as the main objective of the employment policy of the Republic of Serbia until 2020, the establishment of an efficient, stable and sustainable employment growth trend and full alignment of the employment policy and labour market institutions with the EU *acquis*.

The Strategy defines specific objectives, namely:

Stimulating employment in the less developed regions and developing regional and local employment policies;

Enhancing human capital and greater social inclusion;

Developing institutional capacity and expanding active labour market policy programs;

Reducing labour market duality.

The Strategy also specifies particularly vulnerable groups in the labour market, which should be the primary beneficiaries of the activities to be implemented with the aim of improving human capital and greater social inclusion. Furthermore, the national employment action plans (NEAP), specify in more detail the categories of hard-to-employ persons who shall, during the respective calendar years, be the primary target group to be included in active employment policy measures (persons who face difficulties in finding employment due to their health condition, insufficient or inadequate education, socio-demographic characteristics, regional or occupational mismatch of supply and demand in the labour market or other objective circumstances) and in measures which shall be implemented in order to improve their employability. The category of hard-to-employ persons includes: Roma, refugees and internally displaced persons, persons with disabilities, rural population (in particular the landless rural population and those living in rural areas of South-East Serbia), persons with no qualifications/education, as well as women, youth (aged 15-24) and elderly persons (aged 50-64), and also the long-term unemployed, single parents, beneficiaries of financial social assistance, children without parental care, victims of human trafficking, etc. Unemployed persons in this category have priority in the inclusion in active employment



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policy measures, and at the same time, special employment programs are also implemented for certain categories, as a form of affirmative approach.

- The National Employment Action Plan (NEAP) is being adopted on annual basis and is the main instrument for the operationalisation of the established strategic framework, i.e. the priorities set in the Action Plan are transposed into specific programs and active employment policy measures, in accordance with the Law on Employment and Unemployment Insurance (*Official Gazette of RS*, no. 36/09 and 88/10).
- We would like to note that the measures and activities relevant for the implementation of the Decade of Roma, the Strategy for Improvement of the Status of Roma and the accompanying Action Plan, are taken into account in drafting of the NEAP, as from 2014.
- The implementation of active employment policy measures, i.e. inclusion of unemployed persons (also hard-to-employ persons and particularly vulnerable groups of unemployed) is being monitored on the annual basis through the Report on the implementation of the Agreement on the performance of the National Employment Service and through the Report on the implementation of the National Employment Action Plan.

Registered unemployment of Roma

- Registration with the NES, i.e. the manner of keeping registries and the data content on persons is defined by the Law on Employment and Unemployment Insurance (*Official Gazette of RS*, nos. 36/09 and 88/10), and the Rulebook on the Content of Data and Methodology of Keeping Registries in the Field of Employment (*Official Gazette of RS*, no. 15/10). Pursuant to Article 5 of the stated Rulebook, nationality or ethnicity is just one of the personal information that is recorded based on the statement of a person, without the obligation of a person to provide such information.
- Numbers of persons registered with the NES (including Roma) vary, as a result of regular fluctuations of records (employment, registration, withdrawing the registration, removal from the registry in cases prescribed by the law, the change of the place of permanent residence...).
- Observed by trends of the number of unemployed Roma registered with the NES, starting from 2009 (when the NES for the first time established a register of unemployed Roma), there



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is a constant increase of unemployed registered Roma, which indicates the increased motivation of Roma to be included in the labour sphere and is the result of activities aimed at promoting the employment and raising awareness about the importance and benefits of employment and work.

Number of unemployed Roma registered with the NES

(Source: National Employment Service)

Year	2009	2010	2011	2012	2013
	state as at 31st December 2012				
<i>Total</i>	13,416	15,867	19,398	20,342	22,102
<i>Women</i>	6,571	7,637	9,180	9,513	10,150

- At the end of 2013, the records of the National Employment Service included 22,102 persons of Roma nationality, of whom 10,150 or 45.92% were women, which is a share of 2.87% of the total number of unemployed persons registered with the NES. Observed by the age, in the age group of 15-30 years, a total of 7,441 persons were registered, in the age group of 31-50 years, a total of 11,008 persons were registered and in the age group of over 50 years, a total number of registered persons amounted to 3,653.
- Observed by the level of education, a total of 19,850 persons of Roma nationality are unqualified (I and II level of professional qualifications), a total of 2,167 persons completed a secondary education (III-V), while only 85 persons of Roma nationality, registered with the NES, have higher education. Poor educational structure of Roma population is still a major obstacle for activities aimed at increasing the employability, i.e. the employment.
- For the purpose of improving the status of persons of Roma nationality in the labour market, the following implementing activities are aimed at: improving the educational



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structure, and inclusion in the programs of active labour market measures (particularly important: additional education and training, public works and support to self-employment). In addition to priority inclusion in active employment policy measures, special programs and measures are being implemented in order to increase employability and to encourage employers to employ persons of Roma nationality.

Overview of Roma included in active policy employment measures

(Source: Report on the implementation of the Agreement on the performance of NES in 2013)

ACTIVE EMPLOYMENT POLICY MEASURES	2013	
	Total	Women
<i>Active job -search training - AJS 1</i>	280	122
<i>Job-search club</i>	13	6
<i>Self-efficiency training – AJS 2</i>	18	10
<i>Job Fairs</i>	531	162
<i>Professional practice program</i>	2	1
<i>Acquiring practical knowledge</i>	5	4
<i>Labour market training</i>	10	3
<i>Training upon request of an employer</i>	5	4
<i>Functional basic training for adults</i>	789	386
<i>Subsidies for self-employment</i>	28	11
<i>Subsidies for employers for opening new jobs</i>	8	5
<i>Public works</i>	82	16



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- Also, in 2013, the assessment of employability was carried out and individual employment plans were concluded with 14,853 persons of Roma nationality, of whom 6,629 were women.
- Motivation activation training for Roma was attended by 1,171 persons (519 women).
- In the reporting period, 84 persons of Roma nationality attended 20 different training courses under the auspices of the program of additional education and training. Of the stated number, 17 training courses were implemented within the project *Second Chance*, which included 79 Roma. The remaining three training courses were implemented upon request of an employer and they included five persons.
- Furthermore, the two-day training course *Path to Becoming a Successful Entrepreneur* was attended by 152 Roma.
- As of 2010, in order to encourage the employment of Roma population, the National Employment Service, in addition to regular public calls, also announces special public calls for:

Allocation of self-employment subsidies to unemployed persons of Roma nationality;

Allocation of subsidies to employers for opening new jobs for the employment of unemployed persons of Roma nationality.

- In 2013, 24 unemployed persons of Roma nationality were financially supported through the self-employment subsidy, through the special public call. Bearing in mind that persons of Roma nationality are included in this program based on regular public calls as well, a total number of persons of Roma nationality who received self-employment subsidies amounted to 28 persons (11 women).
- Through a public call for the allocation of subsidies to employers for opening new jobs for the employment of unemployed persons of Roma nationality, a subsidy was approved for the employment of eight persons (five women).

NEAP for 2014 (*Official Gazette of RS*, no. 118/13) determines objectives of the employment policy for 2014, which shall focus on:

- improving labour market conditions and promoting labour market institutions,
- encouraging employment and social inclusion of hard-to-employ persons,



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- developing social entrepreneurship and supporting regional and local employment policy,
- Improving the quality of workforce and investing in human capital.
- programmes and active employment policy measures to be implemented with the aim of increasing employment and reducing unemployment in 2014 include:
 - mediation in the employment of job seekers;
 - vocational guidance and career counselling;
 - subsidies to employers for employing persons with disabilities;
 - support to self-employment;
 - additional education and training;
 - incentives for the employment of beneficiaries of monetary benefits;
 - public works;
 - active employment policy measures for persons with disabilities;
 - Programmes and active employment policy measures provided for in local employment action plans using funds from the national budget.
- Unemployed persons in the category of hard-to-employ persons have a priority in the inclusion in active employment policy measures.
- The analysis of labour market trends point to further deterioration of the status of the majority of categories of hard-to-employ persons, especially the young people, elderly persons, redundancies and persons with no qualifications or low-skilled persons. Therefore, special service packages were prepared in 2014 for these categories of persons. We would particularly like to refer to Package of services for persons with no qualifications and low-skilled persons - this category of unemployed persons shall have a priority in training courses (motivation-activation training for persons with no qualifications, functional basic training for adults, labour market training, etc.) and public works.
- In 2014, one of the priorities is also co-financing programmes and active employment policy measures envisaged in local employment action plans.
- At the same time, it should be noted that the Ministry of Labour, Employment and Social Policy and the National Employment Service (NES) continuously cooperate with Roma civil society organisations for the purpose of improving labour market participation and the



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inclusion of persons of Roma nationality in active employment policy measures. Forms of cooperation are:

- providing information on the status of Roma in the labour market (registered unemployment) and inclusion in active employment policy measures;
- participating in activities aimed at increasing the inclusion of persons of Roma nationality in education system programmes and employment policy;

Providing assistance in the preparation of local action plans for improving the status of Roma;

- Participating in the implementation of project activities aimed at increasing the participation of Roma in the labour market (including economic empowerment, development of entrepreneurship, fight against discrimination, social inclusion, etc.);
- participating in the work of committees for the selection of projects aimed at improving the status of Roma and supporting Roma inclusion (at the local level), in accordance with the Strategy for Improvement of the Status of Roma;
- Participating in various activities (meetings, conferences, roundtables) addressing the issue of the status of Roma in the labour market (at the national and local level).

- The stated forms of cooperation are a key source of information for policy makers and implementers of policies on cyclical changes, and/or the contribution of employment policy (observing the effects of implemented active employment policy measures) to the reduction of social deprivation of this category of hard-to-employ persons.

- Also, project or programme activities in the area of human resource development in the Republic of Serbia (speaking of the system of international development assistance), which are broadly defined in the document titled *National Priorities for International Assistance to the Republic of Serbia for the period 2014-2017, with projections until 2020*, in addition to policies primarily regulating this area (employment and labour market policies, work and work-related relations, education, social inclusion, health and young people), and in accordance with the principle of sectoral and inter-sectoral approach, also include the activities in the area of human and minority rights (which are an integral part of the justice sector, and not the social development), given the fact that they are perceived as an



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interdepartmental issue in the area of public policies, seeking to develop human capital and full inclusion and participation of "vulnerable social groups".

- Accordingly, the Twinning project titled *Preparation of Labour Market Institutions of the Republic of Serbia for European Employment Strategy*, financed from the EU pre-accession funds (IPA 2011), which is being implemented from May 2012, as a special project activity envisages a support to local self-governments with high unemployment of Roma, in identifying needs and opportunities in the local labour market to find the most appropriate model for their work and social inclusion, and also that the issue of Roma inclusion in the labour market is included in local employment action plans and project proposals made by local employment councils.
- Financial Agreement between the Government of the Republic of Serbia and the European Commission, which serves as the basis for the implementation of the National Programme for Serbia under the IPA - Transition Assistance and Institution Building Component for the year 2012, allocating funds for the implementation of Sector Fiche IPA 2012, - Social Development, was signed on 21st December 2012. The Ministry and the National Employment Service were allocated funds for the implementation of the measure *Increasing the Efficiency of Employment Policy towards Vulnerable Groups*, i.e. for a series of activities which shall be implemented based on the direct allocation of funds to the National Employment Service, followed up by the corresponding technical assistance for the resource management. In addition to further expansion of job search clubs and career guidance and counselling centres, the plan is to set up self-service units (so-called self-services - IT units which shall be used by unemployed persons as a search tool for vacancies), and employment caravans (mobile classrooms), aimed at informing people living in remote, less accessible and rural areas of rights and opportunities for active job search, and to include at least 5,000 unemployed persons belonging to vulnerable groups in the labour market trainings (including at least 300 unemployed persons of Roma nationality).
- Under IPA 2013 Programme Cycle - Social Development, awarded funds shall be directed towards increasing the efficiency and availability of employment services through the development of training systems based on an analysis of deficiencies in skills, through the



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design and implementation of programmes tailor-made to unemployed persons, with special focus on persons with disabilities. The activities shall focus on developing training systems, and/or labour market training programmes, in order to reduce the mismatch of supply and demand, to increase the efficiency of the employment policy towards persons with disabilities and to increase the number of persons who were employed by using employment subsidies. The focus is on persons belonging to disadvantaged groups in the labour market.

- Accordingly, active employment policy measures, whether aimed at persons in need of social assistance, at persons who due to their educational status or age are not competitive in the labour market or other categories of persons who are disadvantaged in the labour market compared to the general population, are the affirmative action measures, i.e. measures contributing to efficient, stable and sustainable employment growth, as the main objective of the employment policy in the Republic of Serbia until 2020.

4. HOUSING

Please list the policies and programmes that were designed and implemented at national or local level to support Roma housing (or housing of marginalised social groups, including Roma) in 2013, with a special focus on the objectives and implementation of the National Action Plan for the Decade of Roma / National Strategy for Roma Inclusion (if applicable). Please include measures such as: eliminating spatial segregation and promoting desegregation, promoting non-discriminatory access to social housing, etc.

- In accordance with the goals established in the National strategy for Improvement of the Status of Roma in the Republic of Serbia (hereinafter referred to as the: Strategy), which was adopted in 2009 and the Action Plan for its Implementation, the Ministry of Construction and Urban Planning was primarily engaged in providing support to members of Roma community



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in the previous period, through the work and activities of the Department for Urban Planning and Housing and the Department for Construction and Construction Land.

- The Department for Construction and Construction Land focused its activities on the process of legalization of facilities in settlements that were built without a plan in the Republic of Serbia. The Ministry in this area had a legislative role, i.e. the responsibility to establish an adequate legal framework and provide adequate support, while local self-government units are responsible for the process of legalization. In accordance with the above, the Ministry sought to provide support to local self-government units in the previous period, so that they could adequately respond to challenges of legalization and contribute to improving the quality and structure of settlements accordingly.

This primarily included the cooperation with other state authorities and organisations in charge of addressing these issues and also the cooperation with local self-government units in the process of legalisation of informal Roma settlements, firstly in a greater response of members of Roma community to file a request for legalization, which is also a prerequisite for the further exercise of the rights, i.e. encouragement for local self-government units to continue to invest in infrastructure (such as water, sewage and electrical distribution network and access roads). In this part it is important to emphasize that the Roma community, regretfully, demonstrated the lack of knowledge of legal procedure and therefore their obligation to file a request for the legalization of illegal facilities, which is the main reason why we are still facing the insufficient number of requests for legalization filed by members of Roma community. This is the area urging for a greater level of information and education of members of the Roma community in terms of raising awareness of the importance of the process of legalization by all stakeholders involved in the process.

- In the previous period, the Ministry has largely been engaged in the implementation of the National Programme for the Republic of Serbia for 2012, funded by IPA, and in the part Support to Social Development, Measure 5 - Implementation of the Strategy for Improvement of the Status of Roma, in order to identify and implement measures and activities to achieve Result 5 - Preparation of regulations for improvement of utility infrastructure and housing conditions of Roma.



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- The main activities in the implementation of this project, which, as its main results specifies the preparation of spatial-planning and technical documentation for regularization and improvement of settlements infrastructure and the improvement and legalization of housing stock in substandard and informal Roma settlements in 20 local self-government units, were conducted by the Department for Urban Planning and Housing, with the technical support of the OSCE Mission to Serbia.
- Within the project and in the reporting period, the implemented activities focused on creating preconditions for efficient achievement of main results and on assessing the situation in the territory of the Republic of Serbia in order to achieve greater transparency in prioritizing future activities aimed at improving the housing conditions of Roma in other municipalities and towns, such as:
 - The OSCE Office established a unit for technical assistance for the implementation of project activities - Coordinator was appointed and experts were engaged based on the public competition.
 - Following the process of consultations, the cooperation was agreed with all relevant institutions which shall be implementing partners in project activities at the national level, namely: The Republic Geodetic Authority (RGA), Statistical Office of the Republic of Serbia (SO) and the Republic Agency for Spatial Planning (RASP).
- Activities on establishing a Geographic Information System of substandard (Roma) settlements (hereinafter referred to as: GISRS), were partly implemented, and it should include relevant spatial database on Roma settlements and the establishment of the Protocol on permanent exchange of necessary data with other relevant institutions (RGA, SO, RASP, local self-government units, etc.). The actions performed so far within this activity include the preparation of Terms of Reference for GISRS and public call for the organisation which should establish database for GISRS, which, however, has to be repeated because of the lack of appropriate offers in the first call.
- Experts for housing models were selected through the public competition and the Study *Existing Models for Improving Roma Housing - Social and Affordable Housing Solutions for*



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Roma and Sensitive Population in Serbia is prepared, showing affordable housing models used so far and encompassing analysis of all their aspects, namely: group of users, cost and price, legal and organisational aspects, as well as recommendations for their further implementation and improvement options.

- Following the conducted public procurement, the organisation was selected and tasked to make a detailed assessment of the needs in 20 local self-government units, in order to prepare necessary spatial, planning and technical documents required for the implementation of investment projects for infrastructural equipping of settlements and rehabilitation (reconstruction/construction) of residential buildings up to the satisfactory level of living conditions, all in accordance with identified problems and housing needs of Roma living in substandard settlements/housing units and by using appropriate models recommended in the Study.
- In addition to the implementation of the above stated activities, the Ministry of Construction and Urban Planning has actively participated in all conferences, seminars and other events organised with the aim of building capacities of key stakeholders from government and non-government sectors who are engaged on improving the status of Roma, as well as on raising public awareness of the status of Roma population in the Republic of Serbia and the importance of its improvement on issues tackling the exercise of housing rights, as one of the basic human rights.
- It is also important to emphasize the successful cooperation of the Ministry with the Office for Human and Minority Rights and other state authorities, in all areas of cooperation in the implementation of the Strategy and the Action Plan.
- The area of social housing is regulated. The National Social Housing Strategy is adopted, foreseeing specific measures for informal Roma settlements. The Strategy is in line with the International Covenant on Civil and Political Rights. The City of Belgrade has introduced a social housing programme, targeting predominantly Roma.
- Programme for the construction of social housing apartments, adopted by the Government of the Republic of Serbia, Conclusion 05 No.: 360-9100/2012 as of 13th December 2012 and Conclusion 05 No. 360-9539/2012 as of 27th December 2012, is being successfully



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implemented in six towns in the Republic of Serbia (Zrenjanin, Kikinda, Pančevo, Kraljevo, Niš and Čačak). In these towns the public procurement procedures for the selection of contractors are completed and the construction works are underway. In the town of Čačak the works are already completed, while in other towns the deadline for the completion of works is 31st December 2014. The total value of construction works will amount to RSD 359,272,305.50 (excluding VAT), of which RSD 161,000,000.00 is from the budget of the Republic Housing Agency. The effects of savings, compared to the planned value of construction works were achieved through the public procurement procedures, and they amounted to RSD 130,286,113.30 (excluding VAT). The implementation of this programme shall enable the construction of 135 housing units, net floor area of 7,937.46 square meters, of which minimum of 49 housing units are intended for lease. The town of Kragujevac has not started to implement the project in accordance with the agreed schedule, and the funds in the amount of RSD 39,000,000 shall be returned to the Republic Housing Agency and redirected to some of the existing programmes/projects related to the construction of social housing apartments. Priority in resolving housing issues shall be given to persons with disabilities, multi-member households with young spouses, persons over 65 years of age, children without parental care, single parents, according to the stated sequence, and hence the Roma men and women will be able to resolve their housing problems within the stated priority groups.

- The housing construction project based on the Framework Agreement F/P 1720, between the Council of Europe Development Bank and the Republic of Serbia, foresees the construction of 1,700 housing units in at least 12 towns in Serbia (Zrenjanin, Kikinda, Kragujevac, Pančevo, Kraljevo, Niš, Čačak, Užice, Zaječar, Kruševac, Pirot and Smederevo). The Republic Housing Agency forwarded an act proposal to the relevant Ministry - Regulation on the selection of participants (municipalities/towns) in the project and end users of constructed apartments, which should be adopted by the Government after the parliamentary elections. The draft agreements and financial contracts prepared by the Republic Housing Agency, which shall be concluded by towns/municipalities participating in the project, the line Ministry and the Republic Housing Agency shall be reviewed by the



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working group which is currently being established by the relevant ministry in order to provide the final text. As part of the project, 1,700 apartments are planned to be built, of which 1,200 for non-profit sale and 500 for lease.

- The main goal of all activities of the housing component of TARI Project in 20 pilot municipalities is the assistance in the preparation of technical documents for applying for funds from the IPA 2013, which shall be used for improving the living conditions and the quality of life in Roma settlements.
- In order to improve living conditions in Roma settlements, EHO RRC has developed a unique model of working with the Roma community - *Dweller Driven Upgrading of Roma Settlements Model*. This model of work is a comprehensive approach to actual problem-solving and participative operation method.
- The representatives of the Roma community play a key role in the overall process, contributing thus actively to the sustainability of the overall process.

The process of the reconstruction of settlements is managed by dwellers of settlements who have professional experience. Dwellers of settlements are responsible for the entire process of the reconstruction of a settlement, i.e. for the construction of bathrooms and improvement of housing conditions: dwellers themselves are carrying construction works or are paying masters. Professionals (professional support) are helping them in the process, mostly Roma with the work experience.

- The project titled *Social Inclusion and Improvement of Housing Conditions of Roma in AP of Vojvodina, Republic of Serbia*, was implemented in the period from 1st January 2012 until 31st December 2013, in the municipality of Odžaci and in settlements Deronje, Ratkovo and Bogojevo, and in the municipality of Plandište in settlements Barice, Jermenovci, Veliki Gaj and Margita.
- Also, in 2013, another project was implemented in the settlement Šangaj in Novi Sad and the implementation of the first pilot project in Eastern Serbia started in the settlement Niški put in Knaževac.
- Until December 2013, Roma men and women, in cooperation with EHO RRC, built septic tanks, built bathrooms, repaired the damaged parts of houses, carried out 12 major house



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reconstructions and built small houses and thus improved the housing conditions for 166 most vulnerable families (685 persons).

Please describe as elaborately as possible the impact of Government measures implemented in 2013 (including quantitative and descriptive data). With a view to learning from past experiences, please also include the measures that have had a negative impact on Roma inclusion and explain the process which could reduce this negative impact.

5. **HEALTH CARE**

Please list the policies and programmes that were designed and implemented at national or local level to support the improvement of health care services for Roma in 2013, with a special focus on the objectives and the implementation of the National Action Plan for the Decade of Roma / National Strategy for Roma Inclusion (if applicable). Please include measures such as: ensuring an equal access to quality healthcare, ensuring the basic social security coverage and comprehensive health services to Roma, preventive measures including medical check-ups, prenatal and postnatal care and family planning, targeted campaigns to raise awareness in the area of health, etc.

Please describe as elaborately as possible the impact of Government measures implemented in 2013 (including quantitative and descriptive data). With a view to learning from past experiences, please also include the measures that have had a negative impact on Roma inclusion and explain the process which could reduce this negative impact.

1. Project of the Ministry of Health *Implementation of the Action Plan for Health Care of Roma* is being implemented since 2008. In 2013, the project is being implemented by 75 mediators in 60 local self-government units in order to improve the health of Roma,



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especially women and children, to improve the availability of health care, raise the level of awareness about health and reduce inequity. Project-related activities are aimed at increasing the number of: persons covered with health insurance; vaccinated children; medical check-ups; Roma who chose their physician and acquired knowledge on healthy lifestyles and the necessity of a health control, protection against communicable diseases, family planning, proper nutrition and food storage, personal and general hygiene, the importance of waste disposal, harmful effects of alcohol and psychoactive substances, knowledge about violence-abuse-neglect and human trafficking, and about the rights to health and social care and health insurance. In 2013, the costs of engaging 75 health mediators were borne by the Ministry.

The results of the health mediators until 31st December 2013 are:

In the electronic database for marginalized population group, during the first visits, a total of 137,800 of Roma men and women were registered: 45,474 women, 42,339 men and 49,987 children.

With immediate help of health mediators:

16,376 adult Roma men and women chose their general practitioner,

10,343 women chose a gynaecology specialist and

9,115 children (aged below 18) had their paediatrician chosen for them by their parents, with the help of the health mediators.

Health cards were produced for 10,689 Roma men and women and the identity documents for 2,754 Roma men and women. At the end of 2013, 14.9% of women and 16.12% of men had no identity documents.

A total number of children aged 0-1 is 2,891 and the number of non-vaccinated children is 388 (13.42%); 25,759 children aged 0-15 were vaccinated with the help of health mediators, which exceeded the plan by 132.33%.

- Out of 7,535 registered pregnant women, only 7.5% (613) were undertaking medical examinations, whereas with the help of health mediators, the number of pregnant women who undertake medical examinations is 3,374 i.e. 44.78%. Out of 3,899 women about to give a birth, only 2.77% were undertaking medical examination, whereas the number increased to 16.57% with the help of health mediators.



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- With the support of health mediators who are members of a team of community health centre for the implementation of breast cancer screening, Roma women were included in the organised screening, which resulted in 546 mammographies being performed in 2013.

13.69% of Roma women have undertaken regular gynaecological examinations, whereas 9,802 women or 33.16% were examined with the help of the health mediators.

- During their work, health mediators helped distribute 50,756 copies of health education materials and condoms in Roma settlements from 2009 until 2013; workshops were conducted for 21,270 Roma women in the area covering: protection and safeguarding reproductive health of adolescent and adult Roma men and women, the importance of compulsory immunization of children, healthy lifestyles, prevention of communicable and chronic diseases in cooperation with public health nurses from community health centres; lectures were held for 5,365 Roma men and women.

- Health mediators conducted a total of 150,347 visits to families in order to impart health education through a planned conversation.

- Health mediators give special attention to education of Roma adolescents and women in the field of protection and promotion of reproductive health.

- Health mediators and public health nurses from community health centres registered a total of 1,104 Roma settlements with 36,344 families in 60 towns in Serbia. Data were collected in line with the WHO indicators:

- 63.95% of settlements have asphalt roads and 27.72% of settlements have dirt roads

- The source of drinking water in the family: 10.47% families have local source; 10.12% families have own borehole; and 69.02% families have local plumbing supply.

- Families who dispose waste in municipal landfills:

- 57.64% of households have a toilet in the house

- characteristics of the Roma family house: 77.93% houses are built out of solid material with windows; 2.07% houses are built out of solid material, but have no glass on windows; 13.8% of houses are built out of mud /adobe, with windows; 1.17% houses are built out of mud/adobe, but have no glass on windows; 2.92% houses were built out of lumber/lumber/plywood, with windows; and 0.42% houses are built out of lumber/plywood, but have



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no glass on windows (152 houses).

2. Since 2006 to 2011, the Ministry of Health approved budgetary funds for 194 projects of health care centres, institutes of public health (in the field of improvement of the health situation of the Roma, hygiene and epidemiological analysis of Roma settlements, building capacities of health care institutions and citizens associations); which included 41,908 Roma, and RSD 102,500,000 were allocated for this purpose in the period 2006-2011.

- In 2013, the Ministry of Health approved funds for the following programmes:

A) 1802-08-*Improvement of Health of Specific Population Groups*, Project 01 *Implementation of the Plan for Roma Health Care* for the projects for public health improvement in the total amount of RSD 3,584,717.60.

1. *Healthy Teeth, Beautiful Smile*, the Health Care Centre Smederevska Palanka and the Centre for the Development of the Roma Community *Amaro Drom*, RSD 300,000.00.

2. *Substance Abuse Prevention*, the Health Care Centre Aranđelovac and the Roma Development Centre, RSD 157,000.00.

3. *For a Broad Smile 2*, the Health Care Centre Bor and the Roma Society *Napred Bor*, RSD 284,905.00.

4. *Healthy and Beautiful Smile*, the Health Care Centre Blace and the Roma Association Blace, RSD 215,460.00.

5. *Don't Be Ashamed to Show Your Teeth*, the Health Care Centre Prokuplje and the Roma Society Prokuplje RSD 239,000.00.

6. *Dental Health Care for Working-Age Roma Population Aged 19-65*, the Health Care Centre Medveđa and the Roma Association *Elan*, RSD 276,451.00.

7. *Education Ensures Healthy Population*, the Institute of Public Health Zaječar and the Roma Association *Durđevdan*, RSD 233,162.00.

8. *Improvement of Hygiene and Epidemiological Situation in the Roma Settlement in Apatin*, the Institute of Public Health Sombor and the Citizens Association *Beli Golub*, RSD 248,840.00.

9. *Healthy Smile for Everyone*, the Health Care Centre Ada and the Roma Women of Vojvodina, RSD 164,850.00.



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10. *Dental Health Care for Working-Age Roma Population Aged 19-65 in the Municipality of Valjevo*, the Health Care Centre Valjevo and the Centre for the Improvement of the Health Situation of the Roma, RSD 168,755.00.
11. *White and Healthy Teeth*, the Dentistry Institute Kragujevac and the Yugoslavia's Roma Information Centre, RSD 286,000.00.
12. *All for Health – Health for All 6*, the Institute of Public Health Kruševac and the Citizens Association *Roma Centre Kruševac*, RSD 175,320.00.
13. *Assessment of Hygiene and Epidemiological Conditions in the Roma Settlement in Mačvanski Pričinović*, the Institute of Public Health Šabac and the Citizens Association of the Roma from Western Serbia, RSD 261,290.00.
14. *Dental Checks Aimed at Preserving and Improving the Health Situation of the Roma in the Territory of the City of Kruševac*, the Health Care Centre Kruševac and the Association *Romsko Srce Kruševac*, RSD 219,400.00.
15. *Healthy Teeth for All*, the Health Care Centre Žitorađa aimed at developing Roma resources, RSD 245,180.00.
16. *Let's Prevent a Tooth Going Bad, That is Our Dream*, the Health Care Centre Doljevac and the Roman Centre Doljevac, RSD 109,104.60.

Results of these projects are as follows:

Dental services 930

Teeth extractions 491

Dentures 25

Desinsection, Disinfection and Pest Control of housing units 118

Inspection of water supply facilities and drinking water analyses 158

Health and education activities 808

Distribution of promotional material 13920 pieces

Hygiene kits for 447 Roma

B) Programme 1803-04 - *Support to NGOs*, Project 01 - *Encouraging Activities of Professional Organisations, Councils and Associations* in 2013 in the amount of RSD 899,975.00.



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1. *Good Health – Long Life*, the Citizens Association *Sa e Roma* Vlasotince, RSD 300,000.00.
2. *Analysis of Satisfaction of the Roma Population with the Work of Health Mediators*, the Citizens Association *Gitanes* Belgrade, RSD 299,975.00.
3. *Prevention of Chronic Non-Communicable Diseases in the Municipality of Prijepolje*, the Citizens Association *Group 272* Belgrade, RSD 300,000.00.

Results of this programme are as follows:

Including 780 Roma

Visiting 35 settlements

Surveying 500 Roma

Holding 49 workshops

Distributing 120 hygiene kits

The Program-Based Health Care Department in the Ministry of Health participated in the preparation of the programme with:

- The Social Inclusion and Poverty Reduction Team of the Government of the Republic of Serbia in the development of the *Analysis of Mechanisms for the Involvement of Roma Men and Roma Women at the Local Level in the Republic of Serbia*.
- The Ministry of Health of Montenegro in the preparation of the programme for the improvement of the health situation of Roma *Health Mediators*.
- *Hilfe zur Selbsthilfe e.V.* Seminar *Programme for Helping Integration and Return of the Roma, Ashkali and Egyptians and Internally Displaced Persons Living in the Settlement Konik in Podgorica*.
- UNICEF and the US Executive Board which visited the Pčinja Region and were presented with the work of the network and programme results, future plans and cooperation with the Ministry of Health on the issues related to the improvement of the status of the Roma in the Republic of Serbia.
- UNICEF and Telenor which were presented with the work of the network and programme results, future plans and cooperation with the Ministry of Health on the issues related to the improvement of the status of the Roma in the Republic of Serbia. Continuation of cooperation on the joint programme *Povezivanje* was proposed.



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- The European Integration Office of the Government of the Republic of Serbia in the implementation of IPA 2012 and measure 5 SF - related to the improvement of the health situation of disadvantaged and vulnerable groups.
- The World Health Organisation in the implementation of SWIFT (Sustainable Waste Management Initiative for Healthier Tomorrow) Programme.
- The Embassy of the Federal Republic of Germany, representatives of the German Parliament, Minister for Integration, Family Affairs and Children, Irene Alt, Ambassador Heinz Wilhelm, who were presented with the work of the Ministry of Health and the programme *Health Mediators* who were visited on their site on the territory of the Pčinja-Jablanica Region.
- The Open Society Institute and Jonathan Coen, Deputy Director of the Public Health Programme from New York, and representatives from Budapest and Belgrade, on the issues related to the improvement of the status of the Roma population in the field of health.
- The Office of Human and Minority Rights in drafting the National Report on the Implementation of International Treaties on Human Rights and Implementation of the International Convention on the Elimination of All Forms of Racial Discrimination and Protection of National Minorities.
- The Office of Human and Minority Rights in drafting the Action Plan for the Implementation of the Strategy for Improvement of the Status of Roma in the Republic of Serbia for the period 2013-2014
- The Organisation for Security and Co-Operation in Europe (OSCE) in the implementation of the project *Technical Assistance to the Ministry of Health in the Implementation of the Strategy for Improvement of the Status of Roma*.
- The World Health Organisation (WHO) – Social and Economic Determinants of Health - Millennium Development Goals and in the strategies related to the improvement of the status of Roma in the society and in the health care system, there is also the project of the Ministry of Health for providing support to building institutional capacities: 1) reducing



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vulnerability and 2) addressing social and economic factors of health and sustainable development in Serbia.

3. In cooperation with the international UN agency – UNFPA, 24 health mediators were educated, in 2011, in the field of reproductive health who, subsequently, organised trainings for 89 young Roma aged 14-18 in five cities in the Republic of Serbia. The total of 50 health mediators were educated in 2012 on how to improve reproductive health of young Roma men and Roma women. The total of 20 health mediators organised 11 trainings for 166 young Roma women and Roma men aged 14-18 in the field of maintenance and improvement of reproductive health. Workshops were held in 20 local self-governments (Roma settlements). The total of 18 workshops were held in 2013 as well as the theatrical performance *Planning a Family without Violence* for the total of 578 young Roma men and Roma women, carried out by 12 health mediators. Health mediators have a Manual for Work in which one part is dedicated to reproductive health maintenance and improvement, with special reference to adolescents. All health mediators were educated in this field.

4. Health mediators were specifically educated in the issues related to abuse, neglect and gender-based violence, in cooperation with UNICEF, the Institute of Mental Health and with Roma associations.

5. In cooperation with MoI RS, all mediators were trained to recognise the phenomenon of trafficking in human beings, and a network was formed in which mediators inform competent authorities in MoI RS about any suspected trafficking in human beings.

6. The Ministry of Health approves and monitors programmes of the Red Cross of Serbia. Since 2010, together with the Ministry of Health of the Republic of Serbia, the Red Cross of Serbia has been implementing the project *Strengthening and Improving Access to Diagnosis and Treatment of TB and Multi-Drug Resistant TB, with a Special Emphasis on the Most Vulnerable Populations* as a direct recipient of funds from the Global Fund to Fight AIDS, Tuberculosis and Malaria (GF), with which it signed a direct contract for the continuation of implementation of the project until 30 June 2015.



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- The Red Cross of Serbia participates in and contributes to project components related to the improvement and ensurance of 100% coverage by Directly Observed Therapy (DOT), as well as to handling TB and HIV coinfection.
- Activities that are implemented within the project related to prevention, diagnosis and treatment of tuberculosis are aimed at:
 - The Roma population living in slums;
 - Soup kitchen users;
 - Sex workers and injecting drug users.
- In 2013, the objectives of the project were to actively assist the health care system in timely detection of persons with tuberculosis living in the slums where tuberculosis has already been registered, to participate in the prevention of the spread of tuberculosis among family members in the working and living environment, and to ensure that persons with tuberculosis in the outpatient stage of treatment regularly take medicines, regularly do check-ups and complete treatment as prescribed by their doctor.
- Support for their treatment after hospitalization, and at the recommendation of a doctor, received 10 socially vulnerable persons who were motivated to continue their treatment by food parcels and hygiene kits. There persons were from Belgrade, Smederevo, Sremska Mitrovica, Bujanovac and Pirot. The total of 35 food parcels and 30 hygiene kits were distributed during the year in this manner.
- In search of the people listed in contact information about persons with tuberculosis, 43 persons were identified from the contact information, all from the Street Children Shelter in Belgrade, 42 of whom were examined and none was found having tuberculosis.
- The total of 73 organisations of the Red Cross participated in project activities i.e. in active search for persons with tuberculosis among soup kitchen users, in search for contact information about persons with tuberculosis belonging to Roma minority and provision of an opportunity for them to go for a check-up.
- During the year and active search for persons with tuberculosis among soup kitchen users, the total of 19,665 were included out of 20,299 adult users, whereas 9 of them had an adequate therapy and were treated for tuberculosis at that time. No new person was identified



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as having tuberculosis in this population group and, due to suspected tuberculosis symptoms, the total of 265 soup kitchen users were examined, out of the total of 382 referred ones to see a doctor, which is 70% successful reference. Compared to the previous year, when examinations included 40%, there is a significant improvement in terms of response to examination among soup kitchen users and this can largely be contributed to the huge commitment of both regional coordinators and associates from organizations of the Red Cross of Serbia.

- The total of 116 Red Cross associates and volunteers from all over Serbia conducted a survey i.e. were actively searching for persons with tuberculosis among soup kitchen users.
- In terms of success in the number of people with tuberculosis symptoms from particularly vulnerable population groups who reported to a doctor, there is a progress in terms of response: success in the number of persons with symptoms from particularly vulnerable population groups who reported to a doctor was 68% in 2013, which is almost double in comparison to 2012 (35%), and it multiplied in comparison to 2011 (only 10%).
- Associates of the Project Implementation Unit organised three trainings for project implementers and partners. The total of 117 persons was trained, 69 from organizations of the Red Cross, 22 from NGOs and 26 health mediators. In addition to tuberculosis, other topics of the training concerned patients' rights, equality in health and advocacy.
- The joint *Programme for the Inclusion of Roma Children and Children from Vulnerable Groups into Education* was implemented through two components:
COMPONENT1 Providing support to Roma children and children from vulnerable groups in education.
COMPONENT 2 Helping children and young persons with disabilities.
- The overall objective of the Joint Inclusion Programme is contributing to the fulfilment of the following objectives that are in compliance with the Education Development Strategy in Serbia until year 2020, as well as objectives from the document Serbia 2020 (the concept of development of the Republic of Serbia until year 2020).



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- Universal availability of preschool education: by 2020, all children aged 4–5.5 will be included in free of charge, good quality, half-day preschool programmes, and all children aged 5.5-6.5 will be included in the preparatory preschool programme.

Improvement of inclusive practice implementation in education.

- The programme is expected to contribute to the improvement of access to and good quality of education for all children and to provide adequate conditions for the development of children in accordance with their potential.

- The Red Cross of Serbia cooperates with UNICEF in the implementation of the Joint Inclusion Programme, and support was provided by the Swiss Agency for Development and Cooperation (SDC).

- Component 1 Providing support to Roma and marginalised children in education. In 2013, this project component was implemented in 29 organisations of the Red Cross of Serbia in the following cities and municipalities: Aleksinac, Bela Crkva, Boljevac, Čačak, Ćićevac, Čukarica, Gadžin Han, Irig, Knjaževac, Kovin, Kragujevac, Kula, Merošina, Mladenovac, Novi Pazar, Palilula, Paraćin, Požarevac, Raška, Ruma, Smederevo, Sombor, Svijalnac, Trstenik, Tutin, Valjevo, Vrbas, Vršac and Zaječar.

- Activities in 2013 included the total of 1,122 Roma children and children from vulnerable groups, 419 of whom attended activities related to preschool socialisation i.e. preparation for inclusion in a preschool institution, 114 of them attended preparation for inclusion in the preparatory preschool programme, and 589 children attended activities related to providing support in learning. The programme for parents included 613 parents of Roma children and children from vulnerable groups.

- The following activities were carried out with beneficiaries in 2013:

Activities of providing support to preschool age children (3-5.5), for their inclusion in a preschool institution, were carried out in 22 organisations of the Red Cross in cities and municipalities with the total of 419 Roma children and children from vulnerable groups. In this period, the total of 155 children, who were supported with these activities, were included in a regular preschool institution;

Preparation of children for inclusion in the preparatory preschool programme, aimed at the



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children aged 5.5-7, was carried out in the total of 8 organisations of the Red Cross in cities and municipalities with 114 children. The organisations of the Red Cross that implemented this component signed an agreement with a preschool institution or local self-government on the implementation of the preschool preparatory programme;

In the school year 2013/2014, the total of 107 Roma children and children from vulnerable groups, i.e. project beneficiaries, were enrolled in the first grade of the primary school;

Activities of supporting children's learning are aimed at the children included in the regular school system aged 7-15. These activities are carried out in the total of 22 organisations of the Red Cross in cities and municipalities with 589 children. Activities with the children at this age were aimed at providing support in doing homework and mastering the content of more difficult school subjects. Out of the total number of children included in this component, 470 children moved to the next grade with satisfactory marks, whereas 22 children successfully completed the eighth grade of the primary school. It is important to note that 17 children dropped out of school due to internal migrations, moving to a special school, loss of the right to education due to their age, early marriage or parent's prohibition;

The programme for parents was implemented in 28 organisations of the Red Cross in cities and municipalities with 613 beneficiaries. This programme was implemented in the form of parent-teacher meetings, workshops and lectures related to social and health care;

Socio-inclusive activities and daily provision of school meals to children-project beneficiaries;

Quarterly distribution of hygiene kits.

- In addition to these activities during the month of June, recovery was organised for 96 children in a resort of the Red Cross of Serbia, in Baošići, which was financially supported by SDC.
- Activities were carried out by 49 permanently employed associates in organisations of the Red Cross in cities and municipalities, 22 associates with temporary service agreements, 39 volunteers and 32 associates from partner organisations.



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MIGRATIONS

Activities:

In this field, the Red Cross of Serbia has been active with following categories of migrants: Citizens of Serbia with a revoked status of an asylum seeker in the countries of Western Europe who, on the basis of the readmission agreement, return to our country.

Citizens of Serbia with a revoked status of an asylum seeker in the countries of Western Europe

- In 2013, as well as in previous years, returnees from Sweden under the readmission agreement received humanitarian aid packages (food parcels and hygiene kits 3-4 times upon returning) and, additionally, 70 sets of school supplies and 80 individual family kinds of aid per their choice in the equivalent value of EUR 200 per family (ranging from clothing to cookware, furniture, mattresses and fuel). Since most beneficiaries live in inadequate housing facilities, in 2013 was approved housing renovation material in the equivalent value of EUR 500, in the form of 20 sets of material per choice of the most vulnerable beneficiaries. Considering that vast majority of beneficiaries uses firewood, 80 families in 2013 obtained 2 meters of firewood for their family. The biggest help for returnee families were sets of tools in the equivalent value of EUR 1,000, used through income activities (for the total of 20 families), so that a returnee with the highest qualifications and most wanted profession in the family can enable for his/her family members economic survival until they obtain regular employment.
- The total of 83 returnee families from Sweden with 283 members received aid in 2013. In terms of ethnicity, the majority of the returnees belonged to the RAE (Roma, Ashkali, Egyptians) population i.e. over 99%.
- Returnees were registered in 33 organisations of the Red Cross of Serbia, and in all the organisations they obtained the right to all envisaged kinds of aids they were entitled to according to their personal characteristics.
- Great cooperation was established with the Commissariat for Refugees and Migrations of the Government of the Republic of Serbia during the implementation of the programme, thus,



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common leaflets were printed (aimed at potential asylum seekers, indicating them the basis for obtaining the status and pointing out that the poverty is not one of them) and posters for border crossings which will remind potential asylum seekers of this one more time before they leave the country.

7. The Ministry of Health funds General Interest Programmes of the Institute of Public Health of Serbia *Dr. Milan Jovanović Batut* which also include activities of the National HIV/AIDS Office.

- The HIV infection prevention programme was implemented through workshops with young people of the Roma ethnicity in 2013. The programme was financed with funds from HIV projects of the Global Fund to Fight AIDS, Tuberculosis and Malaria, and primary recipients of the funds for the programme for the prevention of HIV infection among young people of Roma ethnicity were also the Unit of the Ministry of Health and the Youth of JAZAS. Using these funds from projects for primary recipients of Global Fund resources, four civil society organizations (CSOs) implemented the programme i.e. the Centre for Youth Integration (CYI), Belgrade, Association of Roma-Serbian Friendship *Stablo*, Kragujevac, Novi Sad Humanitarian Centre, Novi Sad, and Serbian Association for Sexual and Reproductive Health (SRH), Belgrade.

- The programme for the prevention of HIV infection among young people of Roma ethnicity has been implemented in accordance with defined a minimum service package (hereinafter referred to as: MSP). The service package implies providing education/workshops that include:

- Advising on HIV infection and STIs;
- Advising/educating on healthy lifestyles;
- Referring young people to voluntary and confidential counselling and testing for HIV
- Providing a certain amount of condoms;
- Providing information-educational-communication materials.

- According to the reports submitted to the National HIV/AIDS Office by CSOs until 19 March 2014, a large number of cities was covered with the work of four organisations in the



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period from 1 January to 31 December 2013, and the total of 10,272 young people of Roma ethnicity were for the first time educated/received MSPs through HIV/AIDS related workshops/education. More specifically, in terms of organisations, the following was achieved:

- The Centre for Youth Integration (CYI), Belgrade, implemented the HIV infection prevention programme in the territory of Belgrade municipalities of Palilula, Zvezdara, Čukarica, Novi Beograd, Zemun, Stari Grad and Savski Venac in 30 informal Roma settlements; in this manner, according to the report, the total of 3,375 young people of Roma ethnicity were for the first time educated/received MSPs.
- The Association of Roma-Serbian Friendship *Stablo*, Kragujevac, implemented the HIV infection prevention programme in the territory of Kragujevac, Kruševac, Kostolac and Smederevska Palanka, and the total of 2,715 young people of Roma ethnicity were for the first time educated.
- The Novi Sad Humanitarian Centre (NSHC), Novi Sad, implemented the HIV infection prevention programme in the territories of the cities of Novi Sad, Bačka Palanka, Zrenjanin, Sečanj, Žitište, Pančevo, Kovin, Sremska Mitrovica, Ruma, Indija, Sombor and Apatin, and the total of 2,806 young people of Roma ethnicity were for the first time educated/received MSPs.
- The Serbian Association for Sexual and Reproductive Health (SRH), Belgrade, implemented the HIV infection prevention programme in the territory of Pirot, Niš and Bujanovac, and the total of 1,417 young people of Roma ethnicity were for the first time educated/received MSPs in this manner.



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6. ANTI-DISCRIMINATION AND GENDER EQUALITY

Please list all the measures planned to support the fight against racism and discrimination of the Roma. Describe in detail, as much as possible, the impact of implemented measures (including quantitative and descriptive data).

- The Government of the Republic of Serbia adopted the Strategy for Prevention and Protection against Discrimination which also includes national minorities within which the Roma are singled out as a particularly vulnerable population category (June 2013).
- After adoption of the Strategy for Prevention and Protection against Discrimination in June last year, the Office for Human and Minority Rights coordinated the work of all relevant state authorities, institutions, independent bodies and civil society organisations in the development of the Action Plan which envisages specific measures, activities, activity holders, indicators and deadlines, until 2018. Adoption of the Action Plan is a priority in the next two weeks, both for the Office and for the Government, due to the opening of Chapter 23 in negotiations in the European integration process.

The Initial Report on the Implementation of the International Convention for the Protection of All Persons from Enforced Disappearance was drafted, and the Government adopted it on 8 October 2013.

The drafting of the Second and Third Periodic Report on the Implementation of the Convention on the Rights of the Child and the Second and Third Periodic Report on the Implementation of the International Convention on the Elimination of All Forms of Racial Discrimination is under way.

- With the support of the European Commission IPA 2011 project *Implementation of Anti-Discrimination Policies*, the Office for Human and Minority Rights conducted a series of police trainings:
- The total of 31 accredited police trainers from the Basic Police Training Centre and Directorate for Police Education, Professional Training, Development and Science undergone trainer trainings with the following topics: hate crime and hate speech, discrimination at the workplace, police work with extremist groups, police work with vulnerable groups.



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- The total of 31 accredited police trainers from the Basic Police Training Centre and Directorate for Police Education, Professional Training, Development and Science, together with 33 police officers from 11 selected LGUs throughout Serbia attended the workshop on the relationship between discrimination, hate speech and hate speech graffiti, in October 2013. The total of 11 selected LGUs throughout Serbia are conducting a series of round tables discussions aimed at the prevention of hate speech and hate speech graffiti.
- The total of 2 trainings for police trainers were held in Vrnjačka Banja and Sremska Kamenica, in March 2014, which were attended by 51 police trainers from 30 LGUs, as well as the head of the police department Užice and representatives of the Police Directorate, Border Police, Traffic Police and the Directorate for Police Education, Professional Training, Development and Science.
- As part of the IPA 2011 project, the Academy of Criminalistic and Police Studies conducted a survey *Attitudes of Inspectors about Discrimination*, which is the first survey so far conducted on this topic.
- As part of this project, the Office organised a workshop *Use of indicators for the implementation of human rights and assessment of their status*, in cooperation with the Office of the United Nations High Commissioner for Human Rights.
- This project also includes execution of a series of promotional and preventive activities in 11 local self-government units which, *inter alia*, include organising round table discussions aimed at the fight against hate speech graffiti.
- As part of the project, the Office also organised a seminar *How to prevent discrimination in the process of drafting local regulations* in December, with the support of the IPA 2011 project. This training was intended for the representatives of local self-governments working on the preparation and drafting of the regulations adopted by a local community, in order to ensure compliance of these regulations with anti-discrimination standards adopted in the Republic of Serbia. The seminar was attended by two representatives from each local self-government unit included in the projects for the purposes of building capacities for drafting and reviewing municipal bylaws and local regulations, taking into account specific interests and needs of vulnerable groups.



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- The implementation of the national media campaign aimed at the fight against discrimination, promotion of tolerance and enforcement of anti-discrimination policies shall soon commence.

Please list all the measures planned to support gender equality between Roma women and men. Describe in detail, as much as possible, the impact of implemented measures (including quantitative and descriptive data).

- There is no doubt that the poverty and multiple deprivations are high in the Roma population. The Republic of Serbia classifies this group of citizens in particularly vulnerable groups suggesting that they also need special social support due to unfavourable conditions they live in. Here one should also bear in mind the situation of children, the elderly, and persons with disabilities belonging to the Roma community, who may be exposed to multiple discrimination.
- Laws and bylaws governing the field of social protection contain provisions that clearly indicate to a non-discriminatory characteristic of these documents and strong commitment to suppress any form of discriminatory action or behaviour. This is particularly important given that a significant number of social protection beneficiaries belong to particularly vulnerable groups of citizens, often multiply discriminated on different and joined grounds.
- In accordance with Article 4 of the Law on Social Protection (*Official Gazette of the RS*, No. 24/11) every individual and family in need of social assistance and support has the right to social protection to overcome social and existential difficulties and create conditions for the satisfaction of basic necessities. The rights to social protection are provided by providing social protection and financial support.
- The Law on Social Protection Law, Section 2 Social Protection Principles (Art. 24.–33.) , lists the following principles:

The principle of respect for the integrity and dignity of a beneficiary (“The beneficiary shall, in accordance with the Law, have the right to social protection based on social justice, responsibility and solidarity that shall be provided to him/her by respecting his/her physical



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and psychological integrity, security, and by respecting his/her moral, cultural and religious beliefs, in accordance with guaranteed human rights and freedoms”);

The principle of non-discrimination (“Discrimination of social protection beneficiaries based on race, gender, age, ethnicity, social background, sexual orientation, religion, political, trade union or other affiliation, property status, culture, language, disability, nature of social exclusion or other personal characteristic shall be prohibited“);

The principle of the best interest of the beneficiaries (“Social protection services shall be provided in accordance with beneficiary’s best interests, taking into account his/her life cycle, gender, ethnic and cultural background, language, religion, habits, developmental needs and needs for additional support in his/her daily life“);

- The principle of the least restrictive environment;
 - The principle of effectiveness of social protection;
 - The principle of timeliness of social protection;
 - The principle of integrity of social protection;
 - The principle of improvement of the quality of social protection;
 - The principle of publicity of work;
 - The principle of accessibility and individualisation of social protection.
- The Rulebook of the Organisation, Norms and Standards of Work of Centres for Social Work (*Official Gazette of the RS* Nos. 59/08, 37/10, 39/11 and 01/12) prescribes respect for human rights and dignity of beneficiaries (Article 6) and protection against discrimination (Article 7). Namely, a centre for social work shall be obliged to represent beneficiary’s interests and rights and to ensure equal access to services for which it shall be responsible to all the citizens regardless of their ethnic, cultural, religious, gender and social and economic differences, disabilities and sexual orientation.
 - The social protection system includes 140 centres for social work which carry out assigned public authorization tasks, provide services and ensure exercise of rights by all the citizens who find themselves in need for social protection, without discrimination, and in accordance with the Rulebook on the Organisation, Norms and Standards of Work of Centres for Social Work.



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- On the basis of the Memorandum of Understanding, concluded between the Ministry of Human and Minority Rights, Public Administration and Local Self-Government, the Ombudsman and the United Nations High Commissioner for Refugees – Representation for Serbia, of 9 April 2012, and on the basis of the decision of the Management Board, a Technical Working Group was formed for the implementation of specific activities aimed at addressing the issues of entry in the register of births persons of Roma nationality who, so far, have not been entered in this official record. One of the Group's members is also a representative of the Ministry of Labour, Employment and Social Policy.
- The Ministry was also a holder of specific activities within the scope of its competences i.e. identifying the juveniles that are entered in the social protection system but do not have a determined personal name, therefore, on the basis of collected data, it was determined that records of centres of social work, being guardianship authorities, have the total of 11 children who are not entered in the register of births in the territory of the Republic of Serbia and who do not have any identity documents, 9 of whom do not have a personal name. All the children are under direct guardianship of a centre for social work. Three children are placed in foster care, and social protection institutions accommodate eight children. Appropriate procedures have been initiated for some of the children. For the purposes of respect for the constitutionally guaranteed right to legal personality, the fact that every person has the right to a personal name, which is acquired by birth, and considering how important it is to register birth in the register of births, centres for social work, which also have in their records children without parental care who are accommodated in a social protection institution or placed in foster care, have been ordered to initiate adequate procedures in order to regulate their personal status.
- Pursuant to item 1 of the Activity Plan of the Management Board, established in accordance with Article 7 of the Memorandum of Understanding, trainings of registrars and deputy registrars, employees in the Ministry of Interior carrying out citizenship-related public administration tasks, and employees in centres for social work carrying out tasks related to entering facts and data in the register of births were organised in cooperation with the association Praxis. Five trainings have been organised in the cities of Belgrade, Novi Sad,



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Niš, and Kragujevac, and Zlatibor mountain, and they included all administrative districts and the City of Belgrade.

- The National Assembly of the Republic of Serbia adopted the Law on Permanent and Temporary Residence of Citizens (*Official Gazette of the RS*, No. 87/11). Article 11 of the Law, *inter alia*, prescribes that a citizen may register residence on the basis of the ownership right over an apartment, lease agreement for an apartment or on some other legal basis. Furthermore, if a citizen cannot register residence on the abovementioned basis, the competent authority shall, with a decision determine his/her residence at the following address: 1) his/her permanent residence, if other terms prescribed by the law are met; 2) residence of his/her spouse or common-law partner; 3) residence of his/her parents; 4) the institution in which he/she is permanently accommodated or centre for social work in whose territory he/she is residing, whereas the citizen has to report to this institution and/or centre, that his/her address will be the address of this institution and/or centre. This shall enable persons without residence to exercise this right by registering themselves at the address of a centre for social work, which shall further ensure exercising of different rights and receiving of different services in the field of social protection, as well as other guaranteed rights.
- The Minister of Interior adopted the Rulebook on the Form for Registration of Residence at the Address of an Institution and/or Centre for Social Work (*Official Gazette of the RS*, No. 113/11) on 28 November 2012, upon prior consent of the minister competent for social policy.

The procedure for filling in a form and/or obtaining consent for registration at the address of an institution and/or centre for social work shall be initiated by a request of a person expressing an intention to register residence at the address of the institution in which he/she is permanently accommodated or centre for social work, and *ex officio*, with previously obtained consent of a person and/or his/her guardian.

The request shall be submitted to the institution in which the person is permanently accommodated, or centre for social work in whose territory the person wanting to register at the address of this social protection institution actually lives.



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- After signing the form “Registration of Residence“, the applicant and/or his/her guardian shall receive the following, after signing a receipt form: a completed form which these persons shall be obliged to submit to the competent authority of interior affairs in which registration of residence is carried out, and a written notification stating an obligation of the person registering in an institution and/or centre for social work and/or his/her guardian to come to the institution or centre for social work, in specific periods of time that could not be shorter than 7 days or longer than 30 days, to take over the written documents and other papers sent to them to the registered address.
- Special records shall be kept on issued forms for registration of residence at the address of an institution and/or centre for social work. The records shall contain the name and personal identification number of the citizen, the date of the issued form and a period of time in which the person shall be obliged to report to an institution or centre for social work in order to take over the documents and other papers sent to him/her to the registered address.
- On 19 June 2013, the Ministry of Labour, Employment and Social Policy adopted the Instruction for centres for social work and social protection institutions for accommodation of beneficiaries related to the procedure of registration of residence at the address of a centre for social work or social protection institution for accommodation, which shall create conditions for smooth and full implementation of Article 11 paragraph 4 of the Law on Permanent and Temporary Residence of Citizens (*Official Gazette of the RS*, No. 87/11).
- For the purposes of reducing the possibility of misuse of the visa-free regime, by working on the second instance level in comparison to first instance decisions of municipal administration authorities which decide on the basis of citizens' requests to change their personal name, the Ministry continuously provides instructions and shows to first instance authorities about the necessity of proper and full implementation of Article 347 of the Family Law (*Official Gazette of the RS*, Nos.18/05 and 72/11-other law), which determines that the following persons shall not have the right to change their personal name: 1) a person against whom criminal proceedings are being conducted for a criminal offence for which he/she is persecuted *ex officio*; 2) a person convicted of a criminal offence for which he/she is persecuted *ex officio* until the execution of the sentence and/or while legal consequences of conviction still last; 3) a person who intends to avoid an obligation by changing his/her personal name; 4) a person who intends to change his/her name in a defamatory name, a name that insults moral or a name that is contrary to customs and opinions of the community. To that end, before deciding on a submitted application, municipal administration authorities shall, *ex officio*, obtain evidence from the Ministry of Foreign Affairs – Department for



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Diplomatic and Consular Affairs and the Ministry of Interior – Department for General Administrative Affairs on whether a person, the applicant, is prohibited from entry into a country by a decision of the competent authorities of the specific country and/or on whether these persons were returned from a specific country in a readmission process, etc. If obtained evidence suggests elements for the application of Article 347 of the Family Law, these persons shall not be approved to change their personal name, which shall significantly reduce the possibility to misuse and violate the visa-free regime of travelling to the European Union.

Indicators:

- With regard to statistical monitoring in the field of social protection, it is performed through an analysis of annual reports on the activities of institutions for accommodation of beneficiaries as well as centres for social work, which are the main social protection services in the community. Data are collected and processed by the Republic Institute for Social Protection. It should be noted that there is an ongoing extensive reform of keeping records and documentation on the social protection system, as well as of the method of data collection on beneficiaries and provided services, i.e. exercised rights, and the method of their processing and reporting. In 2011, the Republic Institute conducted an analysis of the requests included in the guidelines of international agreement bodies from the UN system for monitoring the implementation of international agreements, and consequently the recommendations from this analysis, especially those relating to monitoring the status of the vulnerable groups of beneficiaries, have been included in the above mentioned activities. The statistic in the field of social protection up to 2011 did not monitor the beneficiaries according to their nationality/ethnicity, disability and other significant markers. Since 2011, when the new Law on Social Protection was adopted, the Republic Institute for Social Protection has included these markers in its form for data collection on the beneficiaries of social protection and their structure by age, residence (city/village), work ability, the applied measures of family law protection, type of accommodation (shelters, foster families, homes), age etc. The data shown here are for the year 2012, bearing in mind that the 2013 annual report is in the process of being created.
- It shall be noted that the data on members of the Roma population refer only to the persons who have declared themselves Roma in accordance with the Constitution, thus the number of



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beneficiaries of the rights and/or social protection is probably higher than the one presented here. Data on nationality and/or ethnicity of the beneficiaries available to the Republic Institute for Social Protection correspond only to the structure of the population they were collected from. Data have been collected from and are known for only a part of the beneficiaries (precisely, 420,000) or 66.6% of the total number (631,703). Compared to the year 2011, the records show an increase of approximately 5% of beneficiaries. According to these data, the most numerous group consists of beneficiaries who have declared themselves as Serbs (29.4%), followed by a group of beneficiaries who were registered as having declared no nationality and/or ethnicity (13.0%). Members of the Roma community are in the third place (9.3%). These records should facilitate the process of evaluation of the implementation of strategic actions and support programmes for vulnerable members of the Roma community over time.

Roma community members according to age, gender, residence and work ability, 2012.								
Age groups	Residence		Work ability					
			Able to work			Unable to work		
	City	Village	Men	Women	Total	Men	Women	Total
Children	8,417	10,717	940	873	1,813	8,416	8,434	16,850
Young persons	3,044	2,880	2,479	2,511	4,990	404	430	834
Adults	10,574	12,184	9,527	9,682	19,209	1,514	1,684	3,198
Older persons	1,751	2,523	201	215	416	1,580	2,238	3,818



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TOTAL	23,786	28,304	13,147	13,281	26,428	11,914	12,786	24,700
51,128								

- During 2012, centres for social work reported that 51,128 beneficiaries from the Roma community were registered in Serbia (in 2011 the number was 45,050). These beneficiaries of centres for social work are mostly adults (43.8%) or children (36.5%). In 2012, there was a slightly higher number of Roma beneficiaries who live in rural areas (55.4%), unlike in the year 2011. Among the registered Roma beneficiaries of centres for social work, there is a slightly higher number of beneficiaries who are able to work (51.7%). The number of Roma beneficiaries who qualified for one or more family law protection measures and measures of protection against domestic violence during the year 2012 was 902 beneficiaries, i.e. 1.8% of the total number of beneficiaries from the Roma community. The gender structure of these beneficiaries is almost equally divided with a slight domination of the male gender over the female gender.

The number of Roma beneficiaries who qualified for one or more family law protection measures and measures of protection against domestic violence during the reporting period					
Measures	Age groups of Roma beneficiaries				
	Children	Young persons	Adults	Older persons	Total
Adoption	10	0	0	0	10
Measures of domestic violence protection	38	17	23	7	85
Custody	353	27	86	19	485



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Temporary custody	176	18	46	16	256
Measures of supervision over the exercise of the parental right.	52	1	13	0	66
TOTAL	629	63	168	42	902

- The most commonly applied measures of family law protection of the Roma are custody and temporary custody - in 82.1% of cases, while the other measures are applied considerably less often. Measures of protection against domestic violence have been applied to 85 beneficiaries, adoption to 10 beneficiaries, and measures of family law protection to 66 beneficiaries. The structure of Roma beneficiaries according to types of accommodation they were using during 2012 shows that beneficiaries of accommodation were rarely in the public sector of social protection.
- Accommodation services are mostly used by Roma children - 70.3%, i.e. Roma children who are most commonly placed in foster care (kinship care and other) in over two thirds of cases (79.4%). From the total number of Roma beneficiaries of accommodation, the majority are placed into families (59.6%), compared to the number of beneficiaries placed in institutions (children's homes and shelters). There have been 829 registered cases.

Regarding the exercise of the right to financial aid, 30,883 Roma beneficiaries exercised their right to financial aid in 2012 (the right to financial aid - 15,470 beneficiaries, the right to increased financial aid - 5,272 beneficiaries, the right to temporary financial aid - 10,141 beneficiaries belonging to the Roma national minority), 748 beneficiaries exercised the right to financial aid for the care and assistance of other person, 653 beneficiaries exercised the right to increased financial aid for care and assistance of another person, and 17,027 beneficiaries exercised the right to one-time financial aid. With regard to the exercise of the rights to other types of financial aid, in accordance to the Law on Social Protection, 5,828 Roma exercised their right to free food, 8,094 Roma exercised the right to assistance in kind, and 2,800 Roma exercised the right to subsidies.



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- In accordance with the agreements that the Republic of Serbia has concluded with a number of European countries, citizens and families who have not been regularly residing in these countries have been returning to Serbia for a considerable period of time. The statistical structure of the returnees in the process of readmission according to age groups and gender in the reports of the centres for social work shows that children and young persons dominate the records of these centres. The majority of the returnees belong to the Roma population.
- Returnees can exercise various rights in the centres for social work (the right to material support - financial aid, financial aid for the care of assistance of other person, parental allowance, vocational training aid, etc.), i.e. they can be referred to various services (accommodation services in the institutions of social protection, assistance in regulating the personal documentation, assistance in the inclusion of children into the educational system etc.), as well as day services in the community (home help, day care, housing with support etc.), as well as various benefits in the municipality of residence (discount on electricity bills, discount or exemption from costs of accommodation in pre-school institutions, free meals in the Soup Kitchen, etc.). Very often, when appropriate, centres for social work provide returnees with a free one-way ticket to the place of residence, one-time financial aid (in the centre for social work in the municipality of returnee residence) as well as temporary accommodation, with the centre for social work makes the decision on the accommodation of a person in a shelter, which may be valid until the expiry of the travel authorization, etc.
- With regard to the exercise of the rights to other types of material support, in accordance to the Law on Social Protection, 44 returnee beneficiaries exercised their right to financial aid, 13 exercised their right to increased financial aid, 21 the right to temporary financial aid, and 202 to one-time financial aid. There is a relative balance in gender among the returnees registered in the centre for social work. The measures of family law protection and the measures of protection against violence have been reported in only 33 cases of readmission.
- As a part of the implementation of the Roma Integration Strategy, the Ministry of Labour, Employment and Social Policy and the Office for Human and Minority Rights have created and distributed a leaflet called *Stay in Your Country*, which gives a detailed explanation of all



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types of assistance and support available in the centres for social work in the Republic of Serbia that are aimed at potential asylum seekers in the EU countries.

- The development of various services, strongly encouraged by the Law on Social Protection, allows a better social integration of Roma into the community and their active social inclusion, and reduces their discrimination and further marginalization. It should be noted that services in the community have so far been largely project financed or financed through donor funds and discontinued after the completion of the project, because the local communities did not have the money for their sustainable funding. A novelty in the new Law on Social Protection is that these services are financially supported from the budget of the Republic through target transfers for municipalities that are below the average development level for the Republic.

Projects:

- In 2013, the Ministry of Labour, Employment and Social Policy, at the suggestion of the Office for Human and Minority Rights, and with a technical support of the OSCE Mission in Serbia, accepted the proposal to include two counsellors for the inclusion of Roma in its staff, in order to ensure, in a most efficient way possible, the implementation of the Strategy for Improvement of the Status of Roma and its action plan. The activities were continued in 2014.

April 2013 saw the completion of the project which has been implemented by the Ministry of Labour, Employment and Social Policy in cooperation with the Commissariat for Refugees through the development of various services in the community. A considerable number of Roma, especially internally displaced Roma, had the opportunity to engage in and train for various social protection services (either as a beneficiary or a future service provider).

- Project Technical Assistance to Roma Inclusion (TARI) is being implemented by the OSCE Mission in Serbia with financial support of the EU from the Instrument of Pre-accession Assistance (IPA 2012, Measure 5) relating to the realization of the Strategy for Roma inclusion. The Ministry of Labour, Employment and Social Policy is actively participating in the implementation of this project through its participation in the Project



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Board as well as an intense activity of the Joint Working Group which was established for the project.

- One of the components of this project relates to the establishment of joint Mobile Teams for Roma inclusion, which will be ready for effective and efficient field work in 20 pilot municipalities in the Republic of Serbia, with the aim to improve the efficiency of social, health and educational services in their joint work on resolving the issues faced by certain Roma children and families, including returnees under readmission agreements. These teams are composed of a municipal/city administration Roma Co-ordinator, health mediator, representative from the branch of the National Employment Service, pedagogical assistant and the representative from the Centre for Social Work.
- The second component relates to setting up mechanisms allowing the exchange of data which are collected by the institutions, within their scope, whose representatives participate in the work of joint mobile teams, for the purpose of establishing a unique, common database of Roma households in the local community, ensuring preconditions for reducing discrimination, social inclusion and impact on elimination of negative stereotypes in relation to Roma.
- The Ministry and the National Employment Service have been identified as one of the crucial partners in the realization of the TARI Project *Technical Assistance in the Realization of the Project Idea of the Government of the Republic of Serbia in the Area of Social Development (Measure 5) Relating to the Realization of the Strategy for Improvement of the Status of Roma*, which is being implemented by the OSCE Mission in Serbia, relating to the activities aimed at increasing the employability and employment of Roma. One of the activities aimed at this goal is the procedure of mapping successful economic initiatives for the employment of Roma men and women, as well as Roma who have the status of entrepreneurs, and the planned methods of financial and technical assistance and support.
- With regard to veterans disability protection, in accordance with the National Programme for celebrating anniversaries of historical events relating to Serbia's wars of liberation, which has been formulated in order to preserve the memory and honour the victims and participants of past armed conflicts, every December 16 is celebrated as the International Day of Remembrance of Roma killed in the Second World War. The commemorative ceremony is



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held at the place of the mass grave of the civilians who perished in the Second World War, in the *Stratište* memorial complex in Jabuka near Pančevo.

- The Day of Remembrance of the Victims of the Holocaust, Genocide and Other Victims of Fascism in the Second World War is dedicated to the memory of Serbs, Jews and Roma who died in inhumane mass murders during the Second World War. The Day of Remembrance of the Victims of Genocide is celebrated on April 22, in memory of the April 22, 1945, when a group of prisoners broke out from the Ustasha death camp in Jasenovac - Donja Gradina in the so-called Independent State of Croatia (NDH). The most notorious Nazi concentration camp on the territory of the occupied Serbia was the concentration camp in Staro Sajmište in Belgrade, where prisoners, mostly Serbs, Jews and Roma, were victims of mass murders between 1941 and 1944.
- A commemorative ceremony is held every first Saturday in October on the location of the killing field in Jajinci, which was the place of the largest carnage on the territory of Serbia in the Second World War, in order to honour the brutally murdered Serbs, Roma, Jews, participants in the National Liberation War, anti-fascists and all those who were not willing to put up with the occupation of the country and who actively resisted the occupiers.
- With regard to the protection of persons with disabilities, representatives of the Ministry have cooperated with representatives of the City of Belgrade in the matter of the resettlement of the Roma informal settlement Belvil in Belgrade. According to the data of the City Administration of Belgrade, the resettlement included the relocation of 124 families from five mobile container settlements - Makiš, Jabučki rit, Resnik, Kijevo, Dren and Barajevo. Additionally, 133 families have been returned to Požarevac, Subotica, Novi Sad, Kostolac, Prokuplje, Žitište, Lebane, Vranje, Niš, Leskovac and Bojnik.
- The competence to resettle and provide housing to these families is shared between the City of Belgrade and other local municipalities in which the families have registered residence. Before resettling the informal settlements, the Ministry had, in cooperation with the City of Belgrade, informed all local municipalities and centres for social work on the activities that the City of Belgrade was conducting with the aim of resettling the Belvil settlement, and sent them lists of persons who were registered on the territory of their



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municipality, in order to undertake measures and conduct activities within their competence for providing housing for these families.

- On the day of the resettlement, April 26, 2012, the City of Belgrade organized bus and truck transportation for persons and their personal belongings to the place of residence. Also, the City Administration provided financial assistance to all municipalities in the amount of 20,000 RSD for each family and is planning to offer the families RSD 100,000, according to their needs, for the repair of their housing facilities.
- After the resettlement, the Directorate for Human and Minority Rights and the City of Belgrade created a working group consisting of representatives of the City of Belgrade, competent ministries, Serbian and international organizations (European Union delegation, OSCE, UNICEF, UNHCR, Swedish International Development Cooperation Agency, Social Housing Agency etc.) with a view to implementing the Study on possible permanent solutions for persons resettled from Roma informal settlements in Belgrade. The goals of the study are: defining recommendations for all-encompassing and permanent solutions for families who live in nine mobile container settlements in Belgrade and improvement of the reintegration and social inclusion of persons who have been returned to municipalities outside Belgrade. Five consultants from different areas of expertise - social inclusion policy, housing, health and social issues, education and employment - have worked on the study.
- With regard to the activities that the Ministry has so far realized relating to the reintegration of the returnees under readmission agreements, we can inform you that the Government of the Republic of Serbia adopted the Returnees Reintegration Strategy in accordance with the Readmission Agreement on February 13, 2009, and the Action Plan for the implementation of the Returnees Reintegration Strategy in accordance with the Readmission Agreement on April 16, 2009.
- The Ministry has unified all action plans of all competent ministries and the Commissariat for Refugees and defined the Action Plan Proposal, which has been adopted by the Government.
- The Action Plan for the implementation of the Returnees Reintegration Strategy has been prepared in accordance with the Readmission Agreement for the period 2011-2012. All the



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line ministries and the Commissariat for Refugees, as well as representatives of this ministry, have participated in the working group for the preparation of this action plan.

- With a view of more precisely defining duties and tasks, a special Manual for Activities relating to the Returnees Reintegration (for those involved in these activities on the state level and local level) as well as the Information Bulletin for Returnees. In this regard, the Supervision Team has organized a number of instructive meetings, especially on the local level, with representatives of the local community as well as the non-governmental sector dealing with readmission problems as well as the beneficiaries. Representatives of this ministry have actively participated in the preparation of the Manual and the Information Bulletin as well as in all the activities of their promotions.

- The Readmission Office at the *Nikola Tesla* airport in Belgrade was opened in October 2005 with the purpose of admitting deported persons in accordance with the readmission agreement and offering them advice relating to legal and social protection in order to facilitate their integration into the society. Since June 2009, the Ministry of Human and Minority Rights and the Commissariat for Refugees have been working together on the admission of returnees and intensely cooperating with them.

- With a view of collecting data on returnees, they have participated in the creation of the all-encompassing Questionnaire which is filled out in the Readmission Office at the *Nikola Tesla* airport. Such a questionnaire allows a clear picture into the situation and the needs of the returnees, and, most importantly, a clear identification of the local self-governments where the persons are going, or the exact addresses and locations of persons.

- The returnees who are Serbian citizens and own an appropriate travel authorization, as a personal document with a limited validity period, and who have lost their property and livelihood, may be assisted by the centre for social work in following areas:

- consulting and mediating in the exercise of rights with other institutions;

- one-time financial aid;

- a free one-way ticket to the place of future residence in Serbia. A person should refer to the City Centre for Social Work (in Belgrade, it is located in Ruska street no. 4) with a travel authorization;



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- exercising the right to one free meal from the National Kitchen;
- temporary accommodation in a shelter.
- After obtaining the identification document, persons can exercise other rights of social protection and family law protection through the centre for social work, such as material support, financial aid for the care and assistance of other person, home help, accommodation in a shelter and reception point, accommodation in an institution, one-time financial aid etc.
- The Ministry shall still be conducting activities and undertaking measures within the scope of its competence in order to improve the position of Roma in the Republic of Serbia as well as a successful reintegration of returnees in the process of readmission.
- Bearing in mind that some of the most important issues that Serbia is facing during the economic crisis are the impoverishment of its citizens, decrease in employment and increase in unemployment and inactivity of the population, as well as a simultaneous increase of the number of beneficiaries of various social protection services and financial aids, the Ministry of Labour, Employment and Social Policy has initiated the creation of the Law on Social Entrepreneurship and Employment in Social Enterprises as one of the instruments for improving the opportunities for employment and the chances at the labour market.
- This law aims to regulate the social entrepreneurship as an organized activity of public interest whose primary goal is providing assistance and support for an independent and productive life to individuals who are able to work and who are already exercising rights or using services in accordance to the regulations on social protection and employment. It regulates the method of social inclusion and employment of certain social groups as well as the method of work and organization of a social enterprise according to the conditions, needs and possibilities of our country, while, on the other hand, it allows the sustainability of these enterprises through the inclusion of local self-government in activities aimed at finding jobs or performing certain jobs within the competence of these units of local self-government, as long as these enterprises have the required status, i.e. fulfil the conditions prescribed by the law.
- At the same time, the existing forms of social inclusion and employment, such as enterprises for the professional rehabilitation and employment of persons with disabilities,



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may be institutionalized as social enterprises, which they essentially are, which entails allowing other population categories to access this specific method of employment.

- On the other hand, the law also prescribes measures for encouraging social entrepreneurship, i.e. measures and activities of preparation for employment (services of assessment and planning, support for an independent life, implementation of an active policy of employment and professional rehabilitation, individual consulting, development of motivation, improvement of work skills and social skills and abilities, additional education and training) and encouragement to obtain and keep an employment (support for the establishment and start of work of a social enterprise, support for self-employment, employment subsidies etc.).

- The Labour Inspectorate, as an administrative body within the Ministry of Labour, Employment and Social Policy, among its other activities, conducts supervision of the implementation of the Law on Labour (*Official Gazette of RS*, no. 24/05, 61/05, 54/09 and 32/13) and Law on Gender Equality (*Official Gazette of RS*, no. 104/09). The supervision of the implementation of the above mentioned laws is conducted as procedures of supervision *ex officio* - regular and checking supervision, as well as supervision at the request of the parties - employees, employers and their representatives.

The Labour Inspectorate pays special attention to the provisions of the above mentioned laws which refer to the prohibition of discrimination of any kind. It should be noted that the Labour Inspectorate is not authorized to conduct supervision of the implementation of the Law on Prevention of Discrimination.

- Article 18 of the Law on Labour prohibits direct and indirect discrimination of persons seeking employment, as well as employees, for reasons of sex, birth, language, race, skin colour, pregnancy, health status i.e. disability, nationality, religion, marital status, family obligations, sexual orientation, political or other beliefs, social background, financial status, membership in political organizations or trade unions, or some other personal characteristic.

- The penal provisions of the Law on Labour establish the criminal responsibility of the employer for violating the provisions relating to the prohibition of discrimination. There is another prescribed method of protection - in case of discrimination, a person seeking



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employment or an employee may start the proceedings for compensation of damages in accordance with the law.

- Discrimination at workplace, which is especially present against women, older employees, persons with disabilities, members of national minorities, or persons of different sexual orientation, manifests as difficulty in obtaining employment, unequal pay for the same work, inadequate maternity protection, slower advancement at work, termination of employment due to the lack of necessity for the post (redundancy), different opportunities for vocational training etc.
- Appeals to the Labour Inspectorate in matters of discrimination are not very numerous, and if the Labour Inspector establishes the existence of discrimination without a doubt, the only available legal remedy is filing the charges for initiating criminal proceedings. In accordance with the Article 273, point 1 of the Law on Labour, an employer in the capacity of legal entity who violates the prohibition of discrimination shall be punished with a fine of RSD 800,000.00 to RSD 1,000,000.00, while an entrepreneur shall be punished for the same offence with a fine of RSD 400,000.00 to RSD 500,000.00. With reference to the above mentioned, it shall be noted that cases of employees appealing to the Labour Inspectorate because they were discriminated against are very rare, especially in the private sector.
- In 2013, there were only eight appeals relating to discrimination in employment, due to the age of job seekers (up to 30 years), the language in which the job position was announced (vacancy published in English language), and also relating to the employment of female person only, which is a form of gender discrimination and contrary to the provisions of the Law on Gender Equality. Labour inspectors acted upon the claims and undertook measures within the competence of the Labour Inspectorate, and the employers eliminated the established irregularities. It should be noted that Roma did not appeal to the Labour Inspectorate because of discrimination at work in 2013.
- In addition to the provision of the Law on Labour, the Law on Gender Equality regulates the matter of exercise of rights and obligations based on gender equality and relating to employment by employees, employers and their representatives.

In accordance with the Law on Gender Equality, the Minister of Labour, Employment and



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Social Policy has adopted the Rulebook on the content and manner of submission of the Plan of Measures for elimination or mitigation of unequal gender representation and the annual report on its implementation (*Official Gazette of RS*, no. 89/10).

In addition, the Rulebook on records and documentation about final court decisions on the protection against gender discrimination has also been adopted (*Official Gazette of RS*, no. 98/10).

- The supervision of the implementation of the Law on Gender Equality is conducted by the Labour Inspectorate with regard to the part of the law that refers to the exercise of rights and obligations based on gender equality by employees, employers and their representatives.

In a regular supervision procedure, labour inspectors, among other activities, determine how many employees an employer has, what is the gender structure of the employees, if the employer has adopted the prescribed plan of measures for elimination or mitigation of unequal gender representation for the calendar year (if there are more than 50 employees), and whether the plan contains all prescribed data.

- Labour inspectors also determine if the employer has given public announcements about the jobs and the conditions for their performance, i.e. if the employer has been deciding on the selection of persons seeking employment for establishing employment or another form of work engagement and, if so, if the employer has applied different criteria based on gender in making those decisions. In any case, it is determined whether the employee, regardless of gender, exercises the right to equal pay for the same work or the work of the same value, i.e. it is determined, through an insight into the employment contracts, if the employees, regardless of gender, have the base salary in the same contracted amount and the same elements for determining work effectiveness, wage compensation, wage increase and other earnings.

- Depending on the established facts, labour inspectors are obliged, in accordance with their powers, to file requests for initiating criminal proceedings against the employer (the legal entity and the responsible person, or entrepreneur) without delay, and to issue a decision ordering the employer to undertake measures and actions whose application and implementation in accordance to the Law allows the exercise of equal opportunities in the



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exercise of rights and obligations relating to employment and work, i.e. prevents discrimination at work based on gender.

- In the previous year, labour inspectors conducted 4,564 inspections over the implementation of the Law on Gender Equality and adopted 82 decisions on elimination of irregularities. In their decisions, labour inspectors ordered employers to adopt a Plan of measures for elimination of unequal gender representation and to keep records on the gender structure of employees. In 2013, the Labour Inspectorate did not receive any request and/or submission involving the violation of the Law on Gender Equality.
- All measures which are undertaken by the Labour Inspectorate in regard to the Law on Gender Equality refer to the gender equality of all women and men found at work, including Roma.
- With regard to gender equality, with a view to creating a favourable and non-discriminatory framework for an equal opportunities policy, the following regulatory activity has been undertaken:

The Action Plan for implementation of the National Strategy for Improvement of the Status of Roma in the Republic of Serbia (Roma Strategy) for the period of 2012-2014 contains a chapter on the status of Roma women (chapter 9), which points to the following problems, priorities and goals of the policy of improvement of the status of Roma women:

- improvement of equal opportunities for the inclusion of Roma women in the decision making processes,
- improvement of the economic status of Roma women,
- prevention of forced and illegal marriages,
- establishing the conditions for the protection of women and children from human trafficking,
- changing the stereotypical attitudes and prejudices against Roma women,
- preventing and combating violence in the family and intimate partner relationships,
- improvement of education and
- improvement of the health of Roma women;



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- The proposal for the Action Plan for Implementation of the National Strategy for Preventing and Combating Violence against Women in Family and in Intimate Partner Relationship was drafted with the participation of Roma organizations, and the plan itself makes special notice of the status of women from the multiply discriminated groups, which include Roma women, and emphasizes the need for eliminating stereotypes and prejudices of professionals and state employees regarding the problems of Roma women, establishing non-discriminatory criteria for the access of Roma women to the services of assistance and support in cases of violence, educating women on their rights, establishing mechanisms for combating the practice of early marriages, etc.;

The Republic of Serbia has signed and ratified the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence (the Istanbul Convention), whose implementation should improve the fight against the violence against women, especially women from the multiply discriminated groups;

The Government of the Republic of Serbia has adopted the General Protocol for Action and Cooperation of Institutions, Bodies and Organizations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship, and the competent ministries have adopted special protocols that regulate and standardize the obligations and methods of action of the institutions in cases of violence and create non-discriminatory conditions for all women victims of violence;

The Ministry of Labour, Employment and Social Policy has reviewed the regulations and criteria for admission in shelters, since it was noticed that Roma women had problems in accessing the safe houses, and, with a view to improving the non-discriminatory practice, has adopted the Rulebook on Conditions and Standards for Providing Services in Social Protection (*Official Gazette of RS*, no. 42/13);

In 17 municipalities, local action plans for improving the status of Roma women have begun to be prepared and are in different stages of drafting and adoption.

Implemented measures and actions:

The level of participation of Roma women in decision making processes has been improved



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with regard to national councils - as there is 30% of women in the Roma National Council, which satisfies the legal obligation for the presence of members of the less represented gender.

In the observed period, the Ministry of Labour, Employment and Social Policy has implemented or participated in the creation of the regulatory framework and education of employees in the public bodies and offices responsible for combating violence, which includes the especially sensitive issue of actions in the cases of violence against Roma women, with a view to eliminating the discriminatory practice of actions towards Roma women; in cooperation with UNDP, the Ministry supports the activities of three SOS help lines for providing assistance and support to Roma women who are threatened by violence (additionally, there are several other SOS help lines for providing similar services, which have been established by specialized civil society organizations);

on October 7, 2013, the Directorate for Gender Equality, as an administrative body within this Ministry, in accordance with its mandate, annual work plan and the goals of the National Strategy for Improving the Position of Women and Promoting Gender Equality and the Action Plan for its implementation, announced the Public Call for Project Proposals for Improving the Position of Roma Women in Serbia, for financing projects of organizations/associations from the budgetary position 481. 60 associations of citizens have applied. The Commission has chosen five projects, which are currently being realized, to be financed by a total amount of RSD 1,979,958.00.