

Situation Analysis

Capacity assessment for providing support to returnees focused on Roma men and women in 14 local self-governments in Serbia



2022



Roma and Travellers



SITUATION ANALYSIS

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returnees focused on Roma men and women
in 14 local self-governments in Serbia

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The opinions expressed in this work are the responsibility of the authors and do not necessarily reflect the official policy of the Council of Europe.

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List of Acronyms

AP	Autonomous Province
CM	City Municipality
CRM	Commissariat for refugees and migration
CSO	Civil society organisation
CSW	Centre for Social Work
EU	European Union
GIZ	German organisation for international cooperation
IDP	Internally displaced person
IOM	International Organisation for Migrations
LAP	Local Action Plan
LSU	Local self-government unit
MoESTD	Ministry of Education, Science and Technological Development
NES	National Employment Service
NGO	Non-government organisation
PI	Preschool institution
PROA	Publicly recognised organiser of adult education
PS	Primary school
RS	Republic of Serbia
SCTM	Standing Conference of Towns and Municipalities
SIPRU	Social Inclusion and Poverty Reduction Unit of the Government of the Republic of Serbia
SORS	Statistical Office of the Republic of Serbia
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees

Introduction

The situation analysis *Capacity assessment for providing support to returnees focused on Roma men and women in 14 local self-governments in Serbia* (hereinafter: Analysis) was drafted within the framework of Council of Europe Strategic Action Plan for Roma and Traveller Inclusion (2020-2025)¹, in cooperation with the ROMACTED 2 programme², with the aim of providing a situational overview regarding accessibility and capacities of stakeholders at the local level for providing various forms of support to returnees in the process of reintegration into the social and economic life of local communities.

The drafting of the analysis involved a “participative approach”, i.e. the involvement of various local stakeholders relevant for specific aspects of migration policy and returnee reintegration processes, and it is methodologically based on two key components - desk analysis and analysis of data collected through a survey submitted by local self-governments. The survey questionnaire was developed and applied under the project “Strengthening national and local systems to support the effective socio-economic integration of returnees in the Western Balkans” implemented by UNDP and funded by the European Union.

The analysis covered 14 local self-government units that are in partner relations with the ROMACTED 2 programme: Aleksinac, Apatin, Bač, Kragujevac, Kruševac, Lebane, Niš, Pirot, Požarevac (City Municipality Kostolac), Prokuplje, Subotica, Vrnjačka Banja, Zaječar and the City Municipality of Zvezdara (City of Belgrade).

The analysis consists of seven main chapters. The first provides an explanation of the methodological approach in drafting the analysis. The second chapter deals with the contextual framework, i.e. the status of returnees in Serbia based on relevant research. While the third chapter provides an overview of the strategic and normative framework regulating migration management policies and other fields relevant for improving the status and reintegration of returnees, the fourth chapter presents the institutional framework that has competence over the implementation of policies and regulations. The fifth chapter provides, for each of the

14 local self-governments covered by the analysis, an overview of:

- Availability and capacities of public institutions to provide support for returnees in the field of education and social welfare,
- Availability of local stakeholders with capacities to provide support in the returnee reintegration process,
- Availability of civil society organisations working on improving the status of returnees through various activities, and
- Opportunities for improving the employability and employment of returnees.

The sixth chapter provides conclusions grouped by key analysed area at the local level, while the seventh chapter provides recommendations for improving the status of returnees at the level of policies, the existence and activities of local mechanisms and stakeholders, improvements to the system for support and monitoring the status and maintaining records on this category of the population.

Returnees represent a heterogeneous social group comprised of citizens of the Republic of Serbia who have returned to the country after having stayed abroad. Among them we can differentiate between persons returned forcibly (in accordance with readmission agreements signed by Serbia with the European Union or individual states), persons returning voluntarily with the assistance of states they are returning from (assisted return), and persons returning voluntarily without assistance. However, reintegration policies at the national and local level do not recognise the diversity and different needs of members of this social group, dealing instead exclusively with the narrower group of returnees based on the Readmission Agreement³. Therefore, specific support measures and mechanisms are defined in line with the needs of this core group, representing a limiting factor in drafting this analysis in regards to a comprehensive overview of the capacities

1 Available at: <https://rm.coe.int/coe-strategic-action-plan-for-roma-and-traveller-inclusion-en/16809fe0d0>

2 The “ROMACTED 2 - Promoting good governance and Roma empowerment at local level” programme is a joint programme by the European Union and Council of Europe. More information available at: www.coe-romacted.org.

3 The Agreement on readmission of persons residing without authorization was signed by Serbia with the European Union in 2007.

of various stakeholders and systemic support for the reintegration of all returnees. This, however, does not mean that returnees that did not return based on the Readmission Agreement do not have access to various rights and services, or various forms of support after returning to the country, but they make use of those based on grounds other than their status of returnees.

During the period from January 2011 to June 2022, the 14 local self-government units covered by this analysis have registered a total of 3,794 returnees based on the Readmission Agreement according to official statistical data from the Commissariat for Refugees and Migration⁴. However, estimates of the actual number of returnees, not just returnees based on the Readmission Agreement, are far higher. Thus, according to Council of Europe data collected from local stakeholders, during the period 2019 to 2021 only over 7,300 returnees were identified in these 14 municipalities and cities. At the moment of adoption of the Strategy for the Reintegration of Returnees based on the Readmission Agreement in 2009 it was estimated that 100,000 people would return to Serbia based on this agreement, but having in mind the fact that there are other forms of return (assisted and voluntary return), the total number is much higher.

Returnees based on the Readmission Agreement, as a narrower category of returnees, are recognised at the national level in key strategic documents and action plans for their implementation as a vulnerable social group facing a number of problems after returning to the country, in the fields of education, housing, employment, social welfare and healthcare, along with issues in exercising their rights and accessing services in these and other areas of life. Furthermore, members of national minorities, most of them being Roma, are recognised within this group as facing a special risk of negative consequences in the return and readmission process. Specific measures and activities were defined in accordance with the above for improving their social and economic status, along with the institutional framework relevant for their implementation. Planning documents and regulations are also being adopted at the local level in accordance with national policies and regulations, aiming to improve the status of returnees. They are being continuously improved to provide an appropriate systemic response and support in resolving the issues faced by returnees. However, while a large

number of local self-government units with support by the Commissariat for Refugees and Migration have revised local action plans for refugees and internally displaced persons to include returnees, in certain local self-government units such documents were not adopted, or have expired.

Education

The national strategic and normative framework in the field of education defines the process of inclusion for child and adult returnees at various levels of education. Children from vulnerable social groups, including returnees, have priority during enrolment in preschool institutions that, in accordance with an adopted preschool programme, also define specific forms of support for children and families, respecting the developmental, educational, healthcare, and social and cultural needs of children. Support programmes are defined and implemented by bodies formed within preschool institutions (such as Inclusion Teams), as well as individuals engaged in specific posts (pedagogical assistants). Additional support in the educational process also exists at subsequent levels of education. The majority of the local self-government units covered by the analysis engages pedagogical assistants in certain primary and/or secondary schools, providing additional support in education to students of Roma nationality. Regarding adult education, nearly all analysed municipalities implement formal adult education programmes, but there are also opportunities for attending various non-formal education programmes aimed at acquiring knowledge and skills for personal development, work and employment.

Social welfare

The analysis provides information about the total allocations for social welfare and available services that may be used by individuals from the vulnerable categories of the population, in line with the latest available data in the field of social welfare at the local level in Serbia from 2018,⁵ complemented by data collected for this analysis. The local self-government units covered by this analysis, but also other local self-government units, do not have specific social welfare services or forms of material support intended exclusively for returnees, they instead exercise these rights in line with criteria defined for all citizens.

⁴ Data based on the registration of returnees at the Readmission Office at the Nikola Tesla Airport, which is not mandatory. Since 2011 the highest number of returnees based on the Readmission Agreement were registered at the Readmission Office at the Nikola Tesla Airport (on average over 90%), while the remainder was registered at border crossings.

⁵ Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

Employment

Regarding employment and employability, returnees based on the Readmission Agreement have been recognised in local employment action plans as a harder-to-employ category, thereby having priority in the implementation of active labour market policy measures implemented by the National Employment Service. Additional programmes for improving the status of returnees on the labour market and in employment are also implemented by local self-government units through various projects, either independently or in partnership or with the support of other stakeholders, along with civil society organisations and international organisations.

Local stakeholders providing support to returnees

The availability of local stakeholders with capacities for providing support to returnees in resolving problems they face has been mapped in all local self-government units covered by the analysis, based on data collected through the survey submitted by the local self-government units and other sources (relevant research and publicly available data). In addition to the migration councils established in line with the Law on Migrations, and the trustees for refugees and migrations that represent part of the municipal/city administration, certain local self-government units have formed other bodies as well, providing specific forms of support to returnees, such as Mobile Roma Inclusion Teams, or they engage persons in posts such as pedagogical assistants, healthcare mediators and coordinators for Roma issues. Furthermore, all 14 local self-government units have formed Institutional Working Groups in line with the methodology of the ROMACTED 2 programme, comprised of representatives of relevant local institutions, as local mechanisms that facilitate intersectoral cooperation between various institutions in decision-making on measures and activities for the social inclusion of Roma, along with Community Action Groups that act within the community itself and are comprised of members of the Roma community.

Further improving the status of returnees requires continuous work on improving local policies, strengthening the capacities of local mechanisms and stakeholders, and improving the support system. Finally, it is extremely important to keep records on all categories of returnees, and to regularly monitor their status and needs in various aspects of life.

Methodology

The drafting of this analysis involved a “participative approach”, i.e. the involvement of various local stakeholders relevant for specific aspects of migration policy and returnee reintegration processes. There were two key components within the process of developing the methodology, the collection and analysis of data - desk analysis, and analysis of data obtained from surveys submitted by local self-governments.

The desk analysis analysed a number of documents (various reports, studies, strategic documents, etc.) and secondary data available in several databases. The most important sources for this component of the analysis were:

- Relevant laws and strategies at the national level,
- Relevant strategic and planning documents and regulations in the 14 local self-governments covered by the analysis,
- Databases and the publication “Mapping of Social Welfare Services and Material Support under the Competence of Local Self-Government Units in the Republic of Serbia”,
- Data available in the documents/databases of the Commissariat for Refugees and Migration of the Republic of Serbia,
- Open data portal of the Ministry of Education, Science and Technological Development of the Republic of Serbia,
- Census data by the Statistical Office of the Republic of Serbia,
- Data from the “Municipal Profile” in the DevInfo database of the Statistical Office of the Republic of Serbia,
- Other sources, such as reports, relevant evaluations, publications and other documents by institutions, local and international organisations.

In addition to an analysis of the obtained secondary materials, the second component involved the collection

of data from local stakeholders in all 14 local self-governments covered by the analysis, through the use of a survey developed earlier and implemented by the United Nations Development Programme (UNDP).⁶ The survey contained both closed and open-ended questions, wherein representatives of local institutions could independently formulate their responses. The key thematic units covered by this survey were:

- Data on local institutions and organisations participating in the work of local migration councils,
- Evaluation of intersectoral cooperation at the local level in the field of defining and implementing migration policy, including identification of key obstacles to cooperation and good practice examples,
- Availability and capacities of public institutions at the local level for the provision of services,
- Availability of local stakeholders with capacities to support the reintegration of returnees based on the Readmission Agreement,
- Availability of services provided to returnees by local civil society organisations,
- Programmes and projects by international organisations intended for returnees based on the Readmission Agreement.

The process of collecting the questionnaires was coordinated by the Council of Europe and the BFPE Foundation for a Responsible Society. The data was collected between March and September 2022. Although differences can be noted among local self-governments regarding the quality of submitted data, the perspective of local stakeholders that work specifically on migration issues, and even more specifically, returnee reintegration, is very important.

⁶ The survey questionnaire was developed and applied under the project “Strengthening national and local systems to support the effective socio-economic integration of returnees in the Western Balkans” implemented by UNDP and funded by the European Union, intended for drafting the report “Evaluation of institutional and individual capacities for returnee access to quality local services in the Republic of Serbia”.

Contextual Framework

Research on returnees in Serbia has to date mainly been aimed at the status of returnees based on the Readmission Agreement, with the majority of them belonging to the Roma community, while there was insufficient research that would deal with the broader category of returnees. This observation is not surprising, having in mind the complexity of the category of returnees itself, i.e. the differences between the subcategories it covers.

Regarding returnees based on the Readmission Agreement, data from the Commissariat for refugees and migration⁷ show that the number of received and approved requests for readmission has decreased considerably. Unlike 2014, when the registered number of readmission requests was highest – 12,967 requests submitted, 8,130 approved⁸ – in 2021 there were 1,419 requests submitted, 1,087 approved, and 777 citizens of the Republic of Serbia have realised their return.⁹ Nearly half the requests approved in 2021 were related to return from Germany, while men comprised approximately two thirds, and women one third of the registered returnees. Although the numbers register a declining trend, the majority among returnees based on the Readmission Agreement are still representatives of the Roma national minority - the share of Roma among registered returnees in 2021 was 62.7%.¹⁰

A study on the social and economic status and reintegration of returnees based on the Readmission Agreement implemented in 2021 provided important insights into the different aspects of the status of rep-

resentatives of this social group in Serbia, reviewing three points in time - 2011, 2019 and 2021.¹¹ The study findings indicate that the field of employment is a key area of support for returnees, having in mind that the already unfavourable status of returnee households in the labour market has further deteriorated between 2011 and 2021. After a slight increase in the employment rate (from 24% registered in 2011 to 27% in 2019) and a significant drop in the unemployment rate (from 70% in 2011 to 60% in 2019), the 2021 study registers a significant decrease in the activity and employment rates of returnee households compared to 2011 and 2019 (by 10% each) and an increase in the unemployment rate of as much as 15% compared to 2019. Returnees who work are mainly engaged in uncertain, seasonal, low-qualification work where they usually do not have formal labour contracts.¹²

The level of education of returnees based on the Readmission Agreement, although somewhat better than in 2019, is still extremely low compared to the overall population in Serbia - a third of the returnees do not even have primary education, 43% have completed primary school, 23% have secondary education, while a higher education level is held by only 1% of returnees. However, it is important to take into consideration other skills the returnees have. Nearly two-fifths of the returnees covered by the study have a valid driver's licence, 16% regularly use Word or Excel, while 83% regularly use social networks. Furthermore, all returnees covered by the study speak the Serbian language, which can be

7 Migration profiles of the Republic of Serbia 2010-2021, available at: <https://kirs.gov.rs/lat/migracije/migracioni-profil-republike-srbije>

8 Migration profile of the Republic of Serbia for 2014, CRM, available at: <https://kirs.gov.rs/media/uploads/Migracije/Publikacije/migracioni%20profil%202014.pdf>

9 Migration profile of the Republic of Serbia for 2021, CRM, available at: <https://kirs.gov.rs/media/uploads/Migracije/Publikacije/Migracioni%20profil%20Republike%20Srbije%20za%202021-%20godinu.pdf>

10 Ibid.

11 This is a study implemented in 2021 for the German organisation for international cooperation (GIZ) by the SeConS Development Initiative Group, as part of the global programme "Migration for Development", part of a broader initiative "Return to New Opportunities". To provide comparability to earlier studies (from 2019 and 2011), a survey was implemented across a sample of 806 returnees from 38 LSUs in the Republic of Serbia, a survey of local stakeholders, and focus group discussions with returnees (both men and women) and wives/partners of returnees based on the Readmission Agreement. The publication produced based on this study is available at: <https://secons.net/wp-content/uploads/2022/04/DRUSTVENO-EKONOMSKI-POLOZAJ-I-REINTEGRACIJA-POVRATNIKA-PO-SPORAZUMU-O-READMISIJU-SRBIJI-2021-GODINE-SRPSKI.pdf>

12 GIZ (2022). "Social and economic status and reintegration of returnees based on the Readmission Agreement in Serbia in 2021: Report on a study of returnees and service providers at the local level", global programme Migrations for Development, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ), Belgrade, p. 34.

important for reintegration, 84% speak Romani, and 35% the German language.¹³

Housing support is the second most important area for returnees, after employment. Although the situation in this field has continuously improved during the past decade, returnees still face numerous problems (such as lack of space, humidity, daylight access or leaky roofs) that directly impact their quality of life. On the other hand, the field of healthcare registered possibly the greatest progress - the share of returnees with no health insurance in 2011 was 11%, in 2019 the registered value was ten times lower (1.8%), while in 2021 this share fell further to 1.3%. The field where there is no essential improvement is exposure to discrimination, mainly for returnees that belong to the Roma community. Not only are returnees discriminated in the community, in public places, shops/restaurants, in public transport, but discriminatory practices also occur in institutions (healthcare institutions, schools, police stations, etc.).¹⁴

The importance of institutions at the local level is extremely high for the reintegration of returnees, including returnees based on the Readmission Agreement. According to study findings, trustees of the Commissariat for Refugees and Migration in local self-governments are aware of the importance of returnee integration to the highest extent, compared to other local stakeholders. However, this finding cannot be generalised having in mind that even among trustees there are those who believe this issue is not very important, including those who live and work in local self-government units with high concentrations of returnees.¹⁵

Local stakeholders mainly have a realistic perception of the key issues in returnee integration - it is somewhat lower only in municipalities with a low concentration of returnees. One thing that may be considered problematic is that familiarity with local public policy frameworks related to issues of returnee integration is concentrated in only a few institutions, or even individuals, primarily the local migration councils, opening the question of the extent to which other local stakeholders are truly involved in the development and adoption of relevant local policies. Finally, civil society organisations are often viewed as a separate line of returnee

integration, and this certainly poses an obstacle for the successful intersectoral cooperation of all relevant stakeholders at the local level (both public institutions and civil society representatives).¹⁶

13 GIZ (2022). "Social and economic status and reintegration of returnees based on the Readmission Agreement in Serbia in 2021: Report on a study of returnees and service providers at the local level", global programme Migrations for Development, Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ), Belgrade, p. 37-38.

14 Ibid, p. 101-103.

15 Ibid, p. 105.

16 Ibid, p. 106.

Strategic and Normative Framework for the Reintegration and Social Inclusion of Returnees

By defining accession to the European Union (EU) as a national strategic goal, the Republic of Serbia has committed, *inter alia*, to compliance with international standards in the field of migration management, including the signing and implementation of bilateral and multilateral readmission agreements that regulate the return of Serbian citizens residing illegally in other states. Serbia signed the Agreement on the Readmission of Illegal Residents¹⁷ with the European Union in 2007, and according to latest available data, it is accompanied by implementation protocols signed with 20 EU member states.¹⁸ Furthermore, 11 bilateral readmission agreements were signed with individual states, including countries in the region (Bosnia and Herzegovina, North Macedonia and Montenegro), while negotiations are under way about signing readmission agreements with another six states.¹⁹

The strategic, normative, institutional and administrative framework is continuously being developed with the aim of regulating the issue of readmission and reintegration of returnees into society.

A key strategic document was adopted in 2009, **the Strategy of Reintegration of Returnees based on the Readmission Agreement**²⁰, aiming for the sustainable integration of returnees into the community with full respect for social and cultural diversity. The specific objectives of the Strategy are:

1. Establishing the institutional framework and coordination of activities;
2. Development and implementation of a programme for the admission of returnees and emergency support;

3. Development of a functional mechanism for the reintegration of returnees and raising the capacities of the community and returnees for successful reintegration.

The Strategy defines the institutional framework, measures, activities and principal parties of activities for the sustainable integration of returnees in the fields of housing, education, employment, social welfare and healthcare. This document recognises that a particular risk of negative consequences in the readmission process exists for members of vulnerable social groups, especially members of national minorities, the highest percentage among them being Roma persons, along with persons with disabilities, chronic illness sufferers, children without parental care, the elderly, and victims of human trafficking.

The implementation of the strategy was operationalised through two action plans for its implementation (the first for the period 2009-2010 and the second for 2011-2012). No new action plan was adopted after they expired.

The adoption of a new strategy in the field of readmission (for the period 2020-2024) was planned for the first half of 2021, but it has not been adopted yet. The adoption of the Programme for the Reintegration of Returnees based on the Readmission Agreement for the period 2022-2024 was planned for Q4 2022.²¹

In addition to the Strategy for the Reintegration of Returnees based on the Readmission Agreement defining measures and activities in this field at the national level, local self-governments have, in accord-

17 The Agreement on the Readmission of Illegal Residents was signed on 18 September 2007 in Brussels between the Republic of Serbia and the European Union. The National Assembly of the Republic of Serbia ratified the Agreement on 7 November 2007, and it came into force on 1 January 2008.

18 European Commission (2021), Serbia Report 2021, available at: <https://europa.rs/wp-content/uploads/2021/10/Serbia-Report-2021.pdf>

19 Ibid.

20 Available at: <https://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/eli/rep/sgrs/vlada/strategija/2009/15/3>

21 Action plan for 2022-2024 for the implementation of the Strategy for the Social Inclusion of Roma in the Republic of Serbia 2022-2030, available at: <https://www.minljmpdd.gov.rs/doc/akcioni-plan-za-sprovodjenje-strategije-za-socijalno-ukljucivanje-roma-i-romkinja-u-republici-srbiji-za-period-2022-2030.-godine.docx>

ance with this Strategy, adopted **local action plans dealing with the issue of improving the status of returnees based on the Readmission Agreement.**

According to data from the Commissariat for Refugees and Migration, among the 157 local self-government units that have adopted local action plans for improving the status of refugees and internally displaced persons 120 have revised these documents to also cover returnees based on the Readmission Agreement.²² However, the period of validity has expired for a considerable number of these local strategic documents without the adoption of new ones.

The second important national-level strategic document defining further measures and activities for the reintegration of returnees is the newly adopted **Strategy for the Social Inclusion of Roma in the Republic of Serbia 2022-2030**²³, with the relevant Action Plan for 2022-2024. Measure 7.3 under the Strategy establishes the improvement of the system of reintegration and social inclusion of returnees based on the Readmission Agreement, a large number of them being Roma. The action plan envisages a number of activities related to improving the provision of healthcare and social welfare services to returnees, resolving their housing needs, improving the work of stakeholders at the local level, and adopting special measures in local action plans intended for Roma returnees based on the Readmission Agreement.²⁴

During 2021 Serbia has adopted the **Economic Migration Strategy for the period 2021-2027**²⁵, with the relevant Action Plan for its implementation for the period 2021-2023²⁶. The overall goal of the Strategy is creating an economic and social environment to slow

down the exodus of the work-capable population, strengthening links with the diaspora, promoting return and circular migration, and attracting foreign nationals of various educational profiles. As returnees from abroad have been identified as one of the key target groups, specific objectives, measures and activities were defined to contribute to their successful integration into society and economic flows.

Other important strategic documents defining measures and activities for improving the status of returnees include sectoral strategies in the fields of employment, education, etc. **The Employment Strategy in the Republic of Serbia for the period 2021-2026**²⁷, with the relevant **Action Plan for the period 2021-2023**²⁸, recognizes returnees based on the Readmission Agreement as harder-to-employ persons and gives them priority in inclusion under active labour market measures implemented by the National Employment Service (mediation in employment and support for employment; professional orientation and counselling on career planning; active job-seeking measures; further education and training, subsidised employment and self-employment; public works; active labour market policy measures for persons with disabilities employed under special conditions).

In addition to strategic documents, the **Law on Migration Management**²⁹ was adopted in 2021, regulating the field of migration management, principles, the body competent for migration management, and the unified system of collecting and exchanging data in the field of migration management. This law also defines the incentive programme for implementing measures and activities in local self-governments, re-

22 Report on the implementation of Operational Conclusions from the "Social Inclusion of Roma in the Republic of Serbia" seminar for the period October 2019 - October 2021, p. 63; available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2021/06/Izvestaj_o_sprovodjenju_operativnih_zakljucaka_sa_seminara_Socijalno_ukljucivanje_Roma_i_Romkinja_oktobar_2019-oktobar_2021.pdf

23 Strategy for the Social Inclusion of Roma in the Republic of Serbia 2022-2030, available at: <https://www.minlmpdd.gov.rs/doc/Strategija-za-socijalno-ukljucivanje-Roma-i-Romkinja-2022-2030.pdf>

24 Action plan for 2022-2024 for the implementation of the Strategy for the Social Inclusion of Roma in the Republic of Serbia 2022-2030, available at: <https://www.minlmpdd.gov.rs/doc/akcioni-plan-za-sprovodjenje-strategije-za-socijalno-ukljucivanje-roma-i-romkinja-u-republici-srbiji-za-period-2022-2030.-godine.docx>

25 Economic Migrations Strategy of the Republic of Serbia 2021-2027, available at: <https://www.minrzs.gov.rs/sr/aktuelnosti/vesti/usvojena-strategija-o-ekonomskim-migracijama-republike-srbije-za-period-2021-2027-godine>

26 Action Plan 2021-2023 for the implementation of the Economic Migrations Strategy of the Republic of Serbia 2021-2027, available at: <https://www.minrzs.gov.rs/sr/dokumenti/ostalo/sektor-za-rad-i-zaposljavanje/akcioni-plan-za-period-2021-2023-godine-za-sprovodjenje-strategije-o-ekonomskim-migracijama-republike-srbije-za-period-2021-2027-godine>

27 Employment Strategy in the Republic of Serbia 2021-2026, available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2021/08/Strategija_zaposljavanja_u_Republici_Srbiji_2021-2026_srpski.pdf

28 Action Plan 2021-2023 for the implementation of the Employment Strategy in the Republic of Serbia 2021-2026, available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2021/08/Akcioni_plan_2021-2023_za_sprovodjenje_Strategije_zaposljavanja_u_Republici_Srbiji_srpski.pdf

29 Law on Migration Management, Official Gazette of RS, no. 107/2012, available at: <https://www.paragraf.rs/propisi/zakon-o-upravljanju-migracijama.html>

quired to achieve the goals set for the field of migration management. The Government, based on a proposal by the Commissariat for Refugees and Migration, defines measures and incentives, the amount of funds, the criteria for their disbursement and the criteria for the participation of local self-government units in this programme. The programme of incentives for the implementation of measures and activities in the local self-government is further regulated by Government decrees at the annual level, while the funds for implementation are provided from the budget. A regulation from 2022³⁰ also defines measures and activities for the reintegration of returnees based on the Readmission Agreement, with RSD 15 million allocated for this purpose from the state budget.³¹

30 Regulation establishing the Programme of incentives for the implementation of measures and activities required for the achievement of set goals in the field of migration management in local self-government units for 2022, available at: https://kirs.gov.rs/media/uploads/Uredba_upravljanje_migacijama_u_%20JLS%20za%202022.pdf

31 The decrees of the Government of the Republic of Serbia for previous years are available at: <https://kirs.gov.rs/lat/dokumenti-i-publikacije/uredbe>

Institutional Framework for the Reintegration and Social Inclusion of Returnees

The institutional framework for the admission and reintegration of returnees has been defined by key strategic and normative acts, primarily the Strategy of Reintegration of Returnees based on the Readmission Agreement.

The Council for the Reintegration of Returnees based on the Reintegration Agreement was formed in 2008 as a Government body that proposes measures and activities for the admission, care for and integration of returnees, provides support in identifying and applying measures at the local self-government level for providing assistance to returnees, proposes a dialogue framework between states on issues of protection and exercise of the rights of migrants and issues of illegal migration with the aim of strengthening regional cooperation, and supervises the implementation process for the envisaged measures. Council members included representatives from all relevant ministries and CRM. After the adoption of the Strategy of Reintegration of Returnees based on the Readmission Agreement the Council has formed an internal **Strategy Implementation Monitoring Team**, as an expert coordination body for monitoring and reporting to the Council on the implementation of objectives prescribed by the Strategy. The Team collects and analyses data, produces reports and cooperates with other organisations, institutions, national and international organisations.³²

The key institution at the national level dealing with returnee issues is the **Commissariat for Refugees and Migration** (hereinafter: CRM). The Commissariat for Ref-

ugees was established by the Law on Refugees³³, as a separate organisation in the state administration system competent for performing professional and other duties defined by this law. With the adoption of the Law on Migration Management³⁴ in 2012 it has continued its operations under the name Commissariat for Refugees and Migration. The competences of CRM are defined by the above, as well as other laws and by-laws (Law on Asylum and Temporary Protection³⁵, Regulation on care for refugees³⁶, Decision establishing the Commission for Missing Persons³⁷, etc.).

In accordance with the Law on Migration Management, **migration councils** have been formed at the local level in Serbia to perform counselling activities in regards to migration management within the territory of local self-government units. The competence of migration councils, as per the law, is to monitor and report to CRM on migration within their territory, propose programmes, measures and activity plans to be undertaken for efficient migration management, and other duties. Migration councils are, as a rule, comprised of representatives of local self-government unit bodies (president of the municipality/mayor or member of the municipal/city council), centre for social work, police administration, employment service, trustee for refugees and migration and representative of the municipal, and/or city administration. Furthermore, the decision on establishment may incorporate within the council representatives of institutions competent for health and education affairs, civil society organisations or other relevant stakeholders. According to the latest

32 Legal and institutional framework for readmission in Serbia, Public Policy Research Centre, 2017, available at: [https://publicpolicy.rs/files/CENTAR_FRS_Analiza%20dokumenata_Readmisija\(1\).pdf](https://publicpolicy.rs/files/CENTAR_FRS_Analiza%20dokumenata_Readmisija(1).pdf)

33 Law on Refugees, Official Gazette of RS, no. 18/92, Official Journal of FR Yugoslavia, no. 42/2002 - SUS Decision and Official Gazette of RS, no. 30/2010; available at: <https://www.paragraf.rs/propisi/zakon-o-izbeglicama-republika-srbija.html>

34 Law on Migration Management, Official Gazette of RS, no. 107/2012, available at: <https://www.paragraf.rs/propisi/zakon-o-upravljanju-migracijama.html>

35 Law on Asylum and Temporary Protection, Official Gazette of RS, no. 24/2018; available at: <https://www.paragraf.rs/propisi/zakon-o-azilu-i-privremenoj-zastiti.html>

36 Regulation on care for refugees, available at <https://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/eli/rep/sgrs/vlada/uredba/1995/34/1>

37 Decision establishing the Commission for Missing Persons, available at: <http://www.pravno-informacioni-sistem.rs/SIGlasnikPortal/eli/rep/sgrs/vlada/odluka/2012/108/4>

available data, local migration councils have been established in 157 local self-government units.³⁸

CRM and the local migration councils (primarily trustees for refugees and migration), including the Readmission Office at the “Nikola Tesla” Airport represent the primary institutions providing support for returnees based on the Readmission Agreement upon returning to the country.

At the Readmission Office at the “Nikola Tesla” Airport CRM staff provide support to returnees based on the Readmission Agreement for the following:

- Registration (not mandatory),
- Information on rights, obligations and options for exercising their rights,
- Providing advice on ways for obtaining personal ID,
- Primary and urgent admission including transport of returnees to CRM centres for emergency admission where they would be provided accommodation for a duration of up to 14 days;
- Referral to the Commissariat/migration councils and other services in local self-governments for further assistance and support.

The **Emergency Admission Centres** in Bela Palanka and Šabac provide accommodation to the most vulnerable returnee families or individuals based on referrals issued by CRM. The centres provide returnees based on the Readmission Agreement accommodation and food, information on their rights and obligations, assistance and support in the process of obtaining ID documents, contact and requests for assistance from centres for social work, mediation with all relevant institutions for making use of various forms of assistance, transport to a permanent residence (place of residence prior to leaving the country, relatives, friends) after the period of emergency admission.

In addition to the above institutions, support to the re-integration of returnees is also provided by other institutions in the place of return: centre for social work, police administration, healthcare institutions, educational institutions, National Employment Service branches, and institutions/organisations and individuals engaged

at the local level on duties of providing support and assistance to members of vulnerable social groups (co-ordinators for Roma affairs, mobile teams for Roma inclusion, healthcare mediators, free legal aid providers, Red Cross, etc.).

38 Action plan for Chapter 24 – Justice, Freedom and Security, revised, 2020; available at: <https://media.cpes.org.rs/2020/09/Akcioni-plan-PG-24.pdf>

Support Programmes for Returnees in 14 Local Self-Governments

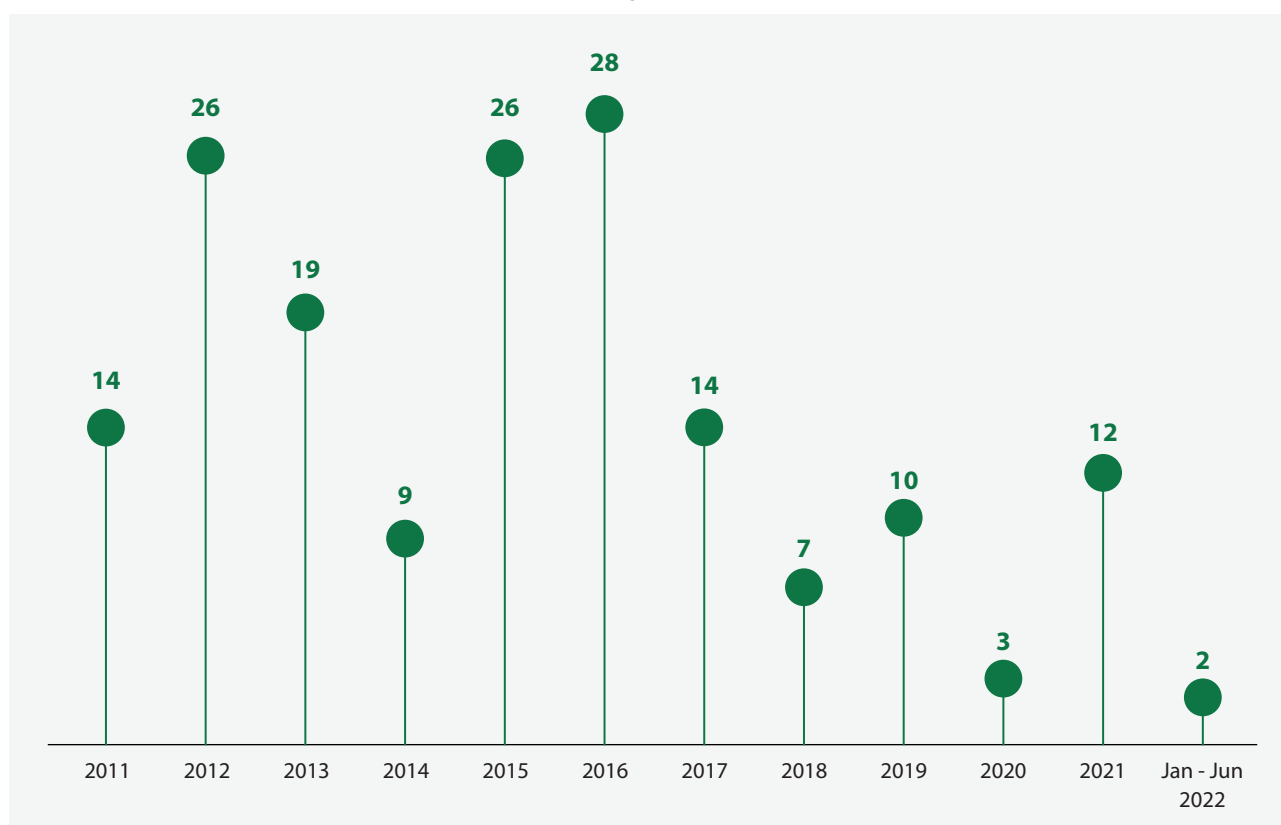
ALEKSINAC

Aleksinac is a municipality located in the region of South and East Serbia. According to data from the latest Census in 2011, this municipality has a population of 51,863.³⁹ During the period from 2011, when statistics on the number of returnees started to be monitored at the local level in Serbia, until mid-2022, a total of **170** returnees based on the Readmission Agreement were registered in the municipality of Aleksinac. The number of registered returnees for each observed year is presented in the following chart.

Availability and capacities of public institutions for the provision of services

Preschool education within the territory of the municipality of Aleksinac, including the preparatory preschool programme, is implemented in the "Lane" Preschool Institution with a total of 26 facilities/kindergartens. According to the latest available data, the total number of children covered by preschool education is 899 (of

Chart 1: Number of returnees based on the Readmission Agreement in Aleksinac, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, as many as 200 returnees were identified in the municipality of Aleksinac from 2019 to 2021 (including returnees based on the Readmission Agreement).

that number, 393 children are in the preparatory preschool programme).⁴⁰

Children from the territory of Aleksinac attend primary education in 8 main primary schools with 48 regional

³⁹ Data available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

⁴⁰ Profile of the municipality of Aleksinac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Aleksinac_EURSRB002002005007.pdf

classes, while various programmes at the secondary education level are available in three secondary schools (one gymnasium and two vocational secondary schools). One primary school employs a person as a pedagogical assistant, with the role of providing additional support in education to children from vulnerable social groups. According to latest available data, adult education at the primary education level is implemented in one school, and there are no enrolled attendees at the secondary level of education. Both vocational

retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and for improving the status on the labour market.

The area of social welfare in the municipality of Aleksinac is regulated both through national legislation and relevant local acts, the most important being the *Strategic plan for social welfare development in the municipality of Aleksinac 2017-2022*. This document envisages vari-

Educational institutions in Aleksinac

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Lane"
Primary education	Primary schools	PS "Vožd Karađorđe"
		PS "Ljupče Nikolić"
		PS "Aca Sinadinović" Ločika
		PS "Desanka Maksimović" Katun
		"Smeh i suze" Special School
		PS "Vuk Karadžić" Žitkovac
		PS "Stojan Živković Stole" Trnjane
		PS "Sveti Sava" Subotinac
Secondary education	Primary schools that engage a pedagogical assistant	PS "Vožd Karađorđe"
	Primary and secondary school for the education of students with disabilities and developmental impairments	"Smeh i suze" Special School
	Secondary schools	Aleksinac Gymnasium
		"Prota Stevan Dimitrijević" Technical School
Adult education	Primary adult education in primary schools	PS "Jovan jovanović Zmaj" Aleksinački Rudnik
	Secondary education in secondary schools	"Šumatovac" Agricultural School
	Retraining, additional training and specialisation programmes implemented in secondary schools	"Prota Stevan Dimitrijević" Technical School
		"Šumatovac" School of Biotechnology
	Adult education in institutions/ organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

secondary schools implement various programmes for ...ous activities and measures relating both to the general

population and to particularly vulnerable groups, listing a number of activities that various stakeholders (both in the public and civil sector) are implementing to improve the status of marginalised groups.⁴¹

The latest available data from 2018 indicate that the municipality of Aleksinac has allocated nearly RSD 76 million for the entire field of social welfare in its budget, amounting to RSD 1,579.57 per capita. Of this amount, approximately RSD 21.5 million has been allocated for social welfare services, while over RSD 50 million is intended for various forms of material support (financial handouts and in-kind handouts).⁴²

Regarding allocations for social welfare services only, the municipality of Aleksinac allocated RSD 448.19 per capita in 2018⁴³, nearly at the national average of RSD 454.

Compared to data from 2018, the latest data submitted by representatives of local institutions show certain changes regarding the (lack of) availability of certain social welfare services. The available services in the municipality of Aleksinac in 2022 are day-care for children, adults and the elderly, help in the home for children, adults and the elderly, personal assistant to a child (for children with developmental impairments and disabilities), and accommodation services, including shelter accommodation. On the other hand, unlike 2018, the services of supported living and counselling services are no longer available

to residents of Aleksinac (and thus neither to returnees based on the Readmission Agreement).⁴⁴

Nearly two fifths of the total amount for material support to families and individuals are allocated for financial handouts (just over RSD 21 million), while 61.6% is intended for in-kind handouts.⁴⁵

Availability of local stakeholders with capacities to support the reintegration of returnees

The existence of systemic support for the reintegration of returnees is very important. A particularly important role in this process is that of institutions and organisations at the local level that should, in line with existing local policies, define various programmes and activities, consistently implement them, and monitor the achieved results.

In late 2012 the municipality of Aleksinac adopted the *Local action plan for improving the status of refugees, internally displaced persons, and returnees based on the Readmission Agreement 2013-2016*. The overall goal of this action plan was improving the social and financial status and living standard of refugees, IDPs and returnees through housing and economic empowerment programmes, thus aiming for long-term contributions to improving the demographic situation in this municipi-

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Centre for Social Work, NGO Caritas, MNRL Association
	Assistance in the home for children and youth	Centre for Social Work
	Supported living	Gerontological Centre
	Day-care for children and youth with disabilities and developmental impairments	Centre for Social Work
Counselling services	“Rest” Service	Centre for Social Work
	Counselling Centre	NGO Caritas

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

41 Strategic plan for social welfare development in the municipality of Aleksinac 2017-2022, available at: <http://www.aleksinac.org/index.php/strategije-razvoja/socijalna-zastita-strateski-plan>

42 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

43 Ibid.

44 Internal data submitted by representatives of local institutions for this analysis.

45 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

pality. Key stakeholders identified by this action plan, in addition to the local self-government, are the Trusteeship for Refugees of the Municipality of Aleksinac, the Red Cross, Centre for Social Work, Healthcare Fund, National Employment Service, healthcare centre, "Jelenac" gerontological centre, Institution for Persons with Development Impairments in Kulina, local NGOs, UNHCR and other international NGOs, as well as the Commissariat for Refugees and Migration.⁴⁶ According to available data, the new action plan that would regulate this field has not been adopted yet, although a draft Action Plan for 2017-2020 existed, but its adoption was deferred.

As envisaged by the *Law on Migration Management*⁴⁷, Aleksinac has established a **Council for Migration Management** to monitoring and report on migrations to CRM, and to propose programmes, measures and activity plans with the aim of efficient migration management. Although Aleksinac has previously had various support programmes for refugees, internally displaced persons and returnees based on the Readmission Agreement, as well as for support to members of the Roma community that, according to available

data, comprise the majority of the total population of returnees, a **Mobile Roma Inclusion Team** was only established in 2018. The establishment of this team is in line with the Strategy for the Social Inclusion of Roma in the Republic of Serbia 2016-2025 and it represents a mechanism for intersectoral coordination and cooperation with the aim of ensuring better availability of services and facilitating the exercise of the rights of members of the Roma population in the local community. In addition to a coordinator for Roma issues, the Mobile Team includes representatives of important local institutions (CSW, NES, educational and healthcare institutions), as well as civil society institutions.

One specificity of Aleksinac is that the trustee for refugees and migrations is simultaneously performing the role of Roma coordinator and coordinator of the Mobile Roma Inclusion Team. Intersectoral cooperation in the field of implementing local migration policies has been assessed as very satisfactory and stated that it unfolds with no obstacles.⁴⁸ Contact information for key institutions providing information and support to returnees based on the Readmission Agreement

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Trustee for refugees and migrations Roma coordinator Mobile team coordinator	Aleksandra Petrović Knjaza Miloša 169, Aleksinac Municipal Administration Building komesarijat@aleksinac.org 062 551 196
Free Legal Aid	Jelena Jonić Knjaza Miloša 169, Municipal Administration Building, office no. 10 062 516 451 Working hours with clients: 7 AM to 2 PM on work days
Centre for Social Work	Sedmog jula 12, Aleksinac 018 804 507 aleksinac.csr@minrzs.gov.rs
"Jelenac" Gerontological Centre	Momčila Popovića 156, Aleksinac 018 4804 012; 018 4800 176; 018 4804 981 gcjelenac@gmail.com http://www.gcjelenac.com/index.php
"Hristina Markišić" Institution for Children and Youth without Parental Care	Tihomira Đorđevića 2, Aleksinac 018 804 507; 018 804 245
Institution for Children and Youth with Developmental Impairments, Kulina	Village of Kulina, 18214 Aleksinac 018 613 822; 018 613 856 domkulina@gmail.com https://www.kulina.org.rs/
Republic Fund for Health Insurance - Aleksinac branch	Drakčeta Milovanovića 4, Aleksinac 0700 333 443

46 Local action plan for improving the status of refugees, internally displaced persons, and returnees based on the Readmission Agreement 2013-2016, available at: https://kirs.gov.rs/media/uploads/Lokalni-akcioni-planovi/Usvojeni-LAP-ovi/lap_aleksinac.pdf

47 Law on Migration Management, available at: <https://www.paragraf.rs/propisi/zakon-o-upravljanju-migracijama.html>

48 Internal data submitted by representatives of local institutions for this analysis.

on various issues can be found in the table *Contact information for institutions providing support in the re-integration of returnees*.

Activities and services provided by CSOs

There is a number of civil society organisations in the municipality of Aleksinac that, in cooperation with local institutions and other local or international organisations, provide support to particularly vulnerable social groups, including the category of returnees through various programmes and projects.

employ categories, which includes returnees based on the Readmission Agreement. It states that particular attention is to be given to those unemployed persons faced with multiple factors of employment difficulties, i.e. persons marginalised on multiple grounds.⁴⁹ Improving the status of unemployed Roma persons in the labour market has been stated as one of the more significant measures under this action plan, and they have been recognised as a priority category regarding a number of various support measures, such as: subsidies for self-employment, subsidies for the employment of harder-to-employ persons, public works, vocational

Contact information of CSOs providing support for vulnerable social groups

Name of institution	Address and contact
Association for the Development of Creativity Aleksinac	Majora Tepića bb, office 30, Aleksinac 018 802 004 okdrustvo@gmail.com http://okaleks.org.rs/
Society for Helping Mentally Underdeveloped Persons Aleksinac	Momčila Popovića 103, Aleksinac 018 801 719 udruzenje.mnrl@gmail.com Contact person: Suzana Stefanović 064 659 9199
Red Cross Aleksinac	Momčila Popovića 28, Aleksinac 018 804 331 aleksinac@redcross.org.rs
Caritas Aleksinac	Tihomira Đorđevića 20, Aleksinac 018 804 403 carit-al@medianis.net www.caritasaleksinac.weebly.com
Roma Women's Association Nada	Vase Nikolić bb, Aleksinac udr.rom.nada@hotmail.com
Youth Club Aleksinac	Stublina bb, Aleksinac
Centre for the Affirmation of Civil Society	Vožda Karađorđa bb, Grejač, municipality of Aleksinac 064 2670 322; 060 1583 200 cacd@krstarica.com

Opportunities for improving the employability and employment of returnees

practice, acquiring practical knowledge and internships for the unemployed.⁵⁰

The *Local Employment Action Plan of the Municipality of Aleksinac 2021-2023* envisages that active labour market policies include unemployed persons from harder-to-

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Aleksinac Branch	Momčila Popovića 3, Aleksinac 018 806 170; 018 804 657

⁴⁹ Local Employment Action Plan of the Municipality of Aleksinac 2021-2023, document available at <http://www.aleksinac.org/index.php/strategije-razvoja/2021-2023>

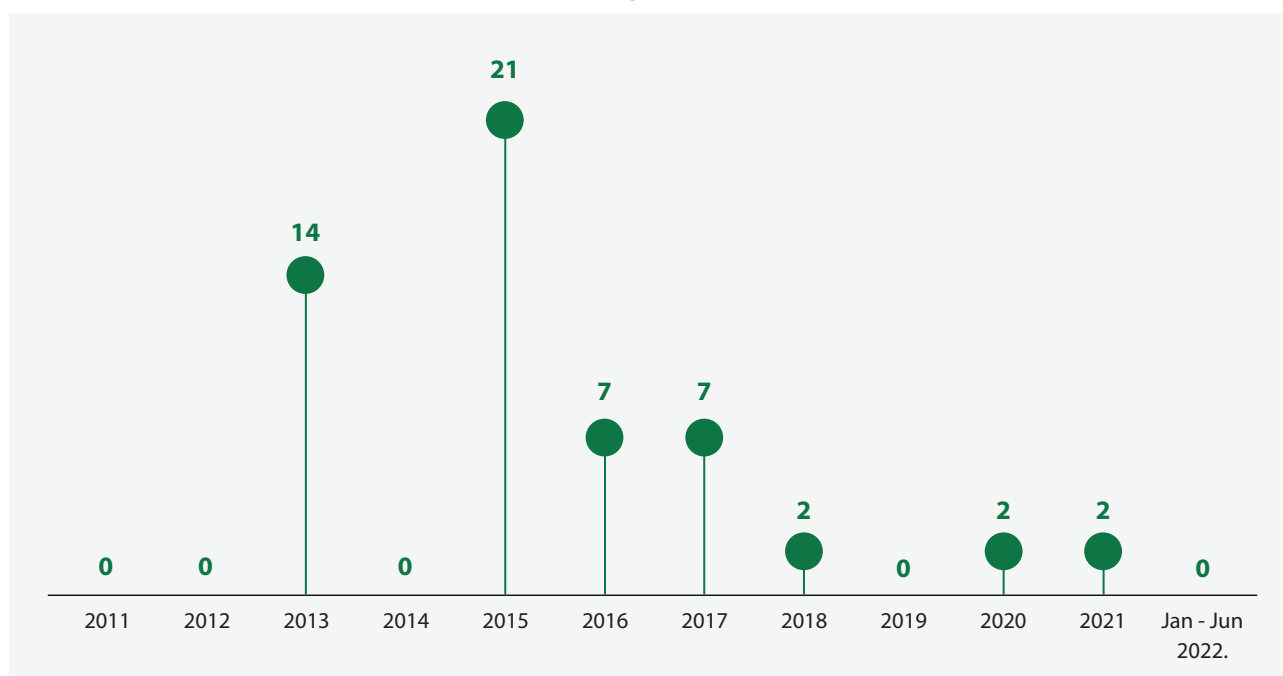
⁵⁰ Ibid.

APATIN

The municipality of Apatin is located in the region of Vojvodina. According to the 2011 Census it has a population of 28,929.⁵¹ Since 2011, when statistics on the number of returnees started being monitored at the local level in Serbia, until June 2022, a total of **55** returnees based on the Readmission Agreement were registered in Apatin. The number of registered returnees for each observed year is presented in the following chart.

groups. Children from the territory of the municipality attend primary education in six primary schools, and none of them engages a pedagogical assistant. Programmes at the secondary education level are available in three secondary schools (a gymnasium and two secondary vocational schools). Different retraining, additional training and specialisation programmes aimed at acquiring competences and qualifications for personal and profes-

Chart 2: Number of returnees based on the Readmission Agreement in Apatin, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, 75 returnees were identified in the municipality of Apatin from 2019 to 2021 (including returnees based on the Readmission Agreement).

sional development and improvement of status on the labour market are being implemented in one secondary vocational school in Apatin (Technical School with Student's Dormitory).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the municipality of Apatin under the "Pčelica" preschool institution with a total of nine facilities/kindergartens. According to the latest available data, the total number of children covered by preschool education is 659 (of that number, 216 children are in the preparatory preschool programme).⁵² The PI employs two persons as pedagogical assistants, tasked with providing support to children from vulnerable social

Based on a review of publicly available data, no new document was adopted after the expiry of the *Strategy for the Development of Social Welfare 2008-2013* to regulate this field. However, as in the case of all other local self-governments, the way the field of social welfare is regulated by national legislation represents the relevant framework for the activities of competent institutions.

According to the latest available data from 2018 the municipality of Apatin has allocated just over RSD 62 million for the entire field of social welfare in its budget, amounting to RSD 2,307.72 per capita. Of this amount,

51 Available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

52 Profile of the municipality of Apatin, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Apatin_EURSRB001002001002.pdf

Educational institutions in Apatin

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Pčelica"
Primary education	Primary schools	PS "Žarko Zrenjanin"
		"Stevan Hristić" Primary Music School
		PS "Ivan Goran Kovačić" Sonta
		PS "Jožef Atila" Kupusina
		PS "Kiš Ferenc" Svilojevo
		PS "Mladost" Prigrevica
	Primary schools that engage a pedagogical assistant	/
	Primary and secondary school for the education of students with disabilities and developmental impairments	/
Secondary education	Secondary schools	"Nikola Tesla" Gymnasium
		Technical School with Students' Dormitory
		Secondary Civil Engineering and Wood Processing School
Adult education	Primary adult education in primary schools	/
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	Technical School with Students' Dormitory
	Adult education in institutions/ organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

over RSD 18 million has been allocated for social welfare services, while over RSD 44 million is intended for various forms of material support (financial handouts and in-kind handouts).⁵³

Regarding allocations for social welfare services only, the municipality of Apatin allocated RSD 680.36 per capita in 2018⁵⁴, above the national average of RSD 454.

Data obtained through the survey filled out by representatives of local institutions in 2002 for this analysis indicates that Apatin, in addition to services mapped

in 2018, offers the service of day-care for children, help in the home for children, adults and the elderly, the service "personal assistant to a child", support services for independent living, accommodation services, and counselling services. The representatives of local institutions completing the survey state that all services are also available to returnees, but there were no beneficiaries of any of the above social welfare services in this category.

Two thirds of the total amount for material support to families and individuals are allocated for financial

⁵³ Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

⁵⁴ Ibid.

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Special Service at the Centre for Social Work
	Day-care for elderly persons (PWD)	Special Service at the Centre for Social Work

Source: Mapping of Social Welfare Services and Material Support under the Competence of Local Self-Government Units in the Republic of Serbia, SIPRU, 2020.

handouts (just over RSD 29 million), while one third is intended for in-kind handouts.⁵⁵

Availability of local stakeholders with capacities to support the reintegration of returnees

The key document representing the local policy framework in Apatin regarding support to the reintegration of returnees is *the Local action plan for improving the status of refugees, internally displaced persons and returnees 2017-2021*.⁵⁶ Prior to the adoption of this action plan there was an AP for 2011-2015, but it was related only to refugees and internally displaced persons, not returnees.⁵⁷ The Local action plan for 2017-2021, covering returnees based on the Readmission Agreement, was produced as a result of participation in projects⁵⁸ funded by the European Union, and implemented with the assistance of the International Organisation for Migrations, with the aim of finding a systemic solution that would respond to the needs of refugees, IDPs and returnees in an efficient and sustainable way.⁵⁹

Aiming to draft the LAP for improving the status of refugees, IDPs and returnees in Apatin, the municipal council has formed the **Council for Migration Management and Permanent Solutions**, comprising representatives of the local self-government, including the Trusteeship

for Refugees, representatives of other institutions working at the local level on issues of refugees, internally displaced persons and returnees, representatives of local non-government organisations, and the Commissariat for Refugees and Migrations of the Republic of Serbia.⁶⁰

Based on an initiative by the Office for Roma Inclusion of the Government of AP Vojvodina, the municipality of Apatin has systematised the post of **Coordinator for Roma Issues** in 2008.⁶¹ Thereafter, the *Local action plan for improving the status of Roma 2010-2015* was adopted, related to the fields of education, employment, housing, healthcare, social welfare and culture.⁶² However, there is no data on the adoption of a new LAP after this one expired.

The questionnaire submitted for this analysis states that the Roma coordinator does not deal with the issue of returnees at the local level. There is also a **Mobile Team for Roma Inclusion** in Apatin, having the role of planning services and providing support, but as stated, “to date there were no returnees that asked for the involvement of the Mobile Team”.

The cooperation of relevant institutions and civil society organisations is very important for the successful reintegration of returnees in the local community. As an example of good practice, the representatives of

55 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

56 Local action plan for improving the status of refugees, internally displaced persons and returnees 2017-2021, available at: https://www.soapatin.org/documents/1494597457-LAP__2017-2021._KONACNI_TEKST.pdf

57 Local action plan for improving the status of refugees and displaced persons 2011-2015, available at: https://kirs.gov.rs/media/uploads/Lokalni-akcioni-planovi/Usvojeni-LAP-ovi/lap_apatin.pdf

58 The projects in question are “Support to institutions of the Government of the Republic of Serbia competent for refugees and internally displaced persons” and “Raising the capacities of institutions of the Republic of Serbia competent for migration management and reintegration of returnees”.

59 Local action plan for improving the status of refugees, internally displaced persons and returnees 2017-2021, available at: https://www.soapatin.org/documents/1494597457-LAP__2017-2021._KONACNI_TEKST.pdf

60 Ibid.

61 Sustainable Development Strategy of the Municipality of Apatin 2015-2020, available at: <http://www.soapatin.org/documents/1494225788-Strategija-odrzivog-razvoja-opstine-Apatin2015-2020.pdf>

62 Local Action Plan for Improving the Status of Roma 2010-2015, available at: <https://www.pravamanjina.rs/attachments/LAP-Poboljsanje-polozaja-Roma%20Apatin.pdf>

local institutions in Apatin filling out the survey listed successful cooperation with non-government organisations and the Centre for Social Work when providing assistance to returnees in exercising their rights and obtaining personal ID. On the other hand, the most frequent obstacles to successful cooperation were stated to be insufficiently informed population and lack of training for professionals in various sectors.

Contact information for key institutions providing information and support to returnees on various issues can be found in the following table.

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Free Legal Aid affairs Trustee for refugees	Nemanja Pavlović Department for General Administration, Social Activities and Municipal Affairs - office 11 Srpskih Vladara 29, 25260 Apatin 025 772 122, extension 620 nemanja.pavlovic@apatin.rs
Coordinator for Roma Issues	Danijela Ignac Srpskih Vladara 29, 25260 Apatin - Municipal Administration Building, Office for Roma Affairs 025 772 122, extension 664 romi@soapatin.org
Centre for Social Work	Svetozara Miletića 6, Apatin 025 772 047; 025 772 451; 025 773 365 info@csrapatin.rs

Activities and services provided by CSOs

The municipality of Apatin has several civil society organisations that, independently or through cooperation with local institutions and other local or international organisations, provide support to particularly vulnerable social groups, and returnees are certainly one such group.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Roma Association "Zlatno sunce"	Omladinska 15, 25260 Apatin 060 0850 005
Red Cross Apatin	Stanka Opsenice 75A, Apatin 025 779 490; 025 772 073
"Breza" Association	Svetozara Miletića 6, Apatin 064 2281 425
Humanitarian Association of Young Apatinians (HUMA)	humapatin@gmail.com

Opportunities for improving the employability and employment of returnees

*The Local employment action plan of the municipality of Apatin 2021-2023*⁶³ does not contain specific measures for returnees based on the Readmission Agreement, but they are one of the harder-to-employ categories of the population, thus active labour market policy measures apply to this segment of the population as well. The Roma are listed under this LEAP as a priority group when approving subsidies for self-employment, as well as in the case of employment subsidies for unemployed persons from the category of harder-to-employ persons in newly opened jobs.⁶⁴

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Apatin Branch	Petra Drapšina 2A, Apatin 025 772 686

63 Document available at: <https://www.soapatin.org/lokalni-akcioni-planovi>

64 Ibid.

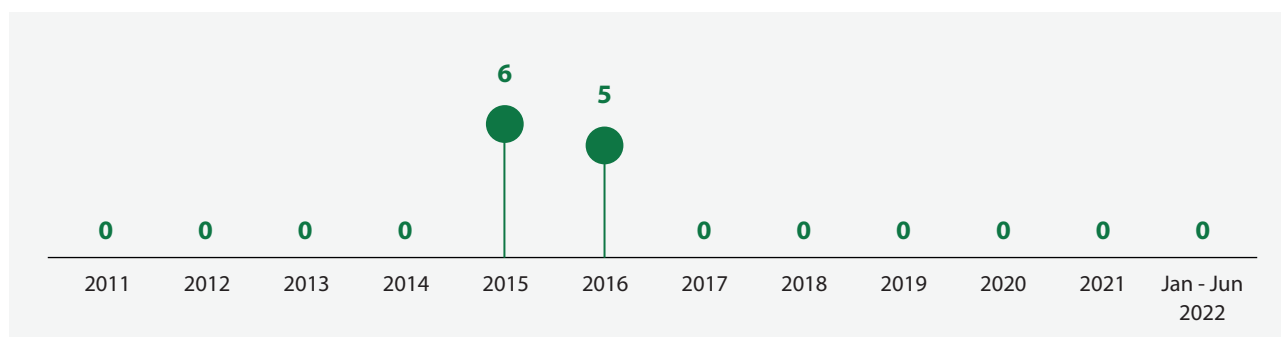
BAČ

The municipality of Bač is located in the region of Vojvodina. According to the latest Census data from 2011 it has a population of 14,405.⁶⁵ Since 2011, when statistics on the number of returnees started to be systematically monitored at the local level, until mid-2022, only **11** returnees based on the Readmission Agreement were registered within the territory of the municipality of Bač. The number of registered returnees for each observed year is presented in the following chart.

school. According to the available data, no primary or secondary school from the territory of the municipality of Bač has any adult education programmes, and the secondary vocational school (Agricultural School) does not organise programmes of retraining, additional training or specialisation.⁶⁷

According to data from 2018 the municipality of Bač has allocated nearly RSD 51 million for the field of so-

Chart 3: Number of returnees based on the Readmission Agreement in Bač, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, 100 returnees were identified in the municipality of Bač from 2019 to 2021 (including returnees based on the Readmission Agreement).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the "Kolibri" Preschool Institution with a total of seven facilities/ kindergartens within the territory of the municipality. According to the latest available data, the total number of children covered by preschool education is 313 (of that number, 110 children are in the preparatory preschool programme).⁶⁶ PI "Kolibri" employs two pedagogical assistants, providing support to children from particularly vulnerable groups. Children from the territory of the municipality of Bač attend primary education in five primary schools, while secondary education is organised in one secondary vocational

school, amounting to as much as RSD 3,784.54 per capita. Of this amount, approximately RSD 11.7 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).⁶⁸

Regarding allocations for social welfare services only, the municipality of Bač allocated RSD 870.03 per capita in 2018⁶⁹, nearly twice the national average of RSD 454.

Regarding data from the survey submitted for this analysis by representatives of local institutions, certain differences can be noted regarding available services as compared to the situation in 2018. Among the services currently available to the population of the municipality of Bač, including returnees based on the Readmission Agreement, two community-based services are listed - personal assistant to a child and help in the home for adults and the elderly (not a permanent service, but with project-based funding) - and counselling-therapy and social-educational services, i.e. access to a speech

65 Available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

66 Profile of the municipality of Bač, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profile_Bac_EURSRB001002003004.pdf

67 Annual Adult Education Plan, 2022.

68 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

69 Ibid.

Educational institutions in Bač

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Kolibri"
Primary education	Primary schools	PS "Vuk Karadžić"
		PS "Aleksa Šantić" Vajska
		PS "Ivo Lola Ribar" Plavna
		PS "Jan Kolar" Selenča
		PS "Moša Pijade" Bačko Novo Selo
	Primary schools that engage a pedagogical assistant	/
	Primary and secondary school for the education of students with disabilities and developmental impairments	/
Secondary education	Secondary schools	Agricultural School
Adult education	Primary adult education in primary schools	/
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	/
	Adult education in institutions/organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

therapist.⁷⁰ Of the total amount intended for material support to families and individuals, 57.3% is allocated for financial handouts (nearly RSD 26 million), while 42.7% is allocated for in-kind handouts.⁷¹

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	"Nana" Agency Belgrade
	Personal assistant	Humanitarian Organisation "Dečje srce" Belgrade
	Day-care for children and youth with disabilities and developmental impairments	"Iskon" Cultural and Ethnological Club, Bač
Counselling services	Counselling Centre	Centre for Social Work of the municipality of Bač

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

⁷⁰ Internal survey data submitted for this analysis.

⁷¹ Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://sociojalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podrske_u_nadleznosti_JLS_u_RS.pdf

Availability of local stakeholders with capacities to support the reintegration of returnees

The *Development Plan for the Municipality of Bač 2022-2028* was adopted in 2022,⁷² drafted through a project funded by a grant from Slovakian Development Aid (SlovakAid), and implemented through the United Nations Development Program (UNDP) in Serbia, with expert support by the Standing Conference of Towns and Municipalities (SCTM). This development plan mentions returnees only under strategic objective 9 related to creating conditions for increasing employment and salaries and dignified work for all citizens of the municipality, mentioning them as one of the harder-to-employ categories of the population.⁷³ However, unlike the newly adopted Development Plan, the *Sustainable Development Strategy of the Municipality of Bač*, in force until 2020, does not list returnees as one of the most vulnerable categories, not even in the context of employment.⁷⁴

After the expiry of the *Action Plan for Improving the Status of Roma in the Municipality of Bač 2014-2019*,⁷⁵ a *Local Action Plan for Roma Inclusion 2021-2023* was drafted based on an initiative of the **Local Coordination Body for the Social Inclusion of Roma**. The Local Coordination Body for the Social Inclusion of Roma was established in September 2020 by the Municipal Assembly of Bač, comprising representatives of the local self-government, principals of the preschool institution and primary schools, the directors of the Health Centre, Centre for Social Work, representative of the NES branch in Bač, Head of the Police Station in Bač, Director of the PME "Tvrđava", Director of the National Library "Vuk Karadžić" Bač, President of the Roma Association of the Municipality of Bač, and the president of the Local Employment Council.⁷⁶

Participants in the work of the local **Council for Migration Management**, currently drafting the LEAP aimed at refugees, IDPs and returnees based on the Readmission Agreement, include the trustee for refu-

gees and migrations, representatives of the municipal administration, police administration, centre for social work, NES, healthcare institutions, a representative of the Red Cross, and representatives of social welfare service providers. On the other hand, representatives of educational institutions, the Youth Office or the Roma coordinator have not been involved in the work of this body. As part of a project implemented in the municipality of Bač by the German organisation for international cooperation (GIZ) dealing with the employment of harder-to-employ categories of the population (including returnees), a person has been engaged as Roma coordinator, with the task of visiting beneficiaries, providing support during self-employment trainings, preparing documentation for calls, etc. However, there is still no Mobile Team for Roma Inclusion in the municipality of Bač.⁷⁷

Based on an assessment by representatives of local institutions submitting the filled survey for this analysis, the cooperation between institutions in the municipality of Bač in implementing migration policies at the local level is satisfactory. The key obstacles for intersectoral cooperation are "lack of information, passive approach and insufficient interest".⁷⁸

Contact information for key institutions providing information and support to returnees on various issues can be found in the following table.

72 The draft Plan, the decision on its adoption, and the relevant documents are available at: <http://www.bac.rs/sr/plan-razvoja-opstine-bac>

73 Ibid.

74 Development Strategy of the Municipality of Bač 2014-2020, available at: http://www.bac.rs/sites/default/files/dokumenta/strategije/Strategija_razvoja_opstine_Bac_2014-2020.pdf

75 Action plan for improving the status of Roma in the municipality of Bač 2014-2019, available at: https://www.bac.rs/sites/default/files/dokumenta/planovi/Akcioni_plan_za_unapredjenje_polozaja_Roma_2014-2019.pdf

76 Local Action Plan for Roma Inclusion 2021-2023, available at: https://www.bac.rs/sites/default/files/dokumenta/planovi/LAP_za_inkluziju_Roma_2021-2023.pdf

77 Survey data submitted by representatives of local institutions for this analysis.

78 Ibid.

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Trustee for refugees and migrations	Ivana Modić Dr Zorana Đinđića 2, Bač Municipal Administration Building ivana.modic@bac.rs 064 8511 937
Free Legal Aid	Olivera Rakocija olivera.rakocija@bac.rs 064 8511 955
Centre for Social Work	Trg dr Zorana Đinđića 2, Bač 021 6070 251 czsr_bac@open.telekom.rs czsr_bac@neobee.net
Republic Fund for Health Insurance - Bač branch	Trg dr Zorana Đinđića 2, Bač 0700 333 443

Activities and services provided by CSOs

The municipality of Bač has several civil society organisations that provide support to particularly vulnerable groups, including returnees, through various project activities. As stated in the survey submitted for this analysis by representatives of local institutions, the NGO "Iskon" Cultural and Ethnological Club participated in the implementation of a day-care service for children with developmental impairments and disabilities, while the "Mladost" Association of Roma and Romanians provided support in labour market activation through organising counselling support for self-employment. The local Red Cross office is involved in the work of the Council for Migration Management and, like in other local self-governments, represents a very important organisation for support to marginalised social groups, including returnees based on the Readmission Agreement.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
"Iskon" Cultural and Ethnological Club	063 590 163
"Mladost" Association of Roma and Romanians	021 775 378 nina.vpv@gmail.com
Red Cross Bač	Grmečka 8a, Bač 021 6071 244 bac@redcross.org.rs

Opportunities for improving the employability and employment of returnees

The Local action plan of the municipality of Bač 2021-2023 recognises returnees as one of the harder-to-employ categories of the population (as was the case with the above-mentioned *Development Plan for the Municipality of Bač 2022-2028*). One objective of the employment policy is stated to be “increasing the employment rate of marginalised groups of the population (focusing on Roma, returnees based on the Readmission Agreement and other marginalised groups)”.⁷⁹

Projects aimed at supporting the employment of particularly vulnerable groups on the labour market have been implemented during the recent period in the municipality of Bač. Particularly interesting projects include the project “Promoting the employment of harder-to-employ categories of the population in the municipality of Bač”, implemented under a broader project “Inclusion of Roma and other marginalised groups in Serbia”⁸⁰ with support by the German organisation for international cooperation GIZ, and the project “Support to Roma inclusion through employment” implemented with the support of the European Union and SCTM under a broader programme “EU Support for Roma Inclusion - Empowering Local Communities for Inclusion”.⁸¹

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Bač Branch	Trg dr Zorana Đinđića 1, Bač 021 770 148

⁷⁹ Document available at: <https://www.inkluzijabac.rs/dokumenta.html>

⁸⁰ More information available at: https://www.bac.rs/sites/default/files/projekti/Podsticanje_zaposljevanja_tesko_zaposljivih_kat.stanovnika.pdf

⁸¹ More information available at: https://www.bac.rs/sites/default/files/projekti/projekat_prodrska_inkluziji_roma.pdf

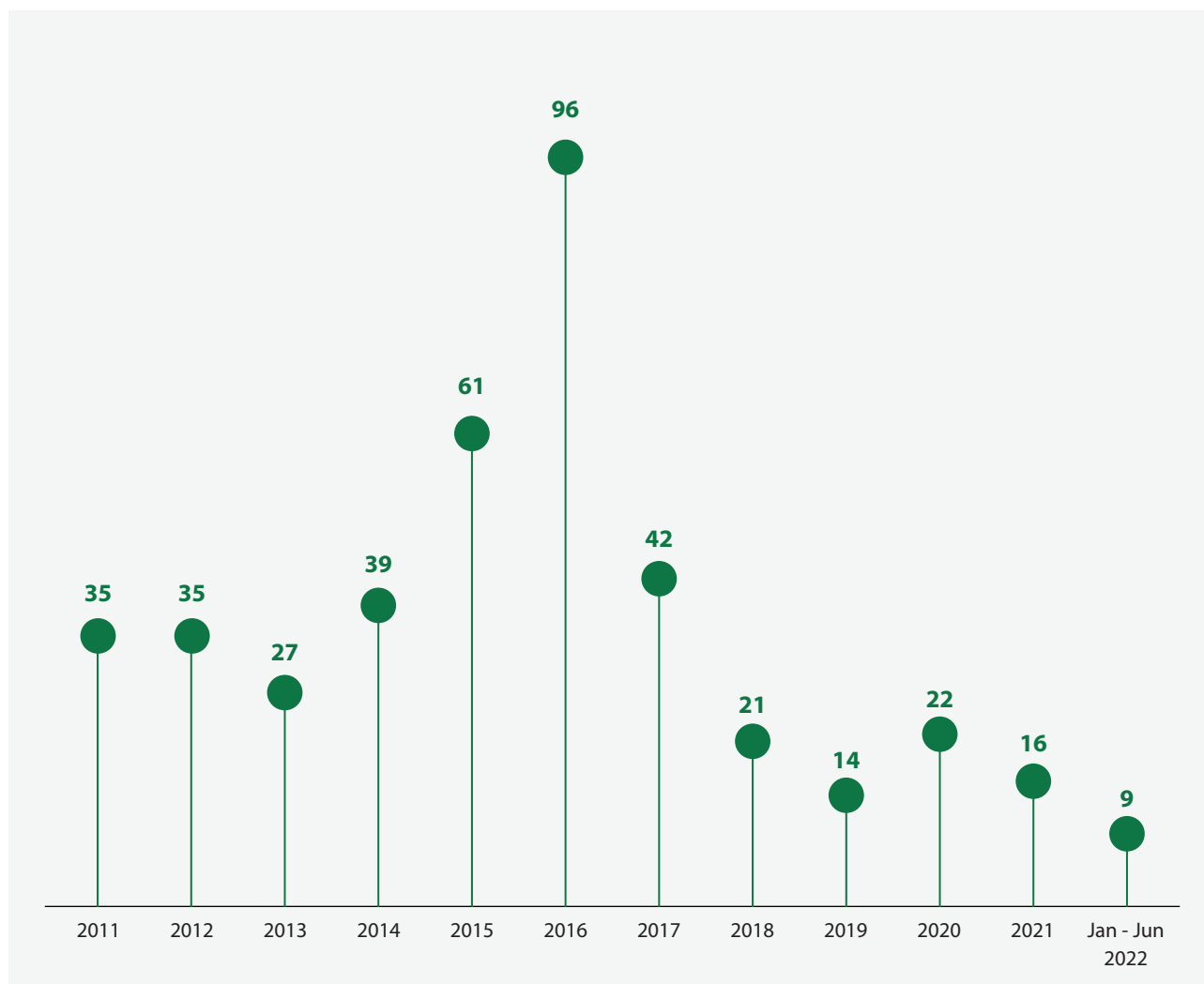
Kragujevac

The City of Kragujevac is located in the region of Šumadija and West Serbia. According to the latest census data from 2011 it has a population of 179,417.⁸² During the period from 2011, when statistics on the number of returnees started to be monitored at the local level in Serbia, until mid-2022, a total of **417** returnees based on the Readmission Agreement were registered in Kragujevac. The number of registered returnees for each observed year is presented in the following chart. According to internal Council of Europe data collected

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in two public preschool institutions – “Đurđevdan” and “Nada Naumović”, with a total of 17 facilities/kindergartens within the territory of the city. The “Nada Naumović” preschool institution engages a pedagogical assistant.⁸³ According to the latest available data, the total number of

Chart 4: Number of returnees based on the Readmission Agreement in Kragujevac, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

from local stakeholders, 408 returnees were identified in Kragujevac from 2019 to 2021 (including returnees based on the Readmission Agreement).

children covered by preschool education (including both public and private preschool institutions) is 6,317 (of that number, 1,759 children are in the preparatory preschool programme).⁸⁴

82 Data available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

83 Open data portal of the Ministry of Education, Science and Technological Development

84 Profile of the City of Kragujevac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Kragujevac_EURSRB002001008001.pdf

Educational institutions in Kragujevac

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Đurđevdan"
		PI "Nada Naumović"
Primary education	Primary schools that engage a pedagogical assistant	PS "Mirko Jovanović"
		PS "Đura Jakšić"
		PS "Treći kragujevački bataljon"
		PS "Vuk Stefanović Karadžić"
Secondary education	Primary and secondary school for the education of students with disabilities and developmental impairments	"Vukašin Marković" School for Primary and Secondary Education
		School with Dormitory for Hearing Impaired Students
Secondary education	Secondary schools	First Kragujevac Gymnasium
		Second Kragujevac Gymnasium
		"Sestre Ninković" Medical School
		Economic School
		First Technical School
		"Toza Dragović" Trade and Hospitality School
		Secondary Vocational School Kragujevac
		"Dr Miloje Milojević" Secondary Music School
		"Vukašin Marković" School for Primary and Secondary Education
		School with Dormitory for Hearing Impaired Students
Adult education	Primary adult education in primary schools	PS "Dragiša Luković Španac"
	Secondary adult education in secondary schools	Secondary Vocational School Kragujevac
		"Sestre Ninković" Medical School
	Retraining, additional training and specialisation programmes implemented in secondary schools	"Sestre Ninković" Medical School
		First Technical School
		"Toza Dragović" Trade and Hospitality School
		Secondary Vocational School Kragujevac
Adult education in institutions/ organisations that hold PROE (JPOA) status	Adult education in institutions/ organisations that hold PROE (JPOA) status	D.o.o. "Green inženjering"
		KOGNITIV – Centre for business skills and foreign languages
		Workers' University "Crveni barjak" d.o.o.

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

Children from the territory of the city attend primary education in 23 main primary schools with 38 regional classes, while various programmes at the secondary education level are available in 10 secondary schools (two gymnasiums and eight vocational secondary schools).⁸⁵ Four primary schools employ pedagogical assistants providing additional support in education to children from vulnerable social groups.⁸⁶ Kragujevac has two schools for the education of students with disabilities and developmental impairments - the Primary and Secondary Education School "Vukašin Marković" and School with Dormitory for Students with Hearing Impairments.

According to latest available data, adult education at the primary education level is implemented in one primary school for a total of 45 persons, while at the secondary level of education two secondary vocational schools have enrolled one student each.⁸⁷ Five secondary vocational schools implement programmes for retraining, additional training and specialisation

with the aim of acquiring competences and qualifications for personal and professional development and improvement of the status on the labour market, and additionally three institutions with PROE (JPOA) status implement additional adult education programmes.

In the City of Kragujevac, the field of social welfare is regulated both by national legislation and relevant local acts, the most important being the *Decision on Social Welfare*⁸⁸ and the *Development Plan of the City of Kragujevac 2021-2031*.⁸⁹

According to data from 2018 Kragujevac has allocated over RSD 137 million for the entire field of social welfare in its budget, amounting to RSD 770.80 per capita. Of this amount, nearly RSD 52 million has been allocated for social welfare services, while the remainder is intended for various forms of material support.⁹⁰ Regarding allocations for social welfare services only, the City of Kragujevac allocated RSD 290.59 per capita in 2018⁹¹, significantly under the national average of

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Day-care for children and youth with disabilities and developmental impairments	"Vukašin Marković" SPDI
	Family associate	NGO Association for help to persons with autism
	Day-care for adults	"Vivere" Social Enterprise
	Day-care for elderly persons	"Knevinja Ljubica" Centre for Service Development
	Day-care for children and youth in conflict with the law	"Knevinja Ljubica" Centre for Service Development
	Shelter for adults and the elderly	Gerontological Centre
	Shelter for children	"Knevinja Ljubica" Centre for Service Development
	Shelter for victims of violence	"Knevinja Ljubica" Centre for Service Development
	Assistance in the home for the elderly and adults	"Knevinja Ljubica" Centre for Service Development
Counselling services	Counselling Centre	"Knevinja Ljubica" Centre for Service Development

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

85 Ibid.

86 Open data portal of the Ministry of Education, Science and Technological Development

87 Annual Adult Education Plan for 2022

88 "Official Journal of the City of Kragujevac", nos. 16/11, 3/16, 34/18, 38/20, 7/21)

89 Development Plan of the City of Kragujevac, available at: <https://www.kragujevac.rs/pruzmi/plan-razvoja-grad-a-kragujevca-za-period-2021-2031/?wpdmdl=36354&refresh=632dd219cf93a1663947289>

90 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

91 Ibid.

RSD 454. Of the total amount for material support to families and individuals, 77.7% is allocated for financial handouts (over RSD 70 million), while 22.6% is intended for in-kind handouts.⁹²

Availability of local stakeholders with capacities to support the reintegration of returnees

The City of Kragujevac has a developed legal and institutional framework that envisages activities and measures for various vulnerable groups of the population, including returnees based on the Readmission Agreement.

A particularly important document regarding the status of returnees based on the Readmission Agreement is the *Local action plan for improving the status of migrants within the territory of the City of Kragujevac for the period 2018-2022*. The **Council for Migration and Permanent Solutions** was formed during the drafting of this LAP, comprised of representatives of the local self-government (as the principal party and formal adopter of the LAP), including the Trustee for affairs in the field of protection of refugees, exiled and displaced persons and other relevant local institutions and organisations. In addition to writing the document, the Council has multiple roles, including: securing data from representatives of primary target groups and local stakeholders in the support system for refugees, internally displaced persons and returnees; exchange of information and participation in meetings relevant for the planning process; application of adopted methods during the planning process; defining development objectives and directions, in cooperation with relevant stakeholders at the local and national level; planning the monitoring and evaluation of success in implementing the LAP.⁹³ Returnees based on the Readmission Agreement and Roma have been recognised as one of the priority groups, especially regarding the improvement of the social welfare system (exercise of rights and access to services), and under the current *Development Plan of the City of Kragujevac 2021-2031*.⁹⁴

Already in 2014 Kragujevac has formed a **Council for Improvement of the status of Roma** that, along with

the **Mobile Team for Roma Inclusion** and **Coordinator for Roma Issues**, has a very important role in creating and implementing policies, activities and measures related to the status of the Roma community in Kragujevac. Representatives of these bodies, along with other relevant local stakeholders, are taking part in drafting the *Local action plan for the social inclusion of Roma in Kragujevac 2022-2025*, supported by the German organisation for international cooperation (GIZ). Recently, at a session of the Council for the Improvement of the status of Roma, an initiative was started to form a Mobile Team for Preventing Begging and Underage Marriages.⁹⁵

Regarding intersectoral cooperation in the field of implementing local migration policy, its quality has been assessed as good, while a key obstacle for the implementation of migration policy was said to be insufficient funds for housing care and employment.⁹⁶ Contact information for key institutions providing information and support to returnees on various issues can be found in the following table.

92 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

93 Available at: <https://www.kragujevac.rs/pruzmi/arhiva-sluzbenih-listova-za-2017-godinu/>

94 Development Plan of the City of Kragujevac, available at: <https://www.kragujevac.rs/pruzmi/plan-razvoja-gradakragujevca-za-period-2021-2031/?wpdmdl=36354&refresh=632dd219cf93a1663947289>

95 <https://www.infokg.rs/info/pokrenuta-inicijativa-za-formiranje-tima-za-prevenciju-prosjacenja-i-maloletnickih-brakova.html>

96 Internal data submitted by representatives of local institutions for this analysis.

Contact information for institutions providing support in the reintegration of returnees

Name of organisation	Address and contact
Trustee for refugees and migrations	Dragana Pešić City Administration for Social Activities 034 352 958 dpesic72@gmail.com
City of Kragujevac - Service for Protection for Refugees, Exiled and Displaced Persons	Cara Lazara 15, Kragujevac 034 331 870
City Administration for Social Activities	Cara Lazara 15, Kragujevac 034 302 288 Acting Head of the City Administration for Social Activities Nikola Ribarić, BSc. Law ribaricn@kg.org.rs
Department for Legal Aid and City Offices	Trg slobode 1, Kragujevac 034 366 238
Coordinator for Roma Issues	Zoran Pavlović City Administration for Social Activities 069 4625 702 zpavlovic.kgrom@gmail.com zpavlovic.@kg.org.rs
"Solidarnost" Centre for Social Work	Svetozara Markovića 43, Kragujevac 034 332 627; 332 620; 333 673; 335 882; 331 667 kragujevac.csr@minrzs.gov.rs
"Kneginja Ljubica" Centre for Social Welfare Service Development	Čika Matina 5, Kragujevac 034 355 485
"One-stop shop" (place where returnees can find all information in one place)	centarkg@kneginjaljubica.org.rs Laze Marinkovića 60, Kragujevac Offices of the Trustee for refugees and migrations and Coordinator for Roma Issues, as well as coordinator of the Mobile Team for Roma Inclusion

Activities and services provided by CSOs

There is a number of civil society organisations in Kragujevac that, in cooperation with local institutions and other local or international organisations, through various programmes and projects, provide support to particularly vulnerable social groups, including the category of returnees.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
"Romanipen" Educational and Cultural Roma Community	Jesenjinova 12, Kragujevac 065 3118 696 office@romanipen.org.rs romanipen.org.rs
Roma Information Centre (Roma League)	Prvog maja 3/40, Kragujevac roza@ric.org.rs Contact person: Rozalija Ilić
Red Cross Kragujevac	Svetozara Markovića 7, Kragujevac 034 332 617; 034 331 737; 034 301 925
"Oaza sigurnosti" Citizens' Association	Dečanska 12, Kragujevac 034 332048; 063 1029833 info@ozasigurnosti.rs
Centre for independent living of persons with disabilities Kragujevac	Laze Marinkovića 4, Kragujevac 034 322 734; 034 356 396 President of the Association, dr Milena Stojanović drnenastojanovic@gmail.com
Forum of Youth with Disabilities Kragujevac	Svetozara Markovića 7, Kragujevac 064 2661 818 office@fmikg.org Contact person: Vladimir Marković (executive director) vladarti@gmail.com
Association of Students with Disabilities Kragujevac	Svetozara Markovića 7, Kragujevac 034 330 547 ush_kg@yahoo.com
KRAGUJ Association of Paraplegics and Quadriplegics	Vojvode Putnika 63, Kragujevac 063 603 201
MLADI Association Kragujevac	udruzenje.mladikg@gmail.com http://www.mladi.rs/
"Interaktiv" Association for the Social Development of Youth	http://www.interaktiv.org.rs/ uginteraktiv@gmail.com
"Iz kruga - Kragujevac"	Vojvod Putnika 63, Kragujevac 034 358 238; 063 1748 764 office.kg@izkruga.org slavicaizkruga71@gmail.com

Opportunities for improving the employability and employment of returnees

The City of Kragujevac has a Local Employment Action Plan 2021-2023 in force, defining various measures of active labour market policy aimed particularly at vulnerable groups on the labour market, such as Roma and returnees based on the Readmission Agreement (very often members of the Roma community and/or in the category of long-term unemployed). Some such active labour market policy measures include:

- Professional practice - priority for inclusion is given to unemployed persons with disabilities and Roma;
- Internship for unemployed persons with secondary education - eligible categories include unemployed persons with disabilities, Roma, youth in dormitory accommodation, foster and caregiver families;
- Training for inclusion in the labour market;
- Subsidies for the employment of unemployed persons from the category of harder-to-employ;
- Support for self-employment;
- Public works.⁹⁷

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Kragujevac Branch	Svetozara Markovića 37, Kragujevac 034/505-500
	Centre for professional rehabilitation and employment of persons with disabilities 034 505-524, 505-526 davor.stefanovic@nsz.gov.rs
	Subsidies for the unemployed 034 505 563, snezana.stamenkovic@nsz.gov.rs ; 034/505-555, jelena.zornic@nsz.gov.rs
Job Info centre Kragujevac	Trg topolivaca 4, office no. 12, Kragujevac kragujevac@jobinfo.rs

⁹⁷ Local Employment Action Plan of the City of Kragujevac 2021-2023, available at: <https://www.kragujevac.rs/pruzmi/lokalni-akcioni-plan-zaposljavanja-grad-a-kragujevca-za-period-2021-2023/?wpdmdl=27099&refresh=632d79643298e1663924580>

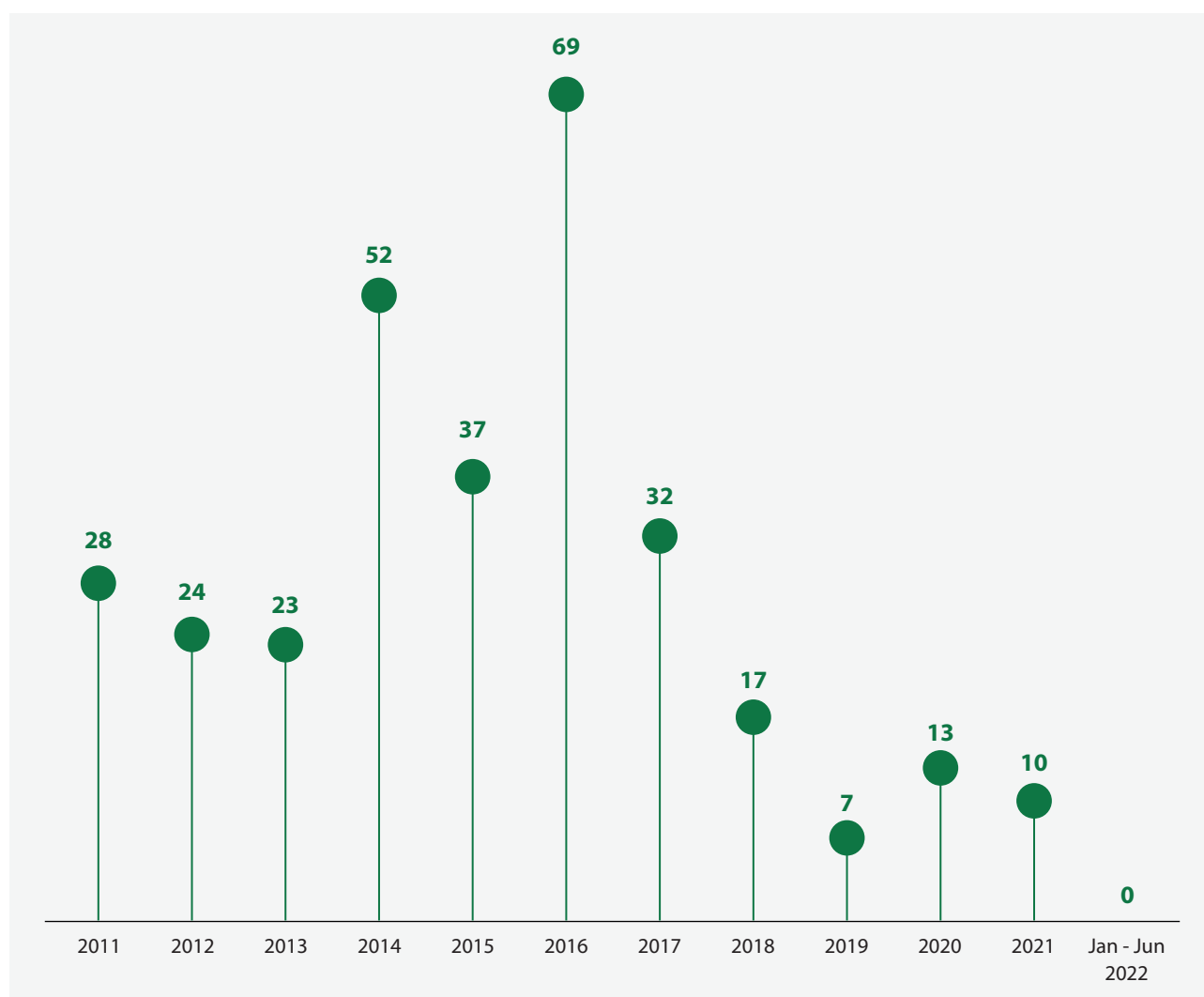
KRUŠEVAC

The City of Kruševac belongs to the region of Šumadija and West Serbia. According to data from the latest census from 2011, it has a population of 128,752.⁹⁸ Since January 2011, when statistics on the number of returnees started being monitored at the local level in Serbia, until end June 2022, a total of **312** returnees based on the Readmission Agreement were registered in Kruševac. The number of registered returnees for each observed year is presented in the following chart.

According to internal Council of Europe data collected from local stakeholders, 1000 returnees were identified in Kruševac from 2019 to 2021 (including returnees based on the Readmission Agreement).

The City of Kruševac has a developed legal and institutional framework that envisages activities and measures for various vulnerable groups of the population, including returnees based on the Readmission Agreement. However, some of the key documents have expired, such as the *Local action plan for improving the status of refugees, internally displaced persons, returnees based on the Readmission Agreement, asylum seekers and migrants in need without an established status 2017-2020*,⁹⁹ therefore new ones need to be adopted to ensure continuity of the existence of an appropriate local policy framework.

Chart 5: Number of returnees based on the Readmission Agreement in Kruševac, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

⁹⁸ Data available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

⁹⁹ Local action plan for improving the status of refugees, internally displaced persons, returnees based on the Readmission Agreement, asylum seekers and migrants in need without an established status 2017-2020, available at: <https://krusevac.ls.gov.rs/wp-content/uploads/2020/07/LAPKS2017-2020.pdf>

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the “Nata Veljković” Preschool Institution with a total of 46 facilities/ kindergartens within the territory of the city of Kruševac. According to the latest available data, the total number of children covered by preschool education is 3,133 (of that number, 983 children are in the preparatory pre-

school programme).¹⁰⁰ Children from the territory of the city attend primary education in 17 primary schools with 51 regional classes, while various programmes at the secondary education level are available in 8 secondary schools (a gymnasium and 7 vocational secondary schools). Two primary schools employ pedagogical assistants providing additional support in education to children from vulnerable social groups. According to latest available data, adult education at the primary level is being implemented at one primary school for a total

Educational institutions in Kruševac

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI „Nata Veljković“
Primary education	Primary schools that engage a pedagogical assistant	PS „Dragomir Marković“
		PS „Nada Popović“
	Primary and secondary school for the education of students with disabilities and developmental impairments	“Veselin Nikolić” School for Primary and Secondary Education
Adult education	Secondary schools	Gymnasium in Kruševac
		Chemical and Technological School
		“Stevan Hristić” Music School
		“Veselin Nikolić” School for Primary and Secondary Education
		Medical School
		First Technical School
		Economic-Trade School
		“Milutin Milanković” Polytechnical School
Adult education	Primary adult education in primary schools	PS “Vuk Karadžić”
	Secondary education in secondary schools	First Technical School
		Economic-Trade School
		Chemical and Technological School
	Retraining, additional training and specialisation programmes implemented in secondary schools	Chemical and Technological School
“Milutin Milanković” Polytechnical School		
First Technical School		
	Economic-Trade School	
	Adult education in institutions/ organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

100 Profile of the City of Kruševac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Krusevac_EURSRB002001006001.pdf

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Personal assistant	Centre for Social Work
	Day-care for adult persons (PWD)	Special Service with the CSW - Centre for Persons with Disabilities
	Assistance in the home for the elderly and adults	Kruševac Gerontological Centre
Counselling services	Counselling Centre	Centre for Social Work Kruševac

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

of 111 persons, while at the secondary level of education three secondary vocational schools are involved in adult education programmes. Different retraining, additional training and specialisation programmes aimed at acquiring competences and qualifications for personal and professional development and improvement of status on the labour market are being implemented in four secondary vocational schools in Kruševac.¹⁰¹

Although the *Social Policy Development Strategy of the City of Kruševac 2020* has expired,¹⁰² the way social welfare is regulated by national legislation represents the relevant framework for local policy.

According to data from 2018, Kruševac has allocated over RSD 176 million for the entire field of social welfare in its budget, amounting to RSD 1,442.68 per capita. Of this amount, over RSD 63 million has been allocated for social welfare services, while the remainder is intended for various forms of material support.¹⁰³

Regarding allocations for social welfare services only, Kruševac allocated RSD 518.21 per capita in 2018¹⁰⁴, somewhat above the national average of RSD 454.

According to data submitted by representatives of local institutions, certain differences can be noted regarding availability of social welfare services as compared to the situation four years ago. Namely, the following services are available in Kruševac in 2022: help in the home for

children, adults and the elderly, personal assistant to a child, personal assistance for adults with disabilities, supported housing for youth becoming independent, i.e. leaving the social welfare system, and counselling services. On the other hand, day-care services are no longer available.¹⁰⁵

Of the total amount for material support to families and individuals, around two fifths are allocated for financial handouts (over RSD 46 million), while the remainder (nearly RSD 55 million) is intended for in-kind handouts.¹⁰⁶

Availability of local stakeholders with capacities to support the reintegration of returnees

System support for the reintegration of returnees is immensely important, with a particularly important role played by local institutions and organisations that, in line with relevant national and local policies, have the opportunity to create various programmes, activities and measures, and to monitor their implementation.

Although expired, the *Social Policy Development Strategy of the City of Kruševac* recognises the Roma in particular, as well as returnees, and especially child returnees based on the Readmission Agreement, as particularly vulnerable groups in the population. Child returnees based on the Readmission Agreement are among the most vulnerable groups regarding exposure

101 Annual Adult Education Plan, 2022.

102 Social Policy Development Strategy of the City of Kruševac, available at: https://krusevac.ls.gov.rs/wp-content/uploads/2020/07/Strategija_razvoja_socijalne_politike.pdf

103 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

104 Ibid.

105 Internal survey data, submitted by representatives of local institutions for this analysis.

106 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://sociojalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

Contact information for institutions providing support in the reintegration of returnees

Name of institution/organisation	Address and contact
Trustee for refugees and migrations of the City of Kruševac	Ivan Brkić, City Administration of the City of Kruševac 064 8355 022 ivan.brkic@krusevac.rs
Centre for Social Work Kruševac	Majke Jugovića 46, Kruševac csrkrusevac@gmail.com operator: 037 425 504; 037 416 980; 037 3156-190 Director: Jovana Dunjić, BSc. Law krusevac.csr@minrzs.gov.rs
City of Kruševac - Department for Social Activities	Head of Department: Svetlana Vidanović 037 3501 450 svetlana.vidanovic@krusevac.rs Social Welfare and Healthcare Service 037 440 810
National Council of the Roma National Minority	President: Dalibor Nakić info@romskinacionalnisavet.org.rs
"Medijatori Kruševca" Regional Centre for Mediation	Moravska 1, 37255 Kukljin, Kruševac 062 1777 020 medijatorikrusevac@gmail.com

to various forms of violence.¹⁰⁷ Kruševac has a *Local action plan for the social inclusion of Roma 2021-2023* in force that covers five key areas, namely: education, employment, housing, healthcare and social welfare.¹⁰⁸

The Local action plan for improving the status of refugees, internally displaced persons, returnees based on the Readmission Agreement, asylum seekers and migrants in need without an established status was in force in Kruševac between 2017 and 2020,¹⁰⁹ however, as mentioned above, a new LAP in this field has not been adopted. As envisaged by the *Law on Migration Management*,¹¹⁰ Kruševac established a **Council for Migration Management** to monitor and report on migrations to CRM, and to propose programmes, measures and activity plans with the aim of efficient migration management. In the City of Kruševac the **Trustee for refugees and migrations** holds the function of Coun-

cil secretary and performs duties entrusted by CRM. In addition to the Trustee, members of the Council include representatives of the municipal administration, police administration, centre for social work, NES, Red Cross and a representative of a healthcare institution. The Coordinator for Roma Issues in Kruševac is not involved in issues related to the reintegration of returnees, and Kruševac still does not have the capacity of the Mobile Roma Inclusion Team.¹¹¹

Activities and services provided by CSOs

There are several civil society organisations in Kruševac that, in cooperation with local institutions and other local or international organisations, through various programmes and projects, provide support to particularly vulnerable social groups, including the category of returnees.

107 Development Programme of the City of Kruševac for 2022 and Programme projections for 2023 and 2024, available at: <https://krusevac.ls.gov.rs/wp-content/uploads/2022/02/program-razvoja-2022.pdf>

108 Local Action Plan for the Social Inclusion of Roma 2021-2023, available at: <https://krusevac.ls.gov.rs/wp-content/uploads/2021/04/LAP-Romi.pdf>

109 Local action plan for improving the status of refugees, internally displaced persons, returnees based on the Readmission Agreement, asylum seekers and migrants in need without an established status 2017-2020, available at: <https://krusevac.ls.gov.rs/wp-content/uploads/2020/07/LAPKS2017-2020.pdf>

110 Law on Migration Management, available at: <https://www.paragraf.rs/propisi/zakon-o-upravljanju-migracijama.html>

111 Internal survey data, submitted by representatives of local institutions for this analysis.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Romani Asvin	066 123 113 romaniasvin@gmail.com Contact persons: Andrijana Mikulović, PR manager, 061 1670 523 Alma Kajtazi, projektni menadžer, 061 6607 543
Red Cross Kruševac	Čolak Antina 36A, Kruševac 037 427 507
“Romski mir” Citizens’ Association Kruševac	Radeta Jašarevića 113, Kruševac Representative: Miroslav Mutatović
“Romani cikna” Citizens’ Association	Jordana Simića 33, Kruševac 037 455 062; 064 1974 199; 060 4550 620 romanicikna.ks@gmail.com
“Palestra” Sports Association for Children and Youth with Special Needs	Branka Perišića 36/4/19, Kruševac 064 1390 282
“REA” Association for Help and Improvement of the Status of Children and Youth with Special Needs	064 1401 728
“Nikola Tesla” Association of Persons with Disabilities	Nikola Tesla bb, Kruševac Contact: Gradimir Milošević
Association of Dystrophy Sufferers of the Rasinski District	Petra Kočića bb, Kruševac 037 461 995 distroficari@open.telekom.rs
Society for Help to Mentally Underdeveloped Persons of the City of Kruševac	Čehovljeva 16, Kruševac 064 2617 639 President: Radomirka Femić
Youth Office Kruševac	Balkanska, Kruševac kzmkruševac.org.rs

Opportunities for improving the employability and employment of returnees

Kruševac has local employment action plans, although they are not publicly available for every year. Various programme documents recognise the Roma as one of the most vulnerable categories of the population regarding their status in the labour market, and as returnees based on the Readmission Agreement are most often members of the Roma community, active labour market policy measures related to Roma and other harder-to-employ population categories also apply to returnees. The *Development Programme of the City of Kruševac for 2022* with projections for 2023 and

2024 states that the *Employment Action Plan* contains plans for the engagement of Roma in public works, and for finding opportunities and mechanisms for permanent employment.¹¹²

Kruševac is one of the six cities in 2022 to receive a Migration Service Centre at the National Employment Service under the pilot project “DIMAK Hotspots” implemented by the German organisation for international cooperation (GIZ). This centre will provide citizens, including returnees based on the Readmission Agreement, information and advice regarding all phases of migration, particularly those related to available types of support for reintegration and employment.

¹¹² Development Programme of the City of Kruševac for 2022 and Programme projections for 2023 and 2024, available at: <https://kruševac.ls.gov.rs/wp-content/uploads/2022/02/program-razvoja-2022.pdf>

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Kruševac Branch	Balkanska 33, 37000 Kruševac 037 412 501 Professional orientation and career planning <hr/> 037 412 519, Marija.Pekic@nsz.gov.rs Additional education and training <hr/> 037 412 551, Milica.Petkovic@nsz.gov.rs ; 037 412 535, Andrijana.Stefanovic@nsz.gov.rs Job-seeking Club <hr/> 037 412 502, Svetlana.Milisavljevic@nsz.gov.rs Subsidies for the unemployed <hr/> 037 412 552, Jelena.Milicevic@nsz.gov.rs
Migration Service Centre of the National Employment Service Kruševac	Balkanska 33, Kruševac Every Tuesday 8:30 to 12:30 or by telephone 063 1117 024

LEBANE

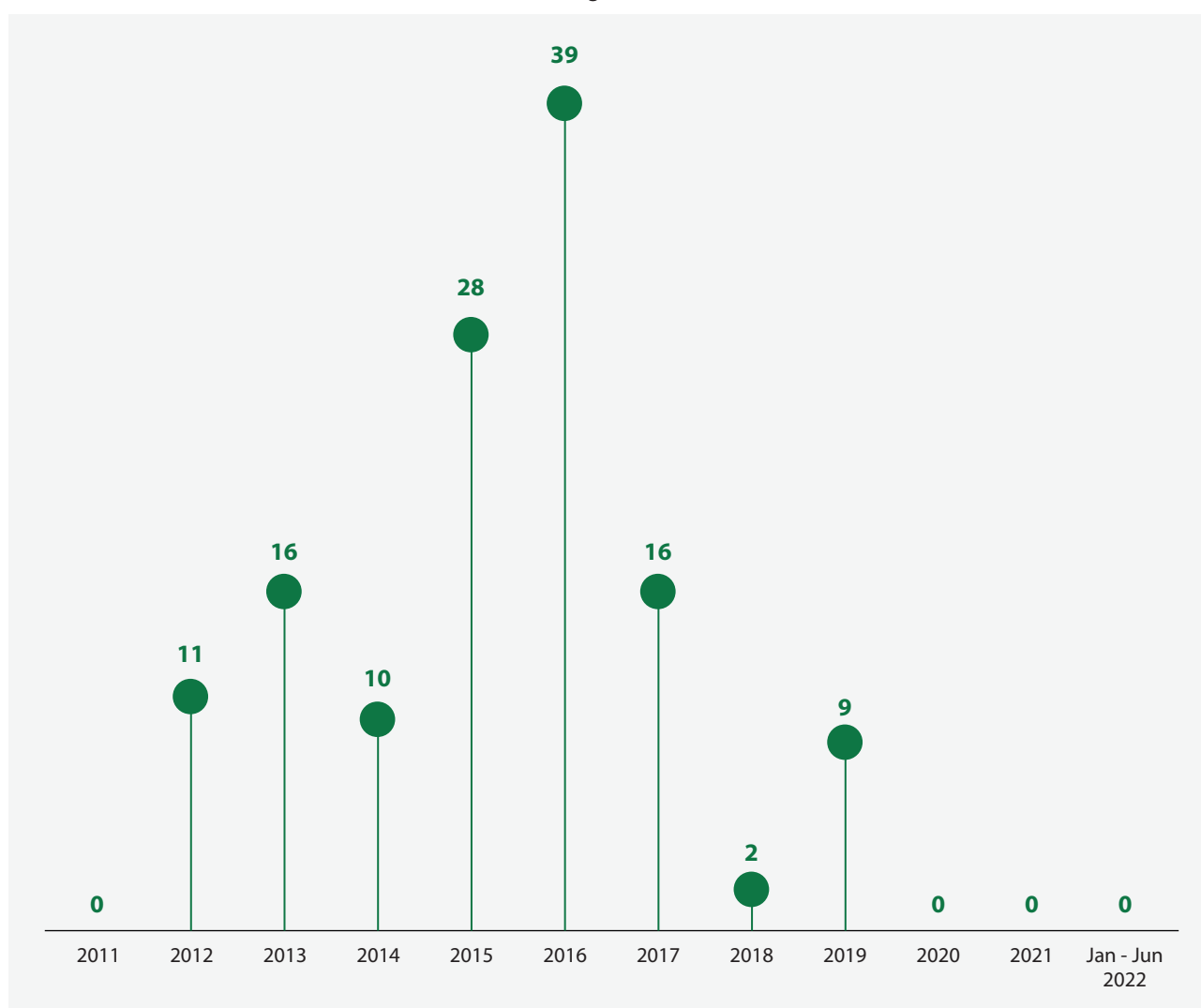
The municipality of Lebane is located in the region of South and East Serbia. According to data from the 2011 Population Census, it has a population of 22,000.¹¹³ During the period starting in 2011, when statistics on the number of returnees started to be monitored at the local level and ending in June 2022, a total of **131** returnees based on the Readmission Agreement were registered within the territory of the municipality of Lebane. The number of registered returnees for each observed year is presented in the following chart.

2021 (including returnees based on the Readmission Agreement).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the “Dečija radost” Preschool Institution with a total of 14 facilities/ kindergartens within the territory of the municipality of Lebane. According to the latest available data, the

Chart 6: Number of returnees based on the Readmission Agreement in Lebane, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, as many as 960 returnees were identified in the municipality of Lebane from 2019 to

total number of children covered by preschool education is 333 (of that number, 147 children are in the preparatory preschool programme).¹¹⁴ The PI “Dečja

¹¹³ Data available at: <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

¹¹⁴ Profile of the municipality of Lebane, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Lebane_EURSRB002002004004.pdf

Educational institutions in the municipality of Lebane

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Dečija radost"
Primary education	Primary schools	PS "Vuk Karadžić"
		PS "Radovan Kovačević - Maksim"
		PS "Radoje Domanović" Bošnjace
	Primary schools that engage a pedagogical assistant	PS "Radovan Kovačević - Maksim"
	Primary and secondary school for the education of students with disabilities and developmental impairments	/
Secondary education	Secondary schools	Gymnasium Lebane
		Secondary Technical School "Vožd Karađorđe"
Adult education	Primary adult education in primary schools	/
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	Secondary Technical School "Vožd Karađorđe"
	Adult education in institutions/ organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

radost" employs two persons as pedagogical assistants, providing additional support to children from vulnerable social groups.

Children from the territory of the municipality attend primary education in three main primary schools with 18 regional classes, while programmes at the secondary education level are available in two secondary schools (one gymnasium and one vocational secondary school). One primary school employs a pedagogical assistant. According to available data, within the territory of the

municipality of Lebane there are no primary or secondary adult education programmes being implemented, while the "Vožd Karađorđe" secondary technical school has various programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and improvement of the status in the labour market.¹¹⁵

According to data from 2018 the municipality of Lebane of has allocated just under RSD 8.5 million for

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Special Service at the Centre for Social Work Lebane
	Day-care for children and youth with disabilities and developmental impairments	Centre for Social Work Lebane

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

115 Annual Adult Education Plan, 2022.

the field of social welfare its budget, amounting to only RSD 419.84 per capita. Of this amount, just over RSD 4 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).¹¹⁶

Regarding allocations for social welfare services only, the municipality of Lebane allocated RSD 200.12 per capita in 2018¹¹⁷, less than half the national average of RSD 454.

Unlike the data from 2018, according to the latest data obtained from representatives of local institutions, the only service that currently exists in the municipality of Lebane is the service of help in the home for children, adults and the elderly.¹¹⁸

Of the total amount intended for material support to families and individuals, 78.3% is allocated for financial handouts (just over RSD 3.5 million), while 21.7% (i.e. under RSD 850 thousand) is allocated for in-kind handouts.¹¹⁹

Availability of local stakeholders with capacities to support the reintegration of returnees

Although there are no available data on the existence of a local action plan aimed at improving the status of refugees, internally displaced persons, and returnees based on the Readmission Agreement, a **Council for Migration Management** has been formed in the municipality of Lebane. The work of this Council involves: the Trustee for refugees and migrations (refers to regulations and proposes measures within migration policy), a representative of the Municipal Administration coordinating the Council and providing logistical and financial support, a representative of the Police Administration (providing information and support in exercising rights under the competence of Mol, proposing measures within migration policy), a representative of the Centre for Social Work (providing information and support in the field of social welfare, proposing measures within migration policy), and a representative of a healthcare institution (providing support in exercising rights in the field of healthcare).¹²⁰

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Coordinator for Roma Issues	Saša Pešić 064 8529 832 spsalepesic84@gmail.com
Free Legal Aid	Tanja Bogdanović, Marko Janković nacelnik@lebane.org.rs
Mobile Team for Roma Inclusion	Cara Dušana 116, Lebane 016 843 710
Centre for Social Work	Cara Dušana 70, Lebane 016 843 203; 016 843 384
Republic Fund for Health Insurance - Lebane branch	Cara Dušana 55, Lebane 016 843 957
Healthcare mediator	Dragana Ibišević, Lebane Health Centre Cara Dušana 70, Lebane 016 843 030; 016 843 124 dzlebane@gmail.com

116 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

117 Ibid.

118 Internal survey data submitted for this analysis.

119 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://sociojalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

120 Internal survey data, submitted by representatives of local institutions for this analysis.

The work of this Council, on the other hand, does not include representatives of licensed providers of social welfare services, the NES branch, Coordinator for Roma Issues, representatives of educational institutions and other relevant institutions. Although a **Mobile Team for Roma Inclusion** formally exists, the representative of this team does not take part in the work of the Council. The **Roma Coordinator**, as a member of the Mobile Team, has independently taken on the duty of working with returnees and their key role lies in providing support in connecting with institutions and donors that help returnees in various ways.¹²¹ It is important to note that the *Local action plan for the social inclusion of Roma in the municipality of Lebane 2019-2021*¹²² has expired, and a new LAP has not been adopted (or information on this is not publicly accessible).

Regarding cooperation among institutions and organisations in implementing migration policy in the municipality of Lebane, it has been assessed as good, without any identified obstacles, noting the exchange of information and provision of support to returnees is happening in line with existing capacities and competences.¹²³

Contact information for key institutions providing information and support to returnees on various issues can be found in the following table.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
"Herc" Roma Association	Saša Pešić Jablanička 5, Lebane 063 8339 539 spsalepesic84@gmail.com
EHO	Saša Pešić – Local associate for integration Jablanička 5, lebane 063 8339 539 spsalepesic84@gmail.com
Red Cross Lebane	Cara Dušana 55, Lebane 016 843 877; 064 3588 666

Activities and services provided by CSOs

The municipality of Lebane has several civil society organisations that provide support to particularly vulnerable groups, including the category of returnees. The local Red Cross office is certainly a particularly important organisation regarding support to vulnerable social groups. The "Herc" Roma Association, with support from institutions, has been providing professional and administrative assistance to returnees with obtaining personal IDs, administrative assistance in making use of social welfare services, and the association also provided professional and administrative support during the enrolment/return of children to school. Furthermore, the EHO organisation from Novi Sad, with the assistance of a local integration associate in the municipality of Lebane, provided support to returnees in the form of providing lacking household appliances.¹²⁴

Opportunities for improving the employability and employment of returnees

A Local Employment Action Plan has been adopted in April 2021 with particular attention given to harder-to-employ categories of the population, and returnees are certainly one such group. In mid-2021 the municipality of Lebane and the National Employment

121 Ibid.

122 Local action plan for the social inclusion of Roma in the municipality of Lebane 2019-2021, available at: <https://www.lebane.org.rs/wp-content/uploads/LAP-Lebane-finalni-nacrt.pdf>

123 Internal survey data, submitted by representatives of local institutions for this analysis.

124 Internal survey data, submitted by representatives of local institutions for this analysis.

Service have signed an Agreement regulating their mutual rights and obligations in implementing envisaged active labour market policy measures (professional practice, subsidies for self-employment and public works) for 2021, involving allocations to the amount of RSD 12.5 million.¹²⁵ Newer data for the current year are not publicly available.

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Lebane branch (Employment Bureau)	Cara Dušana 66, Lebane 016 843 183
Job-seeking Club at the NES	Cara Dušana 66, Lebane 016 216 492 job-club@le.sbb.rs

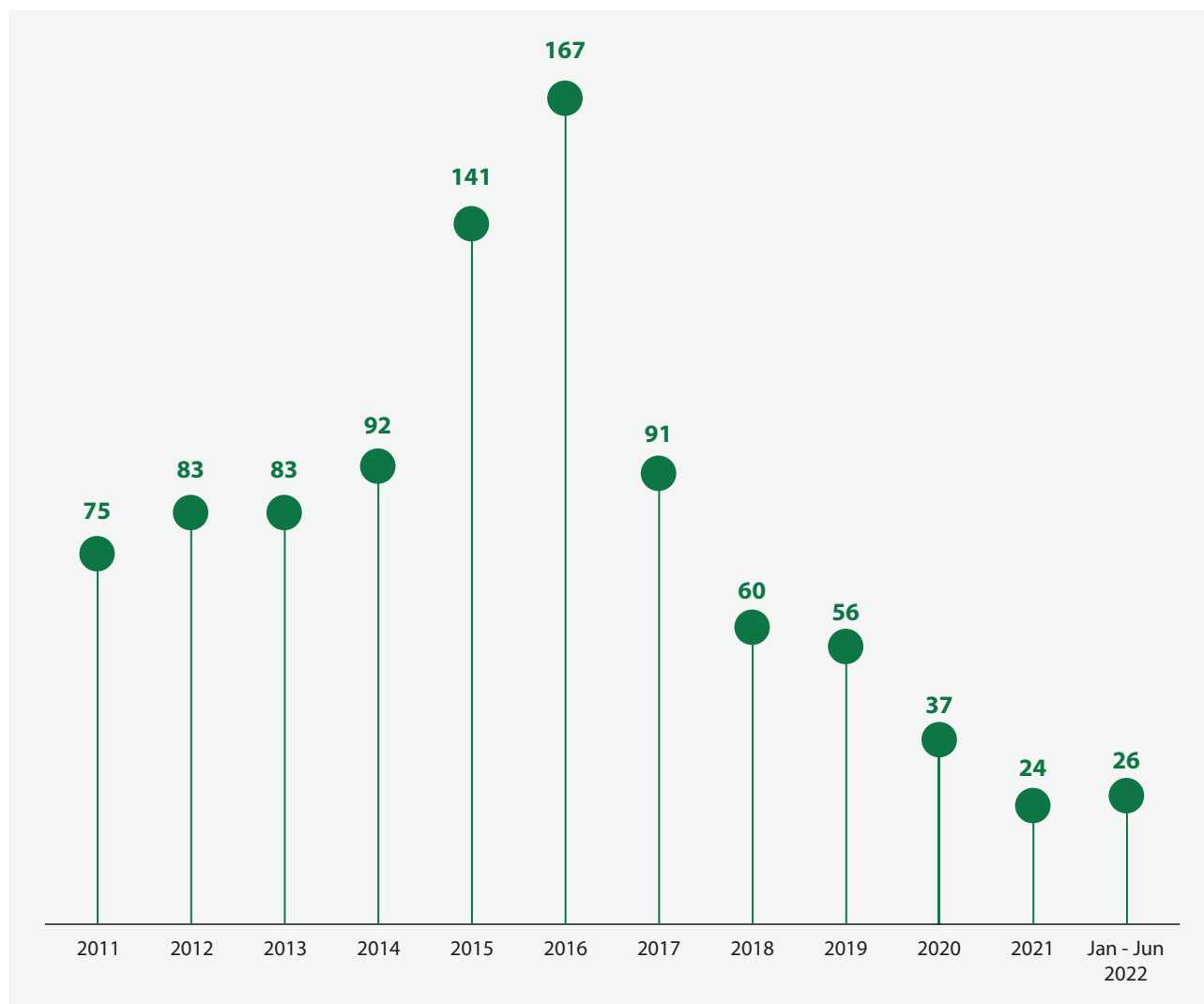
125 <https://www.infocentarjug.rs/opstina-lebane-i-insz-izdvojile-125-miliona-za-zaposljavanje/>

NIŠ

Niš is a city in the region of South and East Serbia that represents the administrative centre of the south-eastern part of Serbia and the Nišavski district. According to the 2011 Population Census it has a population of 260,237 and it is the third city in Serbia by population size. Since 2011, when the statistics of the number of returnees on the local level started being monitored, the total number of registered returnees based on the Readmission Agreement in this city was **935**. The following chart shows the number of returnees by year.

Improving the status of returnees is regulated by a number of local strategic documents and regulations, the most important being the Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission in the city of Niš 2018-2022, the Local action plan for the social inclusion of Roma 2020-2023 and the Local employment action plan of the City of Niš 2021-2023.¹²⁶ These documents define measures and activities for improving their status in the fields of education, employment,

Chart 7: Number of returnees based on the Readmission Agreement in Niš, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, as many as 1500 returnees were identified in Niš from 2019 to 2021 (including returnees based on the Readmission Agreement).

social welfare and healthcare, and housing. Key problems recognised for returnees based on the Readmission Agreement in their daily lives are unresolved housing issues, unemployment, and inadequate/irregular

126 The above documents are available for download on the website of the City of Niš: <http://www.eservis.ni.rs/propisi/>

Educational institutions in Niš

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI „Pčelica“ ¹²⁷
Primary education	Primary schools	35 primary schools ¹²⁸¹²⁹
	Primary schools that engage a pedagogical assistant	PS “Kralj Petar I”
		PS “Vuk Karadžić”
		PS “Sreten Mladenović Mika”
		PS “Radoje Domanović”
Primary and secondary school for the education of students with disabilities and developmental impairments	PS “Ivan G. Kovačić” ¹³⁰	
	“Bubanj” Special School “14. oktobar” Niš Special School	
Secondary education	Secondary schools	4 gymnasiums
		16 vocational secondary schools ¹³¹
Adult education	Primary adult education in primary schools	PS “Vuk Karadžić”
		PS “Njegoš”
	Secondary education in secondary schools	Art School
		CTS “Neimar”
	Retraining, additional training and specialisation programmes implemented in secondary schools	In a majority of vocational secondary schools ¹³²
Adult education in institutions/ organisations that hold PROE (JPOA) status	1. MD projekt institut d.o.o. 2. People’s Institute Niš 3. Academic Serbian Association	

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

income¹³³, as well as inadequate access to rights and services in the fields of healthcare and social welfare.¹³⁴

127 The list of all kindergartens under PI “Pčelica” is available at: <https://pcelica.edu.rs/spisak-vrtica/>

128 The list of all primary schools in Niš is available at: <https://www.gu.ni.rs/institucije/obrazovanje/osnovne-skole/>

129 Profile of the City of Niš, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Nis_EURSRB002002005001.pdf

130 Local Action Plan for the Social Inclusion of Roma 2020-2023; p. 9

131 The list of all secondary schools in Niš is available at: <https://www.gu.ni.rs/institucije/obrazovanje/srednje-skole/?pismo=lat>

132 Annual Adult Education Plan in the Republic of Serbia for 2022, pp. 63- 67

133 Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission in the City of Niš 2018-2022

134 Local Action Plan for the Social Inclusion of Roma 2020-2023

Availability and capacities of public institutions for the provision of services

The network of institutions in the field of preschool education in Niš is developed within the preschool institution whose facilities (kindergartens) are found within the city territory. The institution does not have persons employed in the post of pedagogical assistant, instead support for children from vulnerable social groups is provided by the Inclusion Team and other staff. This institution does not have the capacities to cover all children aged up to 5.5 years¹³⁵ with preschool education.

Children and youth attend primary and secondary education in 35 primary and 20 secondary schools that also have programmes for adult education. During the past two school years several vocational secondary schools have organised secondary education programmes for adults, while a number of vocational secondary schools have planned to implement programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and improvement of

status on the labour market. Furthermore, several private institutions/organisations that hold PROA (JPOA) status organise various adult education programmes.

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on rights in the field of social welfare within the territory of the City of Niš¹³⁶). According to the latest available data¹³⁷, in 2018 the City of Niš allocated over RSD 438 million for social welfare in its budget, amounting to approximately RSD 1,900 per capita. Of this amount, nearly RSD 99.3 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 386.62 per capita, under the national average of RSD 454.

Of the total amount for material support to families and individuals (over RSD 384 million), 56.9% is allocated

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Special services with the CSW
	Day-care for children and youth in with developmental impairments and disabilities	"Mara" Centre for Social Welfare Services
	Personal assistant	Niveus Tim - based on an implemented public procurement
Support services for independent living	Personal assistance	Centre for independent living of persons with disabilities - based on an implemented public procurement
	Supported living for youth leaving the social welfare system	Centre for Social Work
Accommodation services	Shelter for children	"Duško Radović" Institute for Children
	Shelter for adults and the elderly	Niš Gerontological Centre
	Shelter for victims of violence	Safe house for women and children victims of domestic violence
Counselling services	Counselling Centre	Centre for Social Work
	Family associate	NGO Putokaz

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

135 Profile of the City of Niš, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Niš_EURSRB002002005001.pdf

136 Available at: http://nitoplana.rs/fajlovi/regulativa/soc_zast.pdf

137 Mapping of Social Welfare Services and Material Support under the Competence of Local Self-Government Units in the Republic of Serbia, SIPRU, 2020

for financial handouts (approximately RSD 219 million), while the remainder is intended for in-kind handouts.

According to the latest available data, the total number of social welfare beneficiaries registered with the Centre for Social Work in Niš is 38,520, i.e. 15.2% of the total population.¹³⁸

Availability of local stakeholders with capacities to support the reintegration of returnees

The key institution within the City Administration of the City of Niš dealing with the exercise of rights and care for returnees based on the Readmission Agree-

ment is the **Office for Refugees and Migrations**. The Office staff provide support and assistance to returnees based on the Readmission Agreement in exercising their rights in the field of social welfare, resolving housing issues through various programmes, and they also implement an economic empowerment programme.¹³⁹

As according to all statistical data the majority of returnees based on the Readmission Agreement are Roma, an important role in their reintegration process is that of the **Mobile Team for the Social Inclusion of Roma**, formed in Niš in 2018 as an expert body of the City Council. The work of the Mobile Team includes representatives of the local self-government, the "Sveti Sava" Centre for Social Work, Institute for Public Health, Na-

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Office for refugees and migrations,	TPC „Kalča“, section B, office no. 39 018 526 156; 018 526 157 Workdays 8 AM to 1 PM
City Administration for Social Activities Free Legal Aid City Administration Niš	Vladimir Stamenković 018 249 829 svladimir@gu.ni.rs Miodrag Brešković 018 504 482 miodrag.breskovic@gu.ni.rs
Associations providing free legal support	Centre for Human Rights – Niš Cara Dušana 54 PC "Dušanov Bazar" Kupola, office no. 202 ni_cent@eunet.rs pmihajlenko@yahoo.com "Pravni centar Niš" Citizens' Association for the Protection of Rights and Improvement of Legal Culture, Stanoja Bunuševca 65, Niš 060 141 1180 pravnicentarnis@gmail.com "Osvit" Roma Women's Association Vinaverova 46, Niš 064 203 6147; 018 515 318; anaosvit@gmail.com "Pravilo" Association – PraviLaw Kneginje LJubice 4a/16, Niš (Medijana) 060 516 3540; office@pravilaw.rs
"Sveti Sava" Centre for Social Work Niš	Svetozara Markovića 41, Niš 018 244 881 office@csr-nis.rs
"Mara" Centre for Social Welfare Services	Sestre Baković bb, Niš 018 291 972 centarmara@gmail.com
Health Centre Niš	Vojvode Tankosića 15, Niš 018 503 503; 018 241 047 info@domzdravljanis.co.rs

138 Profile of the City of Niš, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Nis_EURSRB002002005001.pdf

139 Newsletter on the work of the City Administration for Social Activities, available at: <https://www.ni.rs/wp-content/uploads/2022/06/Informator-o-radu-GRADSKJE-UPRAVE-ZA-DRUSTVENE-DELATNOSTI-VI-22.pdf>

tional Employment Service - Niš Branch and civil society organisations. The Mobile Team promotes the direct application of strategic measures in bodies and institutions, visits Roma settlements based on an established plan, cooperates with the National Council of the Roma National Minority and civil society organisations, informs public administration bodies on issues in the implementation of strategic measures, prepares initiatives and projects ensuring cooperation of local organisations and partners in the process of improving the status of Roma, collects data on the achievement of strategic measures.¹⁴⁰

The City of Niš does not currently have a Coordinator for Roma Issues, but the Local action plan for the social inclusion of Roma 2020-2023 envisages systematising the job of coordinator for Roma issues in the City Administration for Social Activities/Department for Social Welfare. The previous Coordinator for Roma Issues was employed based on a contract on temporary and occasional work, and after it expired the duties under their competence were taken over by the coordinator of the Mobile Team, who is also the Trustee for refugees and migrations.¹⁴¹

In the field of healthcare, the City of Niš employs two **healthcare mediators**, providing support to members of the Roma community in exercising their rights and making use of social welfare services.

Activities and services provided by CSOs

Several civil society organisations are active in the City of Niš, providing various forms of support to vulnerable social groups, including returnees, through the implementation of various programmes and projects. During past years these organisations, in cooperation with the city administration and international organisations, have implemented various project activities that included training for the labour market, awarding equipment for entrepreneurship development, providing information on rights and assistance in exercise of rights in various fields, etc.

The data collected for this analysis particularly notes the good cooperation in Niš between the City Administration and **non-government organisation Protekta** in providing legal aid to persons from readmission, namely in initiating non-litigious proceedings before the Basic Court regarding regulation of personal ID

documents. Furthermore, civil society organisations provide services and support programmes for vulnerable social groups, namely: Hotline to help victims of domestic violence ("**Osvit**" **Roma Women's Association**), help for children in education and learning ("**Indigo**" **Group for Youth**), legal advice and legal aid (**NGO Protekta**), programme of secondary raw material collection (**Yurom centar**). The contact information for the above organisations, and other civil society organisations active in the field of human rights, is provided in the following table.

140 Local Action Plan for the Social Inclusion of Roma 2020-2023; p. 9

141 According to information from the survey submitted for this analysis.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
NGO Protekta	TPC Kalča BI-43, Obrenovićeve bb, Niš 018 522 788; 018 514 360; 018 514 361 centar@protecta.org.rs
“Osvit” Roma Women’s Association	Vinaverova 46, Niš 018 515 318 anaosvit@gmail.com
YUROM Centar Niš	Trg Kralja Aleksandra Ujedinitelja 2a, Niš 018 424 6940; 018 421 6456 yuromcentar@sbb.rs
“Indigo” Group for Children and Youth	Vizantijski bulevar 94/30, Niš indigo@indigo.org.rs
ENECA	Prijezdina 6/2, Niš 018 240 306 office@eneca.org.rs
Proaktiv	Obrenovićeve 59/IV/44, 18000 Niš 018 244 894; 060 4 244 894 office@proaktiv.org.rs
UG Roma world	064 6822 530 turkijanredzepi@hotmail.com
Niš Roma Cultural Centre	Pukovnika Rajevskog 1, Niš romskikulturnicentarnis@gmail.com
Centre for Human Rights – Niš	Generala Milojka Lešjanina 12/1, Niš 018 524 332 ni_cent@eunet.rs
KOM 018	Dušanova 78b, 18000 Niš 063 552 430 kom018@hotmail.com
“Pravni centar Niš” Citizens’ Association for the Protection of Rights and Improvement of Legal Culture	Stanoja Bunuševca 65, Niš 060 1411 180 pravnicentarnis@gmail.com
Youth Centre “Zajedno stvaramo”	Branka Krsmanovića bb, Niš 018 225 015 info@zajednostvaramo.rs

Opportunities for improving the employability and employment of returnees

The City of Niš has defined a number of activities in local strategic documents that can contribute to improving the status of returnees based on the Readmission Agreement in the labour market and raising their employability:

- Organisation of professional training, retraining and additional training programmes with the aim of economic empowerment and independence of returnees based on the Readmission Agreement¹⁴²,
- Inclusion in active labour market policy measures that involve subsidies for employment and self-employment, practice programmes, retraining, additional

¹⁴² Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission in the City of Niš 2018-2022

training and specialisation programmes, and other initiatives and forms of employment support (public works, training, information on employment opportunities, etc.)¹⁴³,

- Information on existing active labour market policy measures, organisation of training, introduction of affirmative action in employment programmes, subsidies for employers¹⁴⁴.

The city is implementing various national and local employment programmes in cooperation with NES, including, according to the data collected for this analysis, the most important programmes for the employment of unemployed persons from the category of hard-to-employ, public works, and employment of interns.

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Niš Branch	Ratka Vukićevića 3, Niš 018 501 313
Migration Service Centre Niš, NES	Ratka Vukićevića 3, Niš 018 501 231 mscnis@nsz.gov.rs ; tamara.stojanovic@nsz.gov.rs
Job-seeking Club at the NES branch	Obrenovićeva bb, TPC "Kalča", ground floor, section E, office no. 14 018 235 690
Employment agencies	Kouzon Employment Agency Cara Dušana 54, 18106 Niš (Medijana) 018 523 374 "BOX Poslovi" Student-Youth Cooperative Obrenovićeva bb, TC Kalča, 2nd floor, office no. D 96/1, Niš 069 369 2691, 069 369 2692
Regional Development Agency (RDA) JUG	Balkanska 2, 18000 Niš 018 515 447; 018 522 659

143 Local Employment Action Plan of the City of Niš 2021-2023

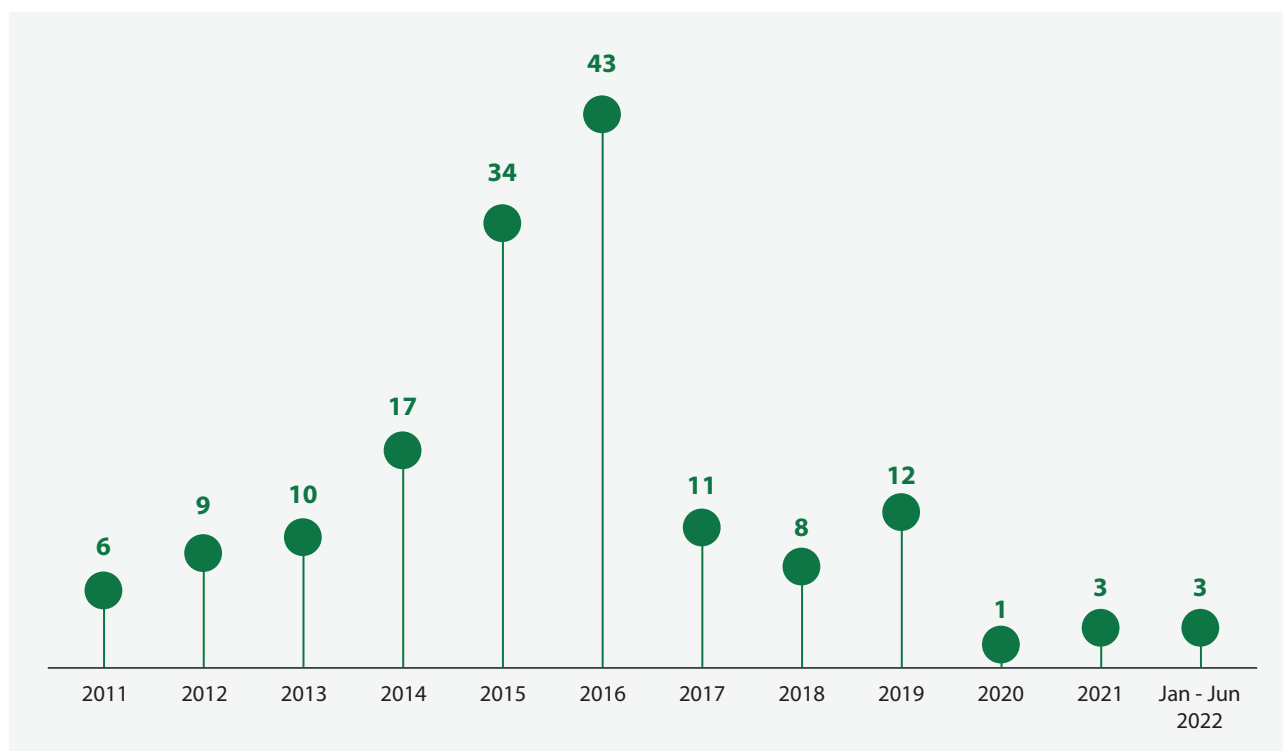
144 Local Action Plan for the Social Inclusion of Roma 2020-2023

PIROT

Pirot is a city in the region of South and East Serbia. According to the latest census from 2011 it has a population of 57,928. Since 2011, when the statistics of the number of returnees on the local level started to be monitored in Serbia, the total number of registered returnees based on the Readmission Agreement in Pirot was **157**. The following chart shows the number of returnees by year.

kindergartens within the territory of the city. The institution engages a pedagogical assistant, their work financed from the national budget¹⁴⁵, and a Professional Team for Inclusive Education, whose work involves the pedagogical assistant. The role of this body is to provide additional educational support for children from vulnerable social groups. According to the latest available data, the total number of children covered by preschool

Chart 8: Number of returnees based on the Readmission Agreement in Pirot, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, a total of 1200 returnees were identified in Pirot 2019 to 2021 (including returnees based on the Readmission Agreement).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the "Čika Jova Zmaj" Preschool Institution with a total of six facilities/

education is 1362 (of that number, 416 children are in the preparatory preschool programme).¹⁴⁶

Children from the territory of the city attend primary education in 4 primary schools with 22 regional classes, while various programmes at the secondary education level are available in 5 secondary schools (a gymnasium and four vocational secondary schools). Three primary schools employ pedagogical assistants providing additional support in education to children from vulnerable social groups.

¹⁴⁵ Available at: <https://www.pucikajovazmaj.rs/%d0%b4%d0%be%d0%ba%d1%83%d0%bc%d0%b5%d0%bd%d1%82%d0%b0-2/>

¹⁴⁶ Profile of the City of Pirot, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Pirot_EURSRB002002006001.pdf

Educational institutions in Pirot

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Čika Jova Zmaj"
Primary education	Primary schools	PS "Vuk Karadžić"
		PS "8. septembar"
		PS "Sveti Sava"
		PS "Dušan Radović"
	Primary schools that engage a pedagogical assistant	PS "Vuk Karadžić"
		PS "8. septembar"
	Primary and secondary school for the education of students with disabilities and developmental impairments	"Mladost" School for Primary and Secondary Education Pirot
Secondary education	Secondary schools	Pirot Gymnasium
		Economic School Pirot
		Technical School Pirot
		Dairy School with Student Dormitory "Dr Obren Pejić"
		Secondary Vocational School
		"Mladost" School for Primary and Secondary Education Pirot
Adult education	Primary adult education in primary schools	PS "Dušan Radović"
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	Economic School Pirot
		Technical School Pirot
		Dairy School with Student Dormitory "Dr Obren Pejić"
Adult education in institutions/ organisations that hold PROE (JPOA) status	Technical School Pirot	

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

According to latest available data, adult education at the primary level is implemented in one school for a total of 45 persons¹⁴⁷, but there are no enrolled attendees at the secondary level of education. Three secondary vocational schools implement different programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and

improvement of the status on the labour market, and one of them, holding PROE (JPOA) status, is implementing additional adult education programmes.

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on social welfare of the City of

147 Profile of the City of Pirot, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Pirot_EURSRB002002006001.pdf

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Red Cross Pirot
	Day-care for children and youth with developmental impairments and disabilities	Association for Assistance to MUDP Pirot
	Personal assistant	Association for Assistance to MUDP Pirot

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

Pirot adopted in 2017). According to the latest available data, in 2018 the City of Pirot allocated over RSD 26 million for social welfare in its budget, amounting to only RSD 476 per capita. Of this amount, approximately RSD 15.6 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 283.86 per capita, far below the national average of RSD 454.

Of the total amount for material support to families and individuals, 24.4% is allocated for financial handouts (approximately RSD 2.6 million), while the remainder is intended for in-kind handouts (approximately RSD 8 million).

According to the latest available data, the share of social welfare beneficiaries in the total population of Pirot is 9.7% (5,077 persons).¹⁴⁸

Availability of local stakeholders with capacities to support the reintegration of returnees

Within the city administration of the City of Pirot the issues of refugees and internally displaced persons, as well as returnees based on the Readmission Agreement, are under the remit of the **Section for social, veteran, disability protection, refugees and displaced persons** under the Department for Non-Economic Activity. The staff of this Section provide support to returnees in exercising their rights in the field of social welfare.

According to the survey data collected for this analysis, the city administration does not have an employee in the post of trustee for refugees and migrations, while the local Council for Migration is comprised of a representative of the municipal administration, police, Centre for Social Work and Red Cross, providing recommendations for defining support plans for returnees in line with their duties.

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Department for social, veteran, disability protection, refugees and displaced persons	Srpskih vladara 82, Pirot 010 305 512 Office no. 12 in the building of the City Administration of Pirot
Coordinator for Roma Issues, CA Pirot Coordinator of the Mobile Team for Roma Inclusion	Radmila Nešić Srpskih vladara 82, Pirot 065 327 3330 radmila.nesic@pirot.rs
Free legal aid in the City Administration of Pirot	010 305 506 snezanapetrovic010@gmail.com Danila Kiša 8, Pirot
Free Legal Aid: Association Club of Young Europeans	010 322 734; 063 242 031; 060 024 2031 klubmladihevropljana@gmail.com

148 Profile of the City of Pirot, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Pirot_EURSRB002002006001.pdf

Having in mind that according to all statistical data the majority of returnees based on the Readmission Agreement are Roma, an important role in their reintegration process upon return is played by the **Coordinator for Roma Issues** and Mobile Team for Roma Inclusion. The Coordinator for Roma Issues provides support to returnees in securing personal ID, writing requests and pleas for exercising their rights and using services in various areas, advice and information on current programmes for returnees and opportunities for involvement in the activities of civil society organisations. **The Mobile Team for Roma Inclusion** implements various activities aimed at improving the status of Roma living in this city. During field visits they work on identifying their needs and informing returnees based on the Readmission Agreement on existing programmes they can join.

Activities and services provided by CSOs

Several civil society organisations are active in the City of Pirot, providing various forms of support to vulnerable social groups, including returnees based on the Readmission Agreement, through the implementation of various programmes and projects.

According to information collected for this analysis, support for vulnerable social groups is provided by civil society organisations implementing various projects (**“Ternipe” Citizens’ Association, Ecumenical Humanitarian Organisation (EHO)** from Novi Sad, **German humanitarian organisation HELP**).

Opportunities for improving the employability and employment of returnees

In accordance with the Local Employment Action Plan of the City of Pirot 2021-2023, as the main instrument for implementing active labour market policies in the city, priority in inclusion in active labour market policies is given to members of vulnerable categories of unemployed persons. However, unlike the established practice of identifying harder-to-employ categories of citizens in the national and local strategic framework and accordingly defining measures and activities to improve their status in the labour market, this strategic document of the City of Pirot does not identify vulnerable categories of the unemployed, instead stating they will be defined under the conditions of specific calls for each individual programme. The action plan plans for the implementation of a public works programme, professional practice, self-employment and training for sought-after professions in the labour market, and the list of target groups show only some of the social groups with an unfavourable status on the labour market (youth, persons with disabilities, Roma, redundant workers, persons in social need, harder-to-employ unemployed persons).

According to data collected for this analysis, returnees based on the Readmission Agreement are involved in the public works programme implemented by the NES branch in Pirot, and programmes of work engagement implemented by the Centre for Social Work. Further-

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
“Ternipe” Citizens’ Association Pirot	Ulica Kneza Lazar 83, Pirot 061 3224 695 nvoternipe@gmail.com
“Lav” Women’s Association	Lava Tolstoja 50/6, Pirot 063 370 177; 061 312 2755 office@lav.org.rs
“PROTECTA” Centre for Civil Society Development	Takovska 24, Pirot 065 491 8681 officepirot@protecta.org.rs
Pirgos Pirot	Dobrice Milutinovića 15, Pirot 010 310 901 office@pirgos.rs

more, additional employment opportunities exist under projects implemented by local civil society organisations with support by international organisations and donors. One noted good practice example is the

implementation of a self-employment programme and the awarding of work equipment for returnees based on the Readmission Agreement, implemented by the German humanitarian organisation HELP.

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Pirot Branch	Knjaza Miloša 59 010 305 011 pisarnica.Pirot@nsz.gov.rs
Job Info centre Pirot	Bogojavljska 3, Pirot 010 501 820 udruzenje.osvezenje@gmail.com
Zip Youth Centre in Pirot	Trg Republike 97 064 275 2248; 063 869 2697; 010 320 310 zipcentar@gmail.com

POŽAREVAC (KOSTOLAC)

The City of Požarevac, its territory also covering the municipality of Kostolac, belongs to the region of South and East Serbia. According to data from the latest Census in 2011, it has a population of 75,334 (with 13,637 of them living in Kostolac).¹⁴⁹ During the period from 2011, when statistics on the number of returnees started to be monitored at the local level in Serbia, until June 2022, a total of **604** returnees based on the Readmission Agreement were registered in Požarevac. The number of registered returnees for each observed year is presented in the following chart.

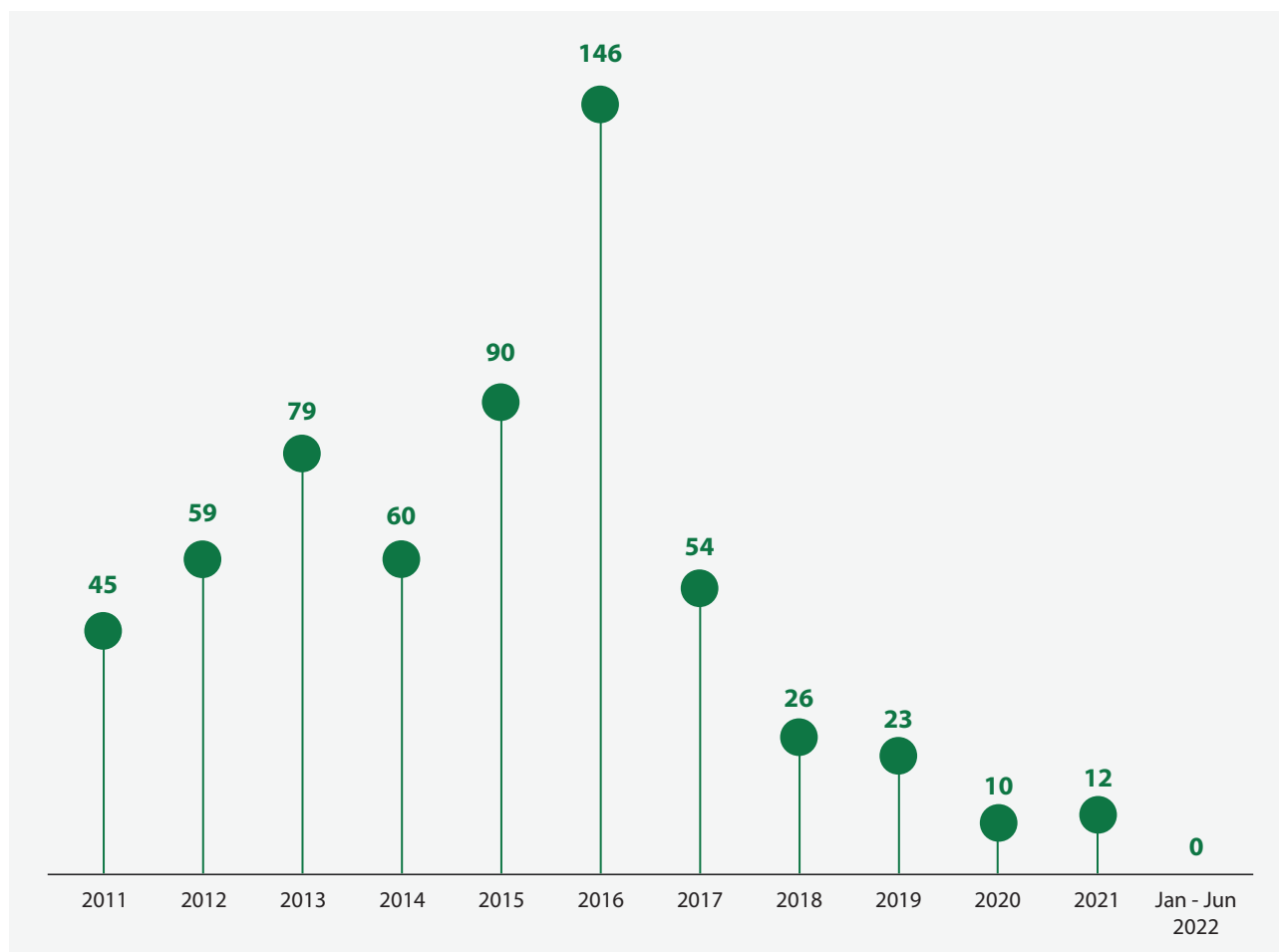
According to internal Council of Europe data collected from local stakeholders, 1,000 returnees were identified in Kostolac from 2019 to 2021 (including returnees based on the Readmission Agreement). The City

of Požarevac has a developed legal and institutional framework that also applies to the municipality of Kostolac, and envisages activities and measures for various vulnerable groups of the population, including returnees based on the Readmission Agreement.¹⁵⁰ Although some of the documents have expired, there is a significant number of relevant strategic and planning documents currently in force.¹⁵¹

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the “Ljubica Vrebalov” Preschool Institution with a total of 23 facilities/ kindergartens within the territory of the city¹⁵² - two of

Chart 9: Number of returnees based on the Readmission Agreement in Požarevac, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

149 <https://www.stat.gov.rs/sr-latn/oblasti/popis/popis-2011/>

150 Data for the entire territory of the City of Požarevac was not collected.

151 <https://pozarevac.rs/strateski-dokumenti/>

152 Profile of the City of Požarevac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Pozarevac_EURSRB002002002001.pdf

Educational institutions in Požarevac/Kostolac

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Ljubica Vrebalov"
Primary education	Primary schools	PS "Vuk Karadžić"
		PS "Desanka Maksimović"
		PS "Sveti Sava"
		PS "Dositej Obradović"
		PS "Kralj Aleksandar I"
Primary education	Primary schools	PS "Miloš Savić" Lučica
		PS "Božidar Dimitrijević Kozica", Bradarac
		PS "Jovan Cvijić" Kostolac
Primary education	Primary schools that engage a pedagogical assistant	/
	Primary and secondary school for the education of students with disabilities and developmental impairments	/
Secondary education	Secondary schools	Požarevac Gymnasium
		"Sonja Marinković" Agricultural School with Students' Dormitory
		Polytechnical School
		Economic-Trade School
		Medical School
		"Stevan Mokranjac" School for Primary and Secondary Musical Education
		"Nikola Tesla" Technical School with Students' Dormitory Kostolac
Adult education	Primary adult education in primary schools	PS "Sveti Sava"
	Secondary education in secondary schools	Sonja Marinković" Agricultural School with Students' Dormitory
		"Nikola Tesla" Technical School with Students' Dormitory Kostolac
		Polytechnical School Economic-Trade School
Retraining, additional training and specialisation programmes implemented in secondary schools	"Sonja Marinković" Agricultural School with Students' Dormitory	
Adult education	Adult education in institutions/ organisations that hold PROE (JPOA) status	"Sonja Marinković" Agricultural School with Students' Dormitory
		"Nikola Tesla" Technical School with Students' Dormitory Kostolac

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

those within the municipality of Kostolac.¹⁵³ According to the latest available data the total number of children covered by preschool education in the City of Požarevac is 2,089,¹⁵⁴ with 344 of them in Kostolac.¹⁵⁵ The preparatory preschool programme covers 547 children¹⁵⁶ (with 111 of them in Kostolac).¹⁵⁷

Children from the territory of the City of Požarevac attend primary education in 8 primary schools (one of them in Kostolac) with 22 regional classes, while various programmes at the secondary education level are available in 7 secondary schools - a gymnasium and six vocational secondary schools (one secondary vocational school is in Kostolac). According to latest available data, adult education at the primary education level is implemented in one primary school for a total of 74 attendees, while at the secondary level of education in four secondary vocational schools (one of them in Kostolac). The "Sonja Marinković" Agricultural School with Students' Dormitory is implementing various programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and improvement of the status on the labour market, and this school also holds PROE (JPOA) status, thus it implements additional adult education programmes.¹⁵⁸ The PROE (JPOA) status is also held by the secondary vocational school in Kostolac - "Nikola

Tesla" Technical School with Students' Dormitory.

Although there is no strategic document for social policy currently in force, the way the field of social welfare is regulated by national legislation represents the relevant framework for the local level.

According to data from 2018, Požarevac (including Kostolac) allocated just over RSD 68.5 million for the entire field of social welfare in its budget, amounting to RSD 941.80 per capita. Of this amount, over RSD 36 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).¹⁵⁹

Regarding allocations for social welfare services only, Požarevac (Kostolac) allocated RSD 496.80 per capita in 2018¹⁶⁰, somewhat over the national average of RSD 454.

According to data submitted by representatives of local institutions, the following services are reported as available in Požarevac (including Kostolac) in 2022: day-care for children, day-care for the elderly, personal assistant to a child, accommodation services in foster families, and counselling services.¹⁶¹

Of the total amount for material support to families and individuals, 80.8% is allocated for financial handouts

Social welfare services, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Personal assistant	NGO Veritas
	Day-care for children and youth with developmental impairments and disabilities	Special service with the CSW - Day-care centre for children and youth with developmental impairments
	Assistance in the home for the elderly	Red Cross Požarevac

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

153 Profile of the municipality of Kostolac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Kostolac_EURSRB002002002003.pdf

154 Profile of the City of Požarevac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Požarevac_EURSRB002002002001.pdf

155 Profile of the municipality of Kostolac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Kostolac_EURSRB002002002003.pdf

156 Profil grada Požarevca, RZS, 2022, dostupno na: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Grad%20Požarevac_EURSRB002002002001.pdf

157 Profile of the municipality of Kostolac, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Kostolac_EURSRB002002002003.pdf

158 Annual Adult Education Plan, 2022.

159 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia – Databases for 2018, SIPRU.

160 Ibid.

161 Internal survey data, submitted by representatives of local institutions for this analysis.

(over RSD 26 million), while the remainder (just above RSD 6 million) is intended for in-kind handouts.¹⁶²

Availability of local stakeholders with capacities to support the reintegration of returnees

The role of local institutions and organisations in the reintegration process of returnees based on the Readmission Agreement is extremely important. A particularly important document regulating this field at the local level is the *Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission 2021-2025*. The overall goal of this document is improving the social and material status of refugees, IDPs and returnees based on the Readmission Agreement within the territory of the City of Požarevac (including Kostolac), by resolving their housing needs and promoting the economic empowerment of persons that belong to these social groups. The recognised key local stakeholders for the implementation of this LAP are:

- **CRM Trusteeship for Refugees** - working on resolving the issue of the status and recognising key issues that affect refugees, IDPs and returnees based on the Readmission Agreement, and the implementation of aid projects and programmes in partnership with local and international donors;
- **Centre for Social Work** - provides refugees, internally displaced persons and returnees assistance in accessing and exercising rights in the field of social welfare, in accordance with the Law on Social Welfare and Decision on Social Welfare of the City of Požarevac;
- **Red Cross** - in addition to regular programmes, as part of the Soup Kitchen it prepares and distributes one hot meal per day for refugees, internally displaced persons and returnees based on readmission in the territory of the City of Požarevac (that comply with the conditions for making use of this form of aid), as well as the distribution of clothing, footwear and hygiene packages;
- **National Employment Service, Požarevac Branch** - as part of its regular activities, it records and provides assistance in the employment of refugees, IDPs and returnees based on the Readmission Agreement;
- **Roma Association** - assistance with obtaining documents, the distribution of foodstuffs and hygiene packages for all their members belonging to the group of refugees, internally displaced persons or returnees based on the Readmission Agreement.¹⁶³

The City of Požarevac also has a *Local action plan for the social inclusion of Roma 2021-2023* currently in force, drafted under the programme IPA 2016 “EU support for Roma inclusion - Empowering local communities for Roma inclusion”. This programme was financially supported by the European Union and implemented by the Standing Conference of Towns and Municipalities, with the Ministry of Labour, Employment, Veteran and Social Affairs as the main beneficiary.¹⁶⁴ Požarevac has a **Mobile Roma Inclusion Team**, its representatives are not members of the local **Council for Migrations**, but they provide information and referrals to institutions competent for the exercise of certain rights, analyse the existing situation and issues faced by Roma, implement various programmes and activities intended for socially vulnerable families.¹⁶⁵

Regarding the involvement of various local stakeholders in the implementation of local policies, programmes and projects, as well as mutual cooperation, the representatives of local institutions note there is cooperation between the institutions and local civil society organisations. “Local Roma NGOs have been included in the drafting of projects in the field of social inclusion of Roma and returnees implemented by the City of Požarevac and City Municipality of Kostolac, always as consulting partners, and very often as partner organisations during application and subsequent implementation. They are nearly always members of project teams and, depending on the activity, key for their implementation. All Roma NGOs from the territory of the City of Požarevac are part of the working group for drafting the LAP for the social inclusion of Roma. They are also members of local teams formed under various projects

162 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020, available at: https://socijalnoukljucivanje.gov.rs/wp-content/uploads/2020/09/Mapiranje_usluga_socijalne_zastite_i_materijalne_podske_u_nadleznosti_JLS_u_RS.pdf

163 Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission 2021-2025, available at: <https://pozarevac.rs/wp-content/uploads/2011/11/4.-LAP-za-interno-raseljena-lica.pdf>

164 Local Action Plan for the Social Inclusion of Roma 2021-2023, available at: <https://pozarevac.rs/wp-content/uploads/2011/11/LAP-Romi-2021-2023.pdf>

165 Internal survey data, submitted by representatives of local institutions for this analysis.

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Trustee for refugees of the city of Požarevac	Jelena Vukotić 063 8525 899 jvukotic@pozarevac.rs
Centre for Social Work Požarevac	Moše Pijade 27, Požarevac 012 223 681; 012 531 602; 012 531 601 pozarevac.csr@minrzs.gov.rs
	Head of the User Protection Service Biljana Ignjatović biljana.ignjatovic@czsrspozarevac.rs
	Head of the Legal Affairs Service Biserka Todorović biserka.todorovic@czsrspozarevac.rs
Register providers of free legal aid	Tanja Mrdak 012 539 790 tmdak@pozarevac.rs Dragana Živković dragana.zivkovic@pozarevac.rs

that gather all institutions dealing with Roma issues (Local Team for Early Development, Team for Fair Education, Institutional Working Group of the ROMACTED Programme...). Representatives of Roma nationality are also included in the legislative and executive authorities in CM Kostolac, and in the work of assembly working bodies, committees and councils.”¹⁶⁶ On the other hand, the most frequent obstacles in cooperation are said to be excessive expectations regarding solutions to problems faced by Roma (including returnees).¹⁶⁷

of Roma”, “Inclusion of Roma and other marginalised groups in Serbia” and a programme by the international organisation HELP for obtaining construction material for adapting houses and obtaining equipment for self-employment.¹⁶⁸

Activities and services provided by CSOs

There are several civil society organisations in the city of Požarevac (also covering the territory of the municipality of Kostolac) that, in cooperation with local institutions and other local or international organisations, through various programmes and projects, provide support to particularly vulnerable social groups, including the category of returnees. In addition to local organisations, the survey submitted by representatives of local institutions lists several projects being implemented in Požarevac/Kostolac by various international organisations, in cooperation with local partners: the project “EU support for improving the living conditions

¹⁶⁶ Ibid.

¹⁶⁷ Ibid.

¹⁶⁸ Internal survey data, submitted by representatives of local institutions for this analysis.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Roma Association of the Braničevski District	Moše Pijade bb, Požarevac Mailing address: Zviška 13, Požarevac 060 6213 783; 012 510 057 office@urbo.rs
“Vasilika” Association of Women of the Braničevski District	Moše Pijade bb, Požarevac 012 213 783 romkinjepozarevac@gmail.com
Rom Kostolac Association	Trg bratstva i jedinstva 1, Kostolac 065 2242 696 drustvoromkostolac@gmail.com
Red Cross Požarevac	Takovska 6, Požarevac 012 542 069
“radna mala” Roma Association	Uzun Mirkova bb, Požarevac 012 550 067 bankovic.agency@gmail.com 012 513 783
Roma Educational Centre Požarevac	064 3386 937
“Fortuna” Association for Assistance to PWD	Hajduk Veljkova 301, Požarevac
NGO Veritas	T. C. Barili bb, Požarevac
Society for Cerebral and Child Paralysis	dcdp.po@gmail.com radmilastjepovic@yahoo.com 012 222 422 Contact person: Radmila Stjepović
Intermunicipal Organisation of the Blind and Vision-Impaired	Draž Markovića 17, Požarevac 012 221 938
Association for help to mentally underdeveloped and autistic persons of the City of Požarevac	Moše Pijade bb, Požarevac
Šansa Citizens’ Association	Braničevski sver 2/27, Požarevac 062 527467 http://www.sansa.org.rs/

Opportunities for improving the employability and employment of returnees

Although there is no publicly available information on the existence of a Local Employment Action Plan currently in force, in previous local employment action plans, as in the case of other local self-governments, particular attention was paid to harder-to-employ categories of the population, and returnees (especially re-

turnees based on the Readmission Agreement) certainly are one such group. In the *Local action plan for the social inclusion of Roma from the territory of the City of Požarevac 2021-2023* the field of employment is a priority area, having in mind the unfavourable status of this population in the labour market.¹⁶⁹ Finally, representatives of local institutions have particularly noted the project titled “Development of Roma entrepreneurship aimed at sustainable employment of Roma” implemented within the territory of Požarevac (including Kostolac), contributing

169 Local Action Plan for the Social Inclusion of Roma from the territory of the City of Požarevac 2021-2023, available at: <https://pozarevac.rs/wp-content/uploads/2011/11/LAP-Romi-2021-2023.pdf>

to improving the status of the Roma population, as well as returnees based on the Readmission Agreement (who are very often members of the Roma community).¹⁷⁰

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Požarevac Branch	Šumadijska 31, Požarevac 012 538 100
	Professional orientation and career planning 012 538 103 milica.dabic@nsz.gov.rs
	Additional education and training 012 538 118 boban.milosevic@nsz.gov.rs
	Subsidies for the unemployed 012 538 102 natasa.jezdimirovic@nsz.gov.rs
National Employment Service - Kostolac Branch	Trg bratstva i jedinstva bb, Kostolac 012 243 383

¹⁷⁰ Internal survey data, submitted by representatives of local institutions for this analysis.

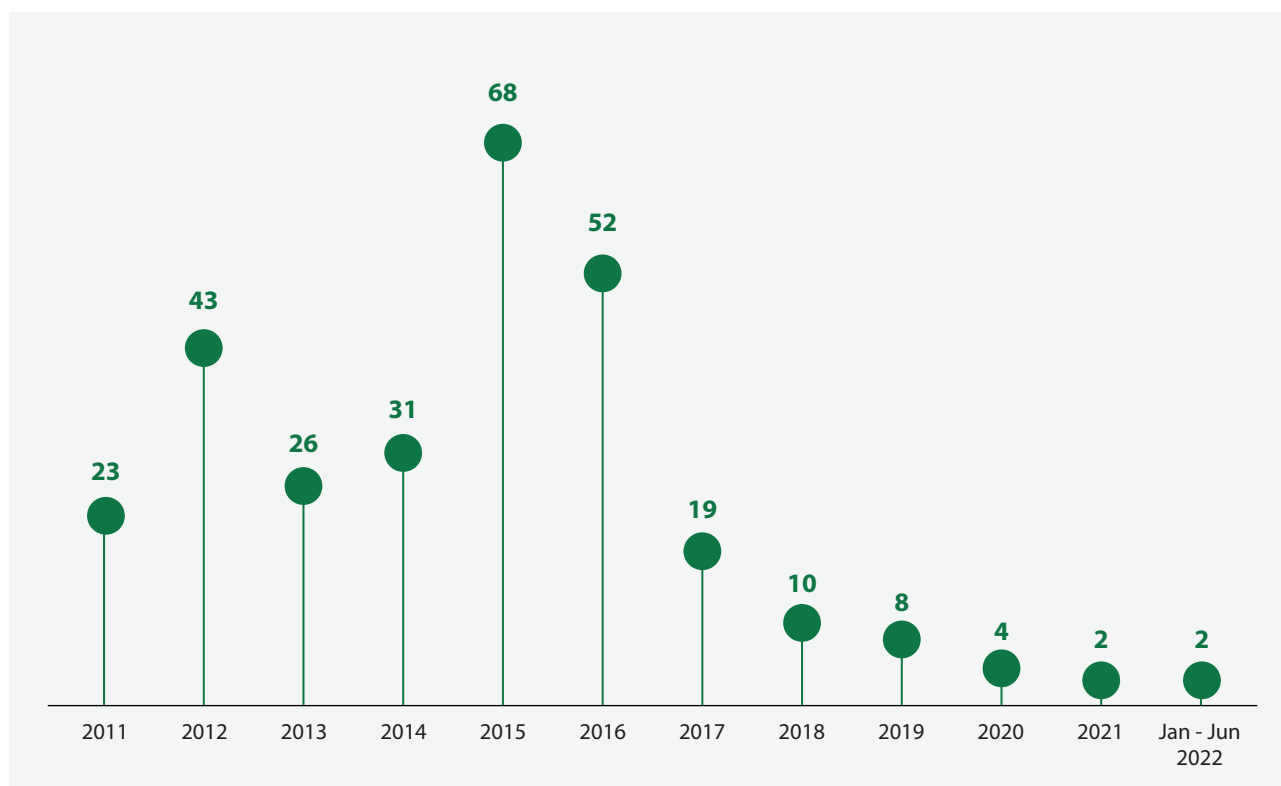
PROKUPLJE

Prokuplje is a city in the region of South and East Serbia and represents the administrative centre of the Toplički district. According to the 2011 Population Census it has a population of 44,419. Since 2011, when the statistics on the number of returnees at the local level started to be monitored, the total number of registered returnees based on the Readmission Agreement in this city was **288**. The following chart shows the number of returnees by year.

tory preschool programme. The institution engages a pedagogical assistant that provides additional support to children from vulnerable social groups.

Children from the territory of the city attend primary education in seven primary schools (including a primary school for children with disabilities and developmental impairments), and secondary education in four secondary schools (a gymnasium and three vocational

Chart 10: Number of returnees based on the Readmission Agreement in Prokuplje, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, as many as 250 returnees were identified in Prokuplje 2019 to 2021 (including returnees based on the Readmission Agreement).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in a preschool institution with a total of four facilities/kindergartens within the territory of the city. In addition to these four kindergartens, the premises of two primary schools in the city and premises in schools in villages that belong to the territory of the city are used to organise the prepara-

secondary schools). Three primary schools employ pedagogical assistants providing additional support in education to children from vulnerable social groups.

According to the latest available data, adult education at the primary level is being implemented in the school for primary adult education as one of 11 such institutions in Serbia, and all 124 attendees enrolled in the 2021/2022 school year are members of the Roma national minority.¹⁷¹ All three vocational secondary schools implement various programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and for improving the status on the labour market. **The “15. maj” Technical**

Educational institutions in Prokuplje

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Neven"
Primary education	Primary schools	PS "Nikodije Stojanović Tatko"
		PS "Ratko Pavlović Čičko"
		PS "Milić Rakić Mirko"
		PS "9. oktobar"
		PS "Vuk Karadžić"
		PS "Svetislav Mirković Nenad"
Primary schools that engage a pedagogical assistant	PS "9. oktobar"	
	PS "Nikodije Stojanović Tatko"	
	PS "Milić Rakić Mirko"	
Primary school for the education of students with disabilities and developmental impairments	PS "Sveti Sava"	
Secondary education	Secondary schools	Gymnasium
		"Dr Aleksa Savić" Medical School
		"15. maj" Technical School
		"Radoš Jovanović Selja" Agricultural School
Adult education	Primary adult education in primary schools	"Tihomir Stanković" School for Primary Adult Education
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	"Dr Aleksa Savić" Medical School
		"15. maj" Technical School
		"Radoš Jovanović Selja" Agricultural School
Adult education in institutions/ organisations that hold PROE (JPOA) status	"15. maj" Technical School	

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

School, holding PROA (JPOA) status, also implements additional adult education programmes, and returnees based on the Readmission Agreement have been identified as potential attendees. Training will be organised for 124 attendees for manufacturing parts on a CNC lathe/CNC grinder and for tailoring work.¹⁷²

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on social welfare of the City of Prokuplje, adopted in 2019). According to the latest available data¹⁷³, in 2018 the City of Prokuplje allocated over RSD 19 million for social welfare in its

172 Training is being organised in cooperation between the City of Prokuplje and the Swiss Agency for Development Cooperation (SDC). Information available in the Annual Adult Education Plan of the Republic of Serbia for 2022.

173 Mapping of Social Welfare Services and Material Support under the Competence of Local Self-Government Units in the Republic of Serbia, SIPRU, 2020

Social welfare services at the local level, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	NGO Inkluzija danas in cooperation with the Health Centre of Prokuplje
	Day-care for children and youth in with developmental impairments and disabilities	Association of Muscular and Neuromuscular Disease Sufferers of the Toplički District
	Personal assistant	NGO Inkluzija danas

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

budget, amounting to RSD 457 per capita. Of this amount, RSD 16.2 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 388.94 per capita, under the national average of RSD 454.

According to data from the survey collected for this analysis, Prokuplje offers the service of personal assistance for adults with disabilities.

Of the total amount for material support to families and individuals (nearly RSD 3 million), almost 65% is allocated for financial handouts (approximately RSD 1.85 million), while the remainder is intended for in-kind handouts.

According to the latest available data, the total number of social welfare beneficiaries registered with the Centre for Social Work Prokuplje is 3,256, i.e. 8.2% of the total population.¹⁷⁴

Availability of local stakeholders with capacities to support the reintegration of returnees

The Trustee for refugees and migrations in Prokuplje is employed with the city administration, in the Department for Social Activities/Section for refugees, exiled and displaced persons and minority rights. The Trustee, in cooperation with CRM, makes decisions on solving issues faced by refugees, internally displaced persons and returnees based on the Readmission Agreement, collects data and keeps record of these persons, and continuously monitors public calls for funding projects aimed at improving the living conditions of members of these social groups.

According to data from the survey collected for this analysis, Prokuplje did not form a local council for migrations, and returnees can obtain all information on the exercise of their right and use of services at the Service Centre of the city administration.

An important role in the process of Roma reintegration after returning to Serbia is that of the Office for Roma

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
City Administration Prokuplje Department for Social Activities/ Section for refugees, exiled and displaced persons and minority rights	Nikodija Stojanovića 2, Prokuplje 027 322 730
Free legal aid in the City Administration of Prokuplje Nikola Stojanović	062 226102 nikolastojanovick@gmail.com
Centre for Social Work Prokuplje	Takovska bb, Prokuplje 027 321 757

¹⁷⁴ Profile of the City of Prokuplje, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Prokuplje_EURSRB002002009001.pdf

Affairs, Coordinator for Roma Issues, and Mobile Team for Roma Inclusion. **The Office for Roma Affairs**, managed by the **Coordinator for Roma Issues**, was opened to provide support to the Roma population in resolving issues they face in their daily lives and in exercising their rights in the fields of healthcare, education, social welfare and employment. In cooperation with city institutions and civil society organisations, the Office provides advice and help in obtaining personal ID, exercising the right to discounts when paying bills and the right to social assistance, support regarding court proceedings and legalisation, support during the enrolment of children in schools, and support with employment. The **Mobile Team for Roma Inclusion** also provides support to members of the Roma community in solving issues in various areas.

Activities and services provided by CSOs

Several civil society organisations are active in the City of Prokuplje, providing various forms of support to vulnerable social groups, including returnees, through the implementation of various programmes and projects.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Educational Humanitarian Organisation, Prokuplje	Dragoljuba Radosavljevića 90, Prokuplje 027 329 133; 027 329 033 ehopk.office@gmail.com
Prokuplje Roma Association Social Centre Prokuplje	Solunska BB, 18400 Prokuplje 063 321 433
Prokuplje Roma Society	Milena Jovanovića bb/22, Prokuplje 063 464 185 drustvoromapk@mts.rs
"Carina" Roma Association	Koste Vojinovića 22, Prokuplje

Opportunities for improving the employability and employment of returnees

The local planning document in the field of employment for 2021-2023 represents the most important strategic document defining measures and activities in the field of employment in Prokuplje. Returnees based on the Readmission Agreement are recognised by this document as a harder-to-employ category, thereby having priority in inclusion under active labour market policy measures implemented by the NES branch in Prokuplje, in cooperation with the City Administration of the City of Prokuplje.

Additional forms of support for improving the status of returnees in the labour market were made possible through training and other activities implemented under various projects by the civil society organisations mentioned under the previous heading.

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Prokuplje Branch	Cara Lazara 49, Prokuplje 027 320 000
Regional Development Agency (RDA) JUG	Balkanska 2, Niš 018 515 447; 018 522 659
Prokuplje Roma Association Social Centre Prokuplje	Solunska BB, 18400 Prokuplje 063 321 433

SUBOTICA

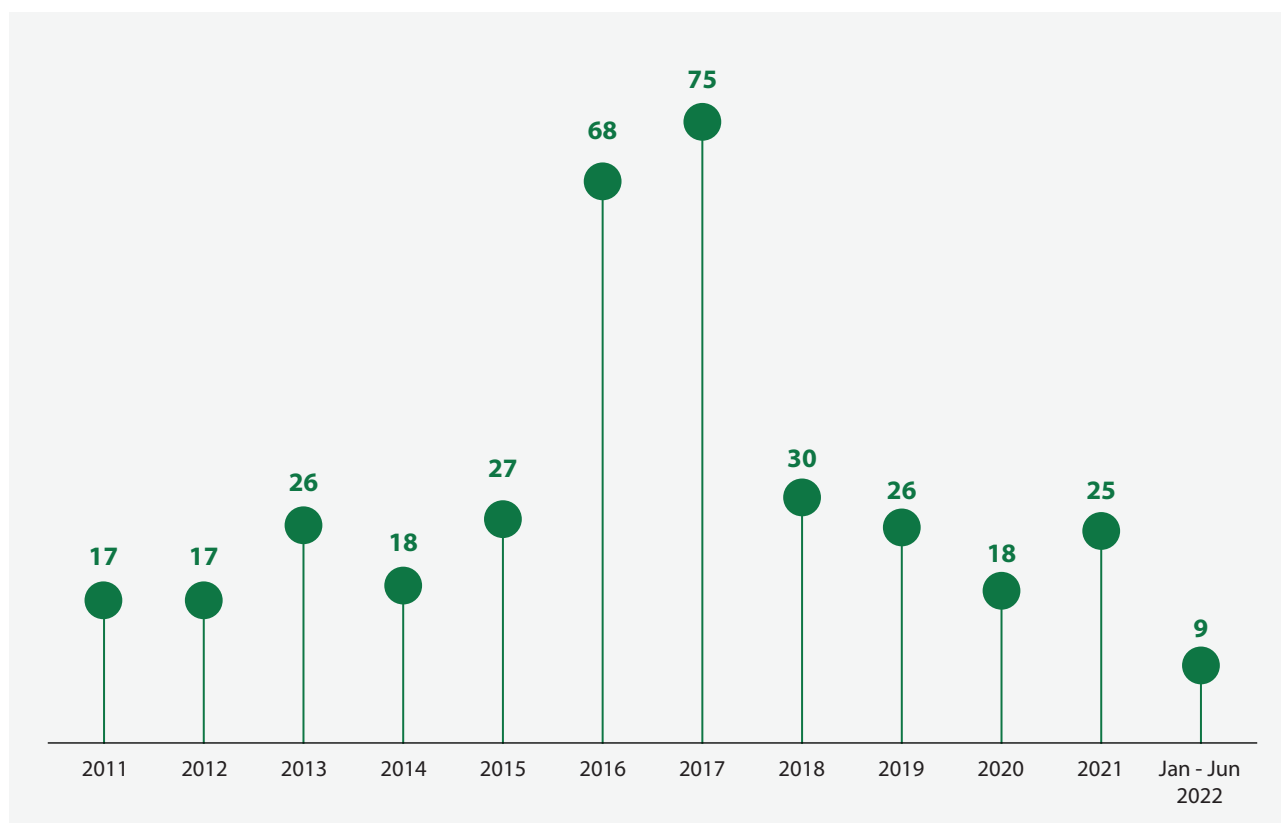
Subotica is a city in the region of Vojvodina, the administrative centre of the North Bačka District and according to the 2011 Population Census it has a population of 151,554. Since 2011, when the statistics of the number of returnees on the local level started to be monitored, the total number of registered returnees based on the Readmission Agreement in this city was **356**. The following chart shows the number of returnees by year.

insurance), insufficient and inadequate incentives for integration, as well as passivity among members of this community in the local community.¹⁷⁵

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the “Čika Jova Zmaj” Pre-

Chart 11: Number of returnees based on the Readmission Agreement in Subotica, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, a total of 350 returnees were identified in Subotica during the period 2019 to 2021 (including returnees based on the Readmission Agreement).

Local regulations and public policies recognise the key problems of returnees based on the Readmission Agreement in this city to be unresolved housing issues, unemployment, lack of funds, issues in exercising rights in various areas (documents, healthcare and social welfare, rights in pension and disability

school Institution with a total of 55 facilities/kindergartens within the territory of the city. According to the latest available data, the total number of children covered by preschool education is 4789 (of that number, 1,145 children are in the preparatory preschool programme).¹⁷⁶

Children from the territory of the city attend primary education in 20 primary schools with 22 regional classes, while various programmes at the secondary education level are available in 10 secondary schools (two gymnasiums and eight vocational secondary

¹⁷⁵ Local action plan for improving the status of refugees, internally displaced persons and returnees in the city of Subotica 2017-2021, available at: http://www.eupropisi.com/dokumenti/iseljeniSU37_17.pdf

¹⁷⁶ Profile of the City of Subotica, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Subotica_EURSRB001002005001.pdf

Educational institutions in Subotica

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Naša radost"
Primary education	Primary schools	20 primary schools ¹⁷⁷
	Primary schools that engage a pedagogical assistant	PS "Đuro Salaj"
		PS "Sečenji Ištvan"
		PS "Matko Vuković"
	Primary and secondary school for the education of students with disabilities and developmental impairments	"Žarko Zrenjanin" Primary and Secondary School
		"Dositej Obradović" School Centre with Student Dormitory
Secondary education	Secondary schools	10 secondary schools ¹⁷⁸
Adult education	Primary adult education in primary schools	PS "Jovan Jovanović Zmaj"
	Secondary education in secondary schools	Chemical and Technological School Subotica
	Retraining, additional training and specialisation programmes implemented in secondary schools	Chemical and Technological School
		"Ivan Sarić" Technical School
		"Bosa Miličević" Economic School
	Polytechnical School	
	Adult education in institutions/ organisations that hold PROE (JPOA) status	Polytechnical School Subotica

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

schools). Three primary schools employ pedagogical assistants providing additional support in education to children from vulnerable social groups.

According to the latest data, adult education at the level of primary education is being implemented in one primary school for a total of 103 persons (80 attendees are members of the Roma national minority)¹⁸⁰, while a curriculum at the secondary education level is organised in one vocational secondary school. Four secondary vocational schools implement different programmes for retraining, additional training and specialisation with the aim of acquiring competences and qualifications for personal and professional development and improvement of the status on the labour market, and one of them, holding PROE (JPOA) status, is implementing additional adult education programmes.

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on the exercise of rights in the field of social welfare under the competence of the City of Subotica). According to the latest available data, in 2018 the City of Subotica allocated RSD 158 million for social welfare in its budget, amounting to approximately RSD 1,150 per capita. Of this amount, approximately RSD 66.5 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 482.27 per capita, slightly above the national average of RSD 454.

177 Annual Adult Education Plan in the Republic of Serbia for 2022

178 The list of all primary schools is available at: <https://osnovneskole.edukacija.rs/drzavne/subotica>

179 The list of all secondary schools is available at: <https://srednjeskole.edukacija.rs/drzavne-srednje-skole/svi-gradovi/subotica>

180 Annual Adult Education Plan in the Republic of Serbia for 2022

Social welfare services at the local level, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	NVO Caritas "Otvorena zaštita" Gerontological Centre/Nursing home for the elderly
	Day-care for children and youth with developmental impairments and disabilities	Children's Dormitory Kolevka (social enterprise)
	Day-care for adults with developmental impairments and disabilities	Children's Dormitory Kolevka (social enterprise)
	Personal assistant	Centre for Social Work
Support services for independent living	Personal assistance	Centre for Social Work
Accommodation services	Shelter for children	Children's Dormitory Kolevka (social enterprise)
Counselling-therapy and social-educational services	Counselling Centre	Special services with the CSW: Centre for counselling and family support

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

Of the total amount for material support to families and individuals, 15.9% is allocated for financial handouts (over RSD 14.5 million), while the remainder is intended for in-kind handouts (over RSD 77 million).

According to the latest available data, the total number of social welfare beneficiaries registered with the Centre for Social Work Subotica is 13,214, i.e. 9.8% of the total population.¹⁸¹

Availability of local stakeholders with capacities to support the reintegration of returnees

Subotica has several institutions and working bodies with competence over defining and monitoring the implementation of migration policies.

The Council for Migration of the City of Subotica was formed in its new composition in November 2020 to perform advisory duties and duties related to monitoring and reporting to the Commissariat for Refugees and Migration on migrations within the territory of the city, proposing programmes, measures and activity plans to be undertaken for efficient migration management and

other duties in migration management, in accordance with the law.¹⁸² A **Working Group for Migration Monitoring** was formed within the city administration structure, as an operative body coordinating the work of all relevant institutions towards migration management.

The **Trustee for refugees** performs the duties of information exchange between special operative bodies in the city and CRM, coordinates the work of all stakeholders working on the admission and care for refugees in the city, collects and analyses data and drafts reports on the implementation of strategic documents and monitors the implementation of projects funded from donor funds, and other duties in this field.

Since Subotica is in a border area and it was hit by the migrant crisis during recent years, a large number of institutions at the local level, along with international organisations and civil society organisations, are working on resolving the issues faced by various groups of migrants and vulnerable social groups, including returnees based on the Readmission Agreement.

An important role in the reintegration process of returnees based on the Readmission Agreement is held

¹⁸¹ Profile of the City of Subotica, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Subotica_EURSRB001002005001.pdf

¹⁸² Information on the implemented initiatives of the Institutional Working Group and Community Action Group in Subotica are available in the Guide to the Work of the Institutional and Municipal Taskforce Group for Roma Inclusion, p. 25; available at: http://www.subotica.rs/documents/sluzbeni_list/su_sl_2020_50_sr.pdf

by the coordinator for Roma issues, Mobile Team for the Social Inclusion of Roma and healthcare mediator, having in mind that according to all statistical data the majority of returnees are members of the Roma national minority. Subotica is the only city in Serbia with **two coordinators for Roma issues** who also participate in the work of the Mobile Team, as the expert body of the city council dealing with various issues aimed at improving the status of members of the Roma national minority, particularly in the fields of education, employment, housing, healthcare and social welfare.¹⁸³

Activities and services provided by CSOs

Several civil society organisations are active in the City of Subotica, providing various forms of support to vulnerable social groups, including returnees based on the Readmission Agreement, through the implementation of various programmes and projects, along with international organisations that implement programmes in the field of migration (IOM, UNHCR). According to information from the survey submitted for this analysis, the City of Subotica and CRM have secured funds

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
City administration of the City of Subotica, Secretariat for Social Activities	Trg Slobode 1, Subotica 024 626 849
Centre for Social Work of the City of Subotica	Šantićeva 27, Subotica 024 548 220
Health Centre Subotica	Petefi Šandora 7, Subotica 024 600 735

The city has also formed a **Community Action Group** and **Institutional Working Group** under the programme "ROMACTED - Promoting good governance and Roma empowerment at local level". The Institutional Working Group, comprised of representatives of relevant local institutions, is a local mechanism that facilitates intersectoral cooperation between various institutions in decision-making about measures and activities for the social inclusion of Roma, while the Community Action Group operates within the community itself and is comprised of representatives of the Roma community.¹⁸⁴

from the budget of the Republic of Serbia with 10% of participation by the City of Subotica for the purchase of rural houses with yards and the awarding of construction material to returnees based on the Readmission Agreement, with the aim of improving their housing conditions. Furthermore, the German humanitarian organisation HELP has provided for the adaptation of legal housing facilities of returnees based on the Readmission Agreement.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
"Edukativni centar Roma" Citizens' Association	Somborski put 60, Subotica Nova trošarina Shopping Mall 024 554 697
"SOLIDARNOST" Association of Citizens of Subotica	Trg Cara Jovana Nenada 15/2-10, Subotica 024 555 695

183 More information available at: http://www.subotica.rs/documents/pages/12957_4.pdf

184 Information on the implemented initiatives of the Institutional Working Group and Community Action Group in Subotica are available in the Guide to the Work of the Institutional and Municipal Taskforce Group for Roma Inclusion, p. 25; available at: <https://rm.coe.int/vodic-za-rad-institucionalnih-radnih-grupa-romacted-programa/1680a08423>

Opportunities for improving the employability and employment of returnees

With its Local Employment Action Plan for 2022 the City of Subotica defined several active labour market policy measures (subsidies for the employment of persons from the category of harder-to-employ, subsidies for self-employment, and public works), to be implemented in cooperation with the NES branch. These

measures will give priority to persons from the harder-to-employ category, including returnees based on the Readmission Agreement.

The German humanitarian organisation HELP has, according to information from the survey submitted for this analysis, implemented training programmes and courses for certain vocations and awarded support in the form of equipment for starting their own businesses to returnees.

Institutions and organisations providing employment support to returnees

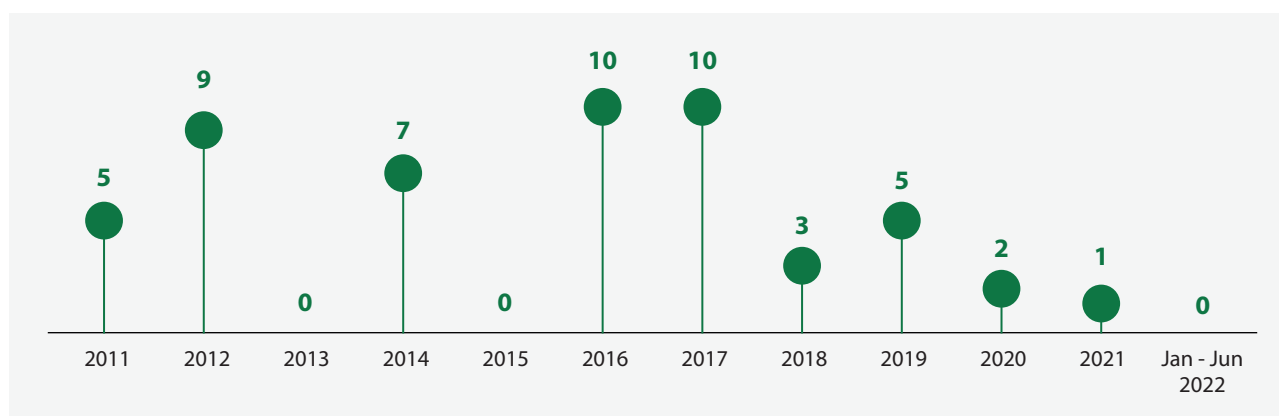
Name of institution/organisation	Address and contact
National Employment Service - Subotica Branch	Jovana Mikića, Subotica 24000 024 644 600
	Job-seeking Club 024 644 630, jovica.batas@nsz.gov.rs
	Additional education and training 024 644 625, milena.kosovic@nsz.gov.rs 024 644 607, bojan.padjen@nsz.gov.rs
German humanitarian organisation HELP	Učiteljska 52, Beograd 011 304 6340 helpbg@help-serbia.org.rs

VRNJAČKA BANJA

Vrnjačka Banja is located in the region of Šumadija and West Serbia. According to the census data from 2011 it has a population of 27,527. Since 2011, when the statistics of the number of returnees on the local level started to be monitored in Serbia, the total number of registered returnees based on the Readmission Agreement in Vrnjačka Banja was **52**. The following chart shows the number of returnees by year.

social and economic conditions of their lives, primarily in the field of housing and improvement of the status on the labour market through economic empowerment programmes. Other regulations and public policy documents of the municipality, primarily those in the fields of employment¹⁸⁶, migration¹⁸⁷, housing¹⁸⁸, and social inclusion of Roma¹⁸⁹, also define measures and activities for improving the status of returnees, and institutional

Chart 12: Number of returnees based on the Readmission Agreement in Vrnjačka Banja, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, a total of 75 returnees were identified in the municipality of Vrnjačka Banja during the period 2019 to 2021 (including returnees based on the Readmission Agreement).

Vrnjačka Banja has a developed legal framework that defines the priorities, measures and activities for improving the status of members of vulnerable social groups, including returnees. Under the key strategic document of the municipality, the Strategy of Sustainable Development of the Municipality of Vrnjačka Banja 2013-2023¹⁸⁵, returnees based on the Readmission Agreement have been recognised as a particularly vulnerable social group. Accordingly, one of the specific objectives of this strategy was defined as improving the

mechanisms for their implementation. However, the majority of these documents have expired (other than the Housing Strategy) without the adoption of new ones, thereby the legal basis for the implementation of programmes, measures and activities implemented during previous years has ceased to exist.

Availability and capacities of public institutions for the provision of services

The network of institutions in the field of preschool education in Vrnjačka Banja has been developed under the Preschool Institution “Radost”, comprised of three kindergartens and 6 facilities in schools in the surrounding settlements in the municipality. Of the total number of preschool-age children (1,341) in 2022/2023, 834

185 Sustainable Development Strategy of the Municipality of Vrnjačka Banja 2013-2023, available at: <https://www.vrnjackabanja.gov.rs/images/clanak/635/dokumenta/preuzmite-dokument-strategija-odrzivog-razvoja-opstine-vrnjacka-banja-2013-2023.pdf>

186 Local employment action plan of the municipality of Vrnjačka Banja for 2021, available at: <https://www.vrnjackabanja.gov.rs/images/clanak/2278/dokumenta/lokalni-akcioni-plan-zaposljavanja-opstine-vrnjacka-banja-za-2021godinu.pdf>

187 Local action plan for improving the status of migrants in the municipality Vrnjačka Banja 2017-2021, available at: <https://www.vrnjackabanja.gov.rs/images/clanak/1181/dokumenta/lokalni-akcioni-plana-za-unapredjenje-polozaja-migranata-na-teritoriji-opstine-vrnjacka-banja-2017-2021.PDF>

188 Housing Strategy 2019-2029, available at: <https://www.vrnjackabanja.gov.rs/images/clanak/1404/dokumenta/stambena-strategija-2019-2029.pdf>

189 Local action plan for the social inclusion of Roma in the municipality Vrnjačka Banja 2019-2021, available at: <https://www.vrnjackabanja.gov.rs/images/clanak/1476/dokumenta/lokalni-akcioni-plan-za-socijalno-ukljucivanje-roma-i-romkinja-uopstini-vrnjacka-banja-.pdf>

Educational institutions in Vrnjačka Banja

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Radost"
Primary education	Primary schools	PS "Branko Radičević"
		PS "Popinski borci"
		PS "Mladost"
	Primary schools that engage a pedagogical assistant	PS "Bane Milenković"
Secondary education	Secondary schools	Gymnasium
		School of Hospitality and Tourism with Students' Dormitory
Adult education	Secondary education and retraining, additional training and specialisation programmes implemented in secondary schools	School of Hospitality and Tourism with Students' Dormitory

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

have been enrolled, i.e. 63%.¹⁹⁰ The preparatory pre-school programme, mandatory by law, is attended by all children of the relevant age (from 5.5 years of age to starting school).

Children from the territory of the municipality attend primary education in four primary schools with regional classes (four-grade and eight-grade) in smaller settlements, while secondary education is provided in two institutions (a gymnasium and School of Hospitality and Tourism with Students' Dormitory).

There are no institutions and/or schools for adult education in the municipality, but programmes of retraining, additional training and specialisation for adults are being held at the School of Hospitality and Tourism. These programmes are being implemented with the aim of improving the status on the labour market and are intended mainly for the unemployed. Among them, returnees based on the Readmission Agreement have been recognised as a harder-to-employ category. Non-formal forms of education that can be attended with publicly recognised organisers of adult education

Social welfare services at the local level, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Centar za socijalni rad
	Day-care for children and adults with disabilities and developmental impairments	Association of parents of children with developmental impairments, Vrnjačka Banja - based on an implemented public procurement
	Personal assistant	Society for Cerebral and Child Paralysis of the municipality of Ivanjica - based on an implemented public procurement
Counselling services	Counselling Centre	Centre for Social Work

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

¹⁹⁰ Annual Work Plan for 2022/23, Preschool Institution "Radost", pp. 8-9; available at: <http://www.puradost.edu.rs/dokumentacija/>

activities (PROA - JPOA), accredited by the MoESTD, do not exist in this municipality. Instead, those interested can attend these programmes in Kraljevo, the closest city that has these types of programmes.

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on social welfare of the municipality of Vrnjačka Banja). According to the latest available data, in 2018 the municipality allocated RSD 9.9 million for social welfare in its budget, amounting to only RSD 377 per capita. Of this amount, RSD 6.6 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 251.40 per capita, far below the national average of RSD 454.

Of the total amount for material support to vulnerable families and individuals, 86.6% is allocated for financial handouts (over RSD 3 million), while the remainder is intended for in-kind handouts.

According to the latest available data, the total number of social welfare beneficiaries registered with the Centre for Social Work in Vrnjačka Banja is 2,195, i.e. 8.6% of the total population.¹⁹¹

Availability of local stakeholders with capacities to support the reintegration of returnees

An important role in the process of reintegrating returnees at the local level is played by institutions and organisations competent for defining, implementing and monitoring the implementation of various activities and programmes in line with local public policy.

Vrnjačka Banja has, in accordance with the Law on Migration Management, established a **Council for Migrations and Permanent Solutions**, to perform advisory duties regarding migration management in the municipality. This body consists of representatives of the local self-government, including the Trustee for refugees,

along with representatives of the Centre for Social Work, social welfare service providers, NES and civil society organisations (Red Cross), while the Coordinator for Roma Issues participates in the work as needed. The role of the Council is to monitor and report on migration flows, propose and coordinate the implementation of programmes, measures and activities in this field, coordinate the work of bodies in the field of migration management, etc.

This municipality has formed an **Institutional Working Group** under the “ROMACTED - Promoting good governance and Roma empowerment at local level” programme, comprised of representatives of local line institutions. The Institutional Working Group, as an expert advisory working body of the President of the Municipality of Vrnjačka Banja, has been established to improve communication and coordination of activities, and to improve the effectiveness of services dealing with issues of Roma inclusion at the local level. In line with the methodology of this programme, a Community Action Group has been formed, comprised of representatives of the local community that wish to contribute to improving the quality of life of the Roma population.¹⁹²

Although for many years this municipality has had support programmes aimed at the Roma community, whose members, according to statistical data, comprise the majority of returnees based on the Readmission Agreement, only in late 2020 was a **Mobile Team for Roma Inclusion** formed as an expert body of the president of the municipality. The role of this team, as a mechanism for horizontal coordination of various institutions at the local level, is to enable intersectoral cooperation to ensure better access to services and facilitate the exercise of the rights of Roma. The activities of the mobile team include the coordinator for Roma issues, representatives of the Centre for Social Work, educational and healthcare institutions, the local NES branch, and civil society representatives.

The adoption of the Local Action Plan for the Social Inclusion of Roma 2019-2021 created the preconditions for establishing the **Office for Roma Affairs of the Municipality of Vrnjačka Banja**, formed in 2019 as an intermittent working body of the municipal assembly.

191 Profile of the municipality of Vrnjačka Banja, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Vrnjacka%20Banja_EURSRB002001007002.pdf

192 Information on the implemented initiatives of the Institutional Working Group and Community Action Group in Vrnjačka Banja are available in the Guide to the Work of the Institutional and Municipal Taskforce Group for Roma Inclusion, p. 24; available at: <https://rm.coe.int/vodic-za-rad-institucionalnih-radnih-grupa-romacted-programa/1680a08423>

The Office, along with the Institutional Working Group, is envisaged to report and monitor the implementation of this local action plan. However, through the decision establishing it, its existence was limited to the period of validity of the LAP, thereby there is not basis for its existence and operation since the start of 2022, as the new LAP for the social inclusion of Roma has still not been adopted.

In addition to the above bodies, the local self-government has a Trustee for refugees, and a Coordinator for Roma Issues, who take part in the activities of these bodies.

Contact information for key institutions providing information and support to returnees based on the Re-admission Agreement on various issues can be found in the following table.

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Trustee for refugees	Aleksandar Miljaković Kruševačka 17, building of the Municipal Administration 036 601 247 aleksandar.miljakovic@vrnjackabanja.gov.rs Working hours: Work days 7:30 AM to 3:30 PM
Office for providing information to returnees in the MA Vrnjačka Banja ("one-stop shop")	Municipal Administration Vrnjačka Banja Kruševačka 17, Vrnjačka Banja office no. 15
Free Legal Aid	Desa Vukotić 036 601 256; 064 645 1968 desa.vukotic@vrnjackabanja.gov.rs Snežana Gočanin 036 601 209; 060 130 8968 snezana.gocanin@vrnjackabanja.gov.rs
Centre for Social Work	Žike Valjarevića 1, Vrnjačka Banja 036 611 120 vrnjackabanja.csr@minrzs.gov.rs

Activities and services provided by CSOs

Several civil society organisations are active in Vrnjačka Banja, providing various forms of support to vulnerable social groups, including returnees, through the implementation of various programmes and projects.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Red Cross Vrnjačka Banja	Kruševačka 17a, Vrnjačka Banja 036 612 619 vrnjackabanja@redcross.org.rs Secretary: Slobodan Dašić
Centre for Children and Youth	Kraljevačka bb, TC Pijaca (above Guliver), Vrnjačka Banja 036 612 414; 069 801 1533 omladinskicvb@gmail.com
Korteks Citizens' Association	Jastrebačka 24, Vrnjačka Banja
Association of parents of children with developmental impairments (URDOUR)	Cara Dušana, Zgrada stare Šumadije 20, Vrnjačka Banja 063 638 704
Praxis	Hajduk Veljkova 2/29, Kraljevo kvoffice@praxis.org.rs 063 111 7019; 063 111 7024; 063 111 7029

Opportunities for improving the employability and employment of returnees

In local employment action plans, adopted annually, Roma and returnees based on the Readmission Agreement have been recognised as a harder-to-employ category. Accordingly, unemployment members of these social groups are included in active labour market policy measures that involve subsidies for employment and self-employment, practice programmes, retraining, additional training and specialisation programmes, and other initiatives and forms of employment support (training, information on employment opportunities, etc.).

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Kraljevo branch, Vrnjačka Banja office	Kneza Miloša 1, Vrnjačka Banja 036 612 245

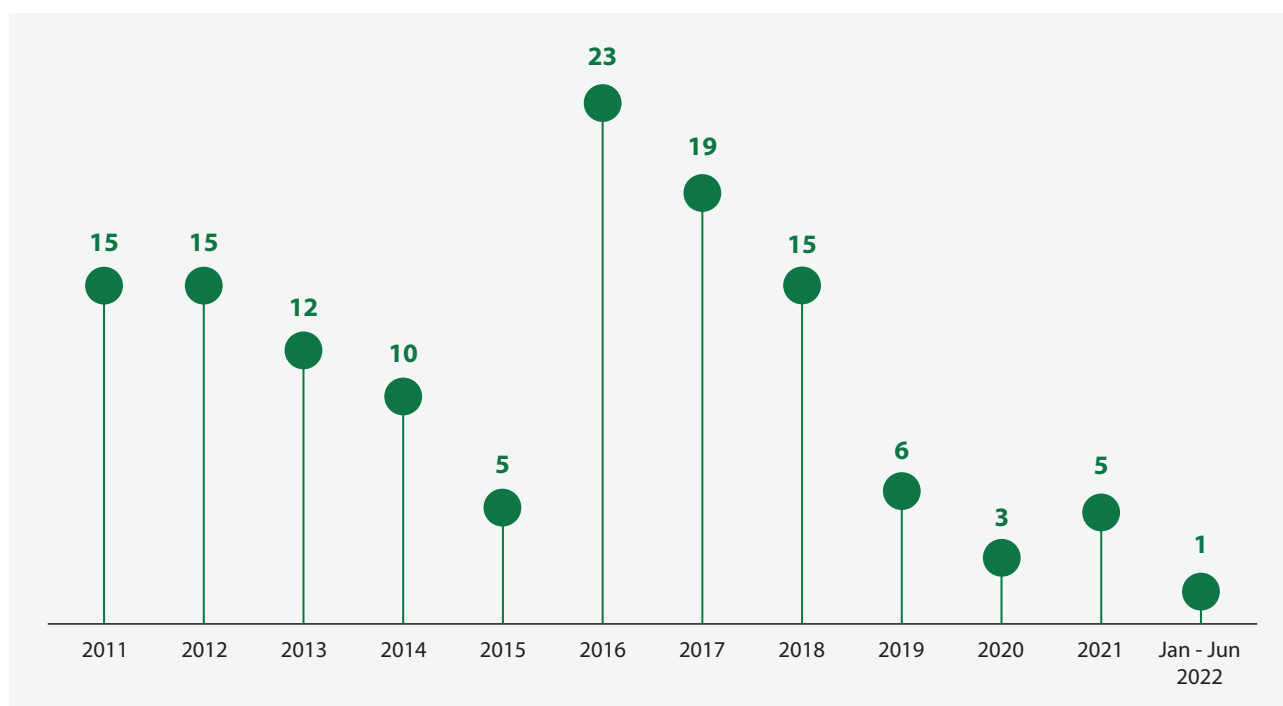
ZAJEČAR

Zaječar is a city in the region of South and East Serbia, the administrative centre of the Zaječarski district. According to the 2011 Population Census it has a population of 59,461. Since 2011, when the statistics of the number of returnees on the local level started to be monitored in Serbia, the total number of registered returnees based on the Readmission Agreement in Zaječar was **129**. The following chart shows the number of returnees by year.

teams within the institution (Inclusive Education Team and Team for Providing Additional Support to the Child), with the pedagogical assistant engaged by one of the primary schools joining their activities as needed.

Children from the territory of the city attend primary education in 10 primary schools, with one engaging a pedagogical assistant, while secondary education is provided in four secondary schools (one gymnasium

Chart 13: Number of returnees based on the Readmission Agreement in Zaječar, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, as many as 100 returnees were identified in Zaječar during the period from 2019 to 2021 (including returnees based on the Readmission Agreement).

Availability and capacities of public institutions for the provision of services

Preschool education, including the preparatory preschool programme, is implemented in the preschool institution "Đulići" with a total of six facilities/kindergartens within the territory of the city. In accordance with the Law on Preschool Education, children from vulnerable social groups have priority during enrolment and are provided additional support in education. For children from vulnerable groups, including returnee children, additional support programmes are defined by expert

and three vocational secondary schools). A secondary adult education programme for the 2021/2022 school year is being implemented at the Economic and Trade School, while programmes of retraining, additional training and specialisation for adults are being implemented in all three vocational schools, with the aim of acquiring knowledge and competences and improving the status in the labour market.

When allocating accommodation at the Secondary School Dormitory in Zaječar priority is given to students from vulnerable groups, including returnees based on the Readmission Agreement, with 10% of accommodation capacities of the institution allocated for them in a targeted manner. Along with a request for ranking on a special list, they need to provide a certificate by the Ministry of the Interior on their status of returnees based on the Readmission Agreement.

Educational institutions in Zaječar

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Đulići"
Primary education	Primary schools	PS "Desanka Maksimović"
		PS "Ljuba Nešić"
		PS "Đura Jakšić"
		PS "Ljubica Radosavljević Nada"
		PS "Hajduk Veljko"
		PS "Vuk Karadžić"
		PS "Vladislav Petković Dis"
		PS "Jovan Jovanović Zmaj"
	Primary schools that engage a pedagogical assistant	PS "Đura Jakšić"
	Primary and secondary school for the education of students with disabilities and developmental impairments	PSES "Jelena Majstorović"
Secondary education	Secondary schools	Gymnasium
		Medical School
		Technical School
		Economic-Trade School
Adult education	Primary adult education in primary schools	/
	Secondary education in secondary schools	Economic-Trade School
	Retraining, additional training and specialisation programmes implemented in secondary schools	Economic-Trade School
		Technical School
		Medical School
	Adult education in institutions/ organisations that hold PROE (JPOA) status	/

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

Various forms of support in the field of social welfare are being provided in accordance with national legislation and local regulations adopted in this field (primarily in line with the Decision on social welfare of citizens within the territory of the City of Zaječar). According to the latest available data¹⁹³, in 2018 the City of Zaječar allocated RSD 24 million for social welfare in its budget, amounting to RSD 437 per capita. Of this amount, over

RSD 13 million has been allocated for social welfare services, while the remainder is intended for various forms of material support (financial handouts and in-kind handouts).

Allocations for social welfare service provision amount to RSD 248.12 per capita, far below the national average of RSD 454.

193 Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

Social welfare services at the local level, 2018

Group of services	Name of service	Service provider
Day-care services in the community	Assistance in the home for the elderly and adults	Special services with the CSW

Source: Mapping Social Care Services and Material Support within the Mandate of Local Self Governments in the Republic of Serbia, SIPRU, 2020

According to survey data collected for this analysis, Zaječar has a day-care service for children, adults and the elderly with disabilities and developmental impairments.

Of the total amount for material support to families and individuals (nearly RSD 10.5 million), 43.3% is allocated for financial handouts (over RSD 4.5 million), while the remainder is intended for in-kind handouts.

According to the latest available data, the total number of social welfare beneficiaries registered with the Centre for Social Work Zaječar is 4,109, i.e. 8% of the total population.¹⁹⁴

Institutional capacities for returnee reintegration

In 2013 Zaječar formed its **Council for Migration and Permanent Solutions**¹⁹⁵, holding competence over drafting and implementing the strategic action plan for improving the status of refugees, internally displaced persons and returnees based on the Readmission Agreement, identifying priorities, goals and activities

and resolving other issues in this field, cooperating with CRM, monitoring and reporting on migration flows, coordinating the work of bodies at the local level and other migration management duties¹⁹⁶. Council members include the trustee for refugees and representatives of relevant institutions and organisations in the field of migration management (municipal administration, CSW, NES, police). According to information from the survey collected for this analysis, representatives of social welfare service providers, healthcare institutions and the Red Cross take part in the work of the Council, while the role of **the trustee for refugees** is to monitor and report on migration flows, collect and exchange data and participate in all activities that contribute to improving the living conditions of refugees, internally displaced persons and returnees based on the Readmission Agreement.

Support in the reintegration of returnees based on the Readmission Agreement is also provided by the **Mobile Team for Roma Inclusion**. The Mobile Team for Roma Inclusion is also the key mechanism for monitoring and reporting on the implementation of the Local Action Plan for Roma of the City of Zaječar 2021-2023, defining

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
City Information-Service Centre	Trg Oslobođenja 1, Zaječar 019 444 702; 019 444 705
Free Legal Aid City Administration Zaječar	Jasmina Gačević Mladenović 019 444 608 jasmina.gacevic@zajecar.info
Centre for Social Work "Zaječar"	Generala Gambete 88, Zaječar 019 420 280; 019 422 256
Health Centre in Zaječar	Rasadnička bb 019 442 277

¹⁹⁴ Profile of the City of Zaječar, SORS, 2022, available at: http://devinfo.stat.gov.rs/SerbiaProfileLauncher/files/profiles/sr/1/DI_Profil_Zajecar_EURSRB002002003001.pdf

¹⁹⁵ The Council for Migrations and Permanent Solutions was established by the Decision on forming the Council for Migrations and Permanent Solutions of the City of Zaječar, Official Journal of the City of Zaječar, 18 January 2013, available at: <http://www.zajecar.info/files/document/2014/3/SLGZ01-2013.pdf> With the formation of this body the Council for improving the status of refugees and internally displaced persons in the City of Zaječar has ceased to exist.

¹⁹⁶ Decision on forming the Council for Migrations and Permanent Solutions of the City of Zaječar, Article 2

priorities and measures for improving the living conditions and status of Roma.

This city has, in accordance with the methodology of the “ROMACTED - Promoting good governance and Roma empowerment at local level” programme, formed an **Institutional Working Group** as a local mechanism that facilitates intersectoral cooperation between various institutions in decision-making on measures and activities for the social inclusion of Roma, and a **Community Action Group** comprised of members of the Roma community that acts within the community itself. The mutual cooperation of these two mechanisms should contribute to improving the status of Roma at the local self-government level. In addition to other important activities and initiatives started and implemented since its founding, a coordinator for Roma issues has been appointed, a healthcare mediator has been engaged by the Zaječar Health Centre, and pedagogical assistants have been hired in primary schools.¹⁹⁷ However, according to data collected for this analysis, Zaječar currently has no appointed coordinator for Roma issues.

Activities and services provided by CSOs

Several civil society organisations are active in the City of Zaječar, providing various forms of support to vulnerable social groups, including returnees, through the implementation of various programmes and projects.

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Roma Society Association Zaječar	Nikole Pašića bb, 19000 Zaječar 061 629 7919 drustvoromaza019@gmail.com
Timok Youth Centre (TOC)	Crvene Armije 142, 19000 Zaječar 069 444 1091 office@toc.rs
Zaječar Initiative	7. septembra 2, 19000 Zaječar 019 440 224 info@zainicijativa.org
Red Cross Zaječar	Obilićev Venac 3, Zaječar 019 441 216

¹⁹⁷ Information on the implemented initiatives of the Institutional Working Group and Community Action Group in Zaječar are available in the Guide to the Work of the Institutional and Municipal Taskforce Group for Roma Inclusion, p. 26; available at: <https://rm.coe.int/vodic-za-rad-institucionalnih-radnih-grupa-romacted-programa/1680a08423>

Opportunities for improving the employability and employment of returnees

During past years the city provided funds in the budget for active labour market policy measures, wherein priority for inclusion was given to members of vulnerable social groups. The Local Employment Action Plan for 2023-2025 is under development, while the standing Local Action Plan for Roma of the City of Zaječar 2021-2023 envisages the implementation of a number of activities that will contribute to improving employability

and employment, and improving the labour market status of members of this population. Inter alia, it envisages the provision of information on employment opportunities and active labour market measures, inclusion in active labour market measures, organising job-seeking training, practice programmes for youth, engagement in public works, etc. Furthermore, under the ROMACTED programme a creative cooperative for employment was initiated, training was held for writing CVs and cover letters and support was provided in the employment of members of the Roma community in public works implemented by the NES.

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Zaječar Branch	Nikole Pašića 77, 19000 Zaječar 019 444 500
Migration Service Centre Bor, NES	7. Juli 29, Bor 030 453 121 Igor.dragovic@nsz.gov.rs
Regional Development Agency for Eastern Serbia (RARIS)	Trg oslobođenja bb, 19000 Zaječar 019 426 376 019 426 377
Space for Creative Action and Business Incubation - POMAK	Generala Gambete 44/8, Zaječar 069 444 1091

ZVEZDARA (BELGRADE)

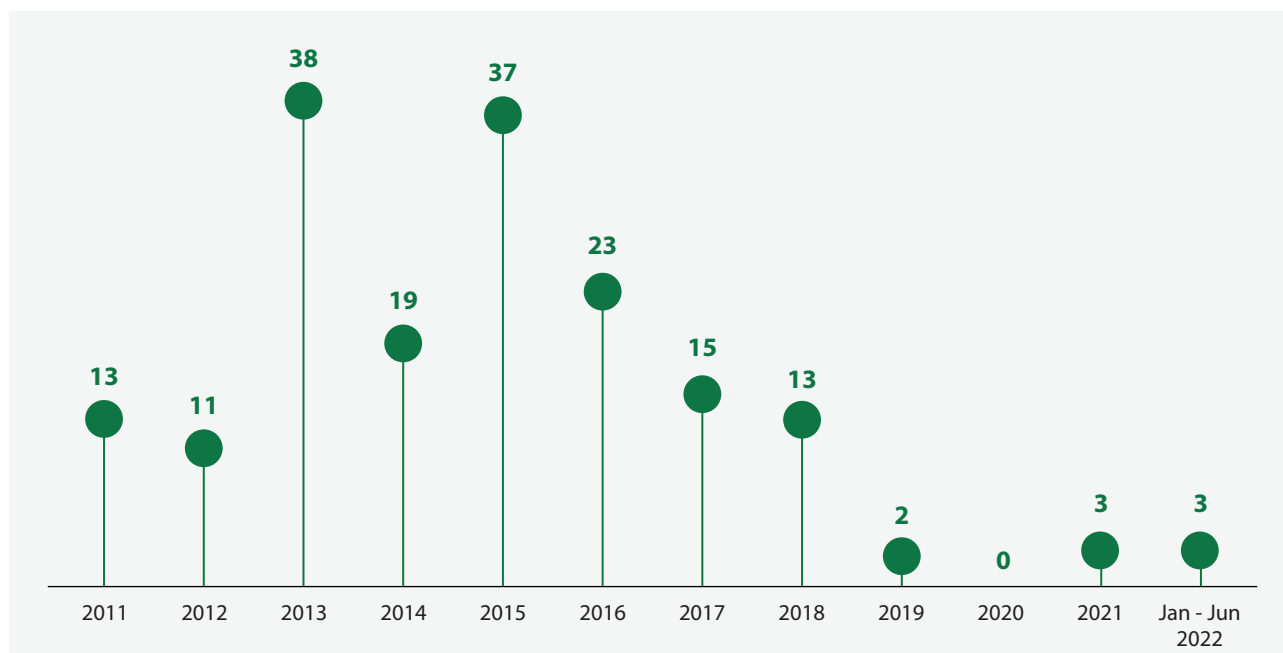
The City Municipality of Zvezdara is one of the central municipalities of the City of Belgrade, and according to the latest Population Census from 2011 it has a population of 151,808. Since 2011, when the statistics of the number of returnees on the local level started to be monitored, the total number of registered returnees based on the Readmission Agreement in this municipality was **177**. The following chart shows the number of returnees by year.

documents (local action plans and programmes) in all of the above areas.

Availability and capacities of public institutions for the provision of services

The network of institutions in the field of preschool education in Zvezdara has been developed under one public preschool institution with 27 facilities/kinder-

Chart 14: Number of returnees based on the Readmission Agreement in the municipality of Zvezdara, 2011-2022



Source: CRM statistical data, available at: <https://kirs.gov.rs/cir/readmisija/statistike-kancelarije-za-readmisiju>

According to internal Council of Europe data collected from local stakeholders, a total of 100 returnees were identified in CM Zvezdara during the period 2019 to 2021 (including returnees based on the Readmission Agreement).

gartens and a number of private institutions. According to the latest available data, nearly 8,200 children have been covered by preschool education, including children attending the preparatory preschool programme. PI "Zvezdara" employs a person in the post of pedagogical assistant, providing additional support to children from vulnerable groups in education.

The key issues and priority needs of returnees living in this municipality have been identified to be unresolved housing issues, unemployment, insufficient and inadequate social and material incentives, lack of personal ID and lack of interest in reintegration.¹⁹⁸ Accordingly, various municipal strategic documents define measures and activities for improving their status in the fields of employment, education, social welfare and healthcare, and housing. Zvezdara, compared to other municipalities and cities under analysis, is a good practice example regarding the existence of important strategic

There are 14 primary schools in this city municipality, including a music school and primary school for children with disabilities and developmental impairments, along with nine secondary schools (two gymnasiums and seven vocational secondary schools) that hire four pedagogical assistants.

Various forms of support in the field of social welfare are being provided in accordance with national legislation

¹⁹⁸ Programme for the improvement of the status of refugees, internally displaced persons and returnees within the territory of the City Municipality of Zvezdara for the period 2021-2024.

Educational institutions in CM Zvezdara

Level of education	Type of institution	Name
Preschool education	Preschool institution	PI "Zvezdara" ¹⁹⁹
Primary education	Primary schools	14 primary schools ²⁰⁰
	Primary schools that engage a pedagogical assistant	PS "Despot Stefan Lazarević" PS "Pavle Savić" PS "Stevan Sindelić" PS "Vladislav Petković Dis"
	Primary school for the education of students with disabilities and developmental impairments	"Boško Buha" Primary School
Secondary education	Secondary schools	2 gymnasiums 7 vocational secondary schools ²⁰¹
	Adult education	Primary adult education in primary schools ²⁰²
		"Braća Stamenković" School for Primary Adult Education "Đuro Salaj" School for Primary Adult Education
	Secondary education in secondary schools	/
	Retraining, additional training and specialisation programmes implemented in secondary schools	Medical School School of Pharmaceutics and Physiotherapy School of Civil Engineering "Tehnoart Beograd"- School for Mechanical Engineering and Art Trades Geodetic Technical School Dental School
	Adult education in institutions/ organisations that hold PROE (JPOA) status	Božidarac Digital d.o.o. Estetic Studio by Anja "Purity" d.o.o. Academy for Aesthetics and Cosmetology Certification for professional skills academy d.o.o.

Source: Open Data Portal of the Ministry of Education, Science and Technological Development and Annual Adult Education Plan of the Republic of Serbia for 2022

and city and local regulations adopted in this field (primarily in line with the Programme for the improvement of social welfare within the territory of the City Municipality of Zvezdara 2021-2023). According to the latest available data²⁰³, in its 2022 budget CM Zvezdara has allocated nearly RSD 21.1 million on the municipal budget

ipality of Zvezdara 2021-2023). According to the latest available data²⁰³, in its 2022 budget CM Zvezdara has allocated nearly RSD 21.1 million on the municipal budget

199 The list of all kindergartens under PI "Zvezdara" is available at: <http://puzvezdara.rs/nasi-vrtici/>

200 The list of all primary schools in CM Zvezdara is available at: <https://osnovneskole.edukacija.rs/drzavne/beograd/zvezdara>

201 The list of all secondary schools in CM Zvezdara is available at: <https://srednjeskole.edukacija.rs/drzavne-srednje-skole/beograd/zvezdara>

202 The above primary schools for adult education are not located within the territory of CM Zvezdara, but the territory of the neighboring municipalities Savski Venac and Palilula.

203 Budget Decision of the City Municipality of Zvezdara for 2022; available at: <https://zvezdara.rs/wp-content/uploads/2021/12/budzet2022.pdf>

programme line for social and child welfare, namely for providing services and material support in the field of social welfare (one-off aid and other forms of aid; day-care services in the community; counselling-therapy and social-educational services; support to persons with disabilities; implementation of the LEAP; Roma employment). Adding to this donor funds secured through the “Roma employment in Belgrade in jobs developed during the COVID 19 pandemic” project²⁰⁴ for the employment of Roma and returnees, the total budget amount for social and child welfare is RSD 33.3 million²⁰⁵.

Availability of local stakeholders with capacities to support the reintegration of returnees

The strategic framework in force that defines measures and activities for improving the status of returnees based on the Readmission Agreement also establishes the institutional framework for its implementation.

A key role in the field of improving the status of refugees and internally displaced persons and returnees based on the Readmission Agreement in CM Zvezdara is held by the **Trusteeship for refugees and displaced persons** and the **Council for Migrations** that, in ad-

Contact information for institutions providing support in the reintegration of returnees

Name of institution	Address and contact
Office of the Trusteeship for Refugees, City Municipality of Zvezdara	Bulevar kralja Aleksandra 77, Zvezdara, Beograd III floor, office no. 307
Maja Maletić, Trustee for Refugees, CM Zvezdara	011 340 5775 Working hours: Work days 7:30 AM to 3:30 PM
Legal aid, CM Zvezdara	Bulevar kralja Aleksandra 77, 011 304 5791 Office 301, working hours: Work days 7:30 to 11:30h
Free Legal Aid, City Municipality Administration	Bulevar kralja Aleksandra 77, 011 304 5791 Office 301, working hours: Work days 7:30 to 11:30h
Service Centre, CM Zvezdara	011 785 0350; 07.30 AM - 3.30 PM on work days SMS to 066 640 0999 (00-24h) servisni.centar@m.zvezdara.org.rs Submission of requests at the Registry Office of CM Zvezdara, hall of counters on the ground floor, Bulevar kralja Aleksandra 77 (07.30 AM - 3.30 PM on work days)
“Zvezdara” Health Centre	Olge Jovanović 11, Zvezdara, Beograd
City Centre for Social Work Zvezdara	Krfska 7, Zvezdara, Beograd 011 641 4129; 011 641 0863 zvezdara@gcsrbg.org
Volunteer Service Zvezdara	Bulevar kralja Aleksandra 395, Zvezdara, Beograd 011 286 4426 volonterski.servis@zvezdara.org.rs Working hours: Tuesdays and Thursdays 9:00 AM to 2:00 PM
Red Cross Zvezdara	Vatroslava Jagića 5, Zvezdara, Beograd 011 244 2501 oockzvezdara@yahoo.com

204 The project is being implemented by CM Zvezdara in cooperation with the “Otvoreno srce” Association from Belgrade with support from the German organisation for international cooperation GIZ under the project “Inclusion of Roma and other marginalised groups in Serbia”.

205 Mapping social welfare services and material support under the competence of local self-government units in the Republic of Serbia (and accompanying databases; SIPRU 2020) does not contain data at the level of city municipalities of the City of Belgrade. Data has been collected for the City of Belgrade; thus it is impossible to provide an overview of data modelled after the overview for the other municipalities and cities under review.

dition to their other duties, play an important role in the phases of registering individuals, families and their problems and needs, improving cooperation with social partners, monitoring, analysing and reporting on implemented activities and results achieved in this field. The Trusteeship for refugees and displaced persons under the administration of CM Zvezdara belongs to the Department for Social Activities/Section for Social Welfare and is comprised of the trustee for refugees. The Council for Migrations is a standing working body under CM Zvezdara and represents a mechanism for intersectoral and interinstitutional cooperation and monitoring of the implementation of all activities that contribute to the creation of better living conditions for returnees²⁰⁶.

Other institutions and organisations recognised as important partners to the municipality in the field of reintegration of returnees and improving their status in society are CRM, Red Cross Zvezdara, the department of the City Centre for Social Work in this municipality, the NES, healthcare and educational institutions and non-government organisations.

According to data from the survey collected for this analysis, additional support to returnees in various areas is also provided by the **Coordinator for Roma Issues** and Mobile Team for Roma Inclusion. The Coordinator for Roma Issues provides information to returnees in the municipal premises and during visits to Roma settlements in this municipality.

The Mobile Team for Roma Inclusion was formed in 2019 with the aim of improving communication, coordination of activities, and improving the effectiveness of the work of services dealing with improving the status of Roma in the city municipality of Zvezdara. The Mobile Team contributes to the implementation of strategic measures defined by the Local action plan for improving the status of the Roma population within the territory of CM Zvezdara 2021-2023, visits Roma settlements based on an established plan, cooperates with the National Council of the Roma National Minority and civil society organisations, informs public administration bodies on issues in the implementation of strategic measures, prepares initiatives and projects ensuring cooperation of local organisations and partners in the process of improving the status of Roma, collects data on the achievement of strategic measures. Participants in the work of the Team include representatives of the administration of CM Zvezdara (including the Coordina-

tor for Roma Issues who is also the Team Coordinator), the City Centre for Social Work - Zvezdara Department, the National Employment Service - Belgrade branch - Zvezdara Service, healthcare mediators and pedagogical assistants.

The "Zvezdara" Health Centre employs **two healthcare mediators**, providing support to members of the Roma community in exercising their rights and making use of social welfare services. However, according to estimates by the administration of the City Municipality of Zvezdara, this number does not correspond to the needs of the community and a greater number of healthcare mediators need to be engaged.

In addition to the above, other services under the administration of CM Zvezdara, along with other institutions and civil society organisations in this municipality can provide returnees based on the Readmission Agreement support under their remits. The following table and chapter provide their contact information, but the list is not exhaustive.

Activities and services provided by CSOs

Several civil society organisations are active in the city municipality of Zvezdara, providing various forms of support to vulnerable social groups, including the Roma and returnees. According to information from the survey collected for this analysis, several local organisations are providing support during the enrolment of children in the preschool or school programmes, along with additional teaching and support in learning and improving literacy. Furthermore, projects aimed at improving housing conditions are also being implemented.

Opportunities for improving the employability and employment of returnees

In line with its status and competences and under the Local Employment Action Plan of the City Municipality of Zvezdara 2021-2023, this city municipality has defined active labour market policy measures to be implemented during this period and funded from its own budget. Priority in inclusion under active labour market measures is given to members of harder-to-employ categories.

Further opportunities for increasing the employability and employment of returnees based on the Readmission

206 More information available at: <https://zvezdara.rs/gradska-opstina/komisije-i-saveti/savet-za-migracije/>

Contact information of CSOs providing support for vulnerable social groups

Name of organisation	Address and contact
Centre for Reintegration and Activism Belgrade	Živka Davidovića 25, Zvezdara, Beograd 062 1011 015 crabeograd@yahoo.com
Centre for Interactive Pedagogy	Drinčićeva 30, Beograd 011 322 3909 cipcentar@cipcentar.org
“Otvoreno srce” Association	Bosutska bb, Zvezdara, Beograd 062 332 223

Agreement is provided by civil society organisations and the municipal administration through the implementation of projects funded from the municipal budget and donor funds. During 2022 the municipality allocated approximately RSD 1.2 million from its budget and provided another RSD 11.2 million from other funds (donor funds) to implement the project “Roma Employment

in Belgrade in jobs developed during the COVID 19 pandemic” wherein they informed the Roma population and returnees about employment opportunities, organised professional training in trades and digital marketing, and published a public call for employment by employers with subsidies for the earnings of project beneficiaries.²⁰⁷

Institutions and organisations providing employment support to returnees

Name of institution/organisation	Address and contact
National Employment Service - Belgrade	Vojvode Šupljikca 31a, Beograd 011 244 4422; 011 245 3054 Zvezdara.Beograd@nsz.gov.rs
Migration Service Centre Belgrade, NES	Gundulićev Venac 23-25, Beograd 011 334 0870 mcbeograd@nsz.gov.rs

²⁰⁷ More information available at: <https://zvezdara.rs/u-privrednoj-komori-beograda-odrzana-prezentacija-opstinskog-projekta-za-za-posljavanje-roma/>

Conclusions

Returnees are a very heterogeneous category, comprised both of those who had to return to Serbia based on the Readmission Agreement, and of persons returning from abroad voluntarily or with the assistance of the countries they stayed in. However, research to date, and public policy as well, was aimed mainly at returnees based on the Readmission Agreement, with the majority of them belonging to the Roma community. Data indicates that even though the number of returnees based on the Readmission Agreement has decreased considerably during recent years, their status is still very unfavourable in many regards. Inability to find employment, life in very difficult conditions, and exposure to discrimination are some of the problems still faced by returnees based on the Readmission Agreement, especially of Roma nationality.

According to official data from the Commissariat for Refugees and Migration of the Republic of Serbia, during the period from January 2011 to June 2022, a total of 3,794 returnees based on the Readmission Agreement have been registered in the 14 local self-government units covered by this analysis.²⁰⁸ However, estimates of the total number of returnees, including returnees based on the Readmission Agreement, exceed the numbers from official statistics considerably. Unofficial data from the Council of Europe, collected from local stakeholders, indicate that in the 14 local self-government units covered by the analysis more than 7,300 returnees have been identified during the period 2019-2021 only. To obtain reliable records that would represent a basis for adopting relevant policies, it is very important for official statistics of state and local institutions, and various studies that will be implemented, to collect data systematically in the future not only for returnees based on the Readmission Agreement, but also for all other categories of returnees.

In key strategic documents and action plans for their implementation at the national level, returnees based on the Readmission Agreement, as a narrower category of returnees, are recognised as a vulnerable social group. Regarding the local level, although a large number of local self-government units, with support by the Commissariat for Refugees and Migration, amended local action plans for refugees and internally displaced

persons to include returnees based on the Readmission Agreement, in certain local self-government units covered by the analysis such documents are either no longer valid, or have not been adopted to date. In addition to the above local action plans, the majority of local self-government units covered by the analysis has other strategies and planning documents where often returnees based on the Readmission Agreement are recognised as a vulnerable group. This is, for example, very often the case with local employment plans, where returnees based on the Readmission Agreement and the Roma are recognised as harder-to-employ categories of the population. Although returnees, like other vulnerable population groups, exercise rights defined by the existing national and local policy framework (in the field of employment, education, social welfare) there are no systemic forms of support or specific services aimed at this segment of the population (other than certain programmes supported by international organisations).

Regarding key local stakeholders that should be involved in the process of returnee reintegration, in addition to local migration councils established in line with the Law on Migrations, and the trustee for refugees and migrations, certain local self-government units have also identified other bodies or individuals engaged in providing specific forms of support to returnees (Mobile teams for Roma inclusion, pedagogical assistants, healthcare mediators and coordinators for Roma issues). Furthermore, in the 14 local self-government units covered by this analysis, Institutional Working Groups have been formed in line with the methodology of the ROMACTED programme, with the role of improving cooperation among various local institutions in decision-making on measures and activities for the social inclusion of Roma, along with Community Action Groups that act within the community, comprised of representatives of the Roma community. Cooperation of all relevant local institutions and civil society organisations, as well as the strengthening of their capacities, is very important for improving the status of returnees and the process of their reintegration.

208 Data available at: <https://kirs.gov.rs/lat/readmisija/statistike-kancelarije-za-readmisiju>

Recommendations

RECOMMENDATIONS	RELEVANT STAKEHOLDERS
Policy-level recommendations at the local level	
Local self-government units that still do not have local action plans for improving the status of refugees, IDPs and returnees based on the Readmission Agreement, or those with previous ones that have expired, need to draft and adopt them as soon as possible.	<ul style="list-style-type: none"> • Local self-government • Migration management councils • Local Trusteeships for migration • Other relevant local institutions/organisations
As a large number of returnees, and in particular returnees based on the Readmission Agreement are, according to available data, members of the Roma community, local self-governments that do not have valid local action plans for the social inclusion of Roma need to develop and adopt these LAPs as soon as possible.	<ul style="list-style-type: none"> • Local self-government • Coordinators for Roma issues • Mobile teams for Roma inclusion • Healthcare mediators • Local CSOs dealing specifically with Roma issues • Other relevant local institutions/organisations
It is also necessary to draft and adopt other relevant strategic and planning documents for areas important for the reintegration of returnees (employment, social welfare, housing, sustainable development, etc.) in local self-government units where they do not exist or have expired.	<ul style="list-style-type: none"> • Local self-government • Relevant local institutions (CSW, NES, social welfare service providers, healthcare institutions, etc.) • Civil society organisations
It is important to establish a practice of regular monitoring, reporting on the implementation and assessment of the success of implementing local strategic and planning documents, including the field of migration management.	<ul style="list-style-type: none"> • Local self-government • Migration councils • Other relevant local institutions and organisations that implement, or are partners in the implementation of activities
Recommendations at the level of local mechanisms and stakeholders	
In local self-government units that have not yet formed local bodies/mechanisms important for the reintegration of returnees (such as migration councils, mobile teams for Roma inclusion and other bodies) they need to be formed and their competences established by decision of the municipality/city as soon as possible.	<ul style="list-style-type: none"> • Local self-government • Relevant local institutions (CSW, NES, social welfare service providers, healthcare institutions, etc.) • Civil society organisations
It is important to work on raising the capacities of local institutions and organisations important for the returnee reintegration process through various activities, such as organising different training courses for professionals working in these institutions and organisations.	<ul style="list-style-type: none"> • Relevant national institutions (ministries, RISP, CRM and others) • International organisations • Local self-government • Migration management councils • Local trusteeships for migration
It is necessary to continuously work on improving cooperation among local institutions and organisations working on issues of returnee reintegration.	<ul style="list-style-type: none"> • Relevant local institutions/organisations • Relevant national institutions (ministries, CRM and others) • International organisations

RECOMMENDATIONS	RELEVANT STAKEHOLDERS
Improving the support system at the local level	
<p>More effort needs to be invested in informing returnees about rights and services in the field of social welfare available at the local level, and creating innovative services in line with the needs of people from specific subcategories of returnees.</p>	<ul style="list-style-type: none"> • Centres for Social Work • Republic Institute for Social Protection • Social welfare service providers • Migration management councils • Local Trusteeships for migration • Mobile teams for Roma inclusion • Coordinators for Roma issues • Local CSOs providing support to vulnerable groups, including returnees
<p>It is necessary to further inform returnees about options in the field of employment, involve them in active labour market policy measures and create innovative measures in line with the needs of this target group that, according to the Employment Strategy in the Republic of Serbia 2021-2026, belongs to the category of harder-to-employ persons.</p>	<ul style="list-style-type: none"> • Local NES branches/offices • Local self-governments • Local employment councils • Line ministry • Migration management councils • Local Trusteeships for migration • Mobile teams for Roma inclusion • Coordinators for Roma issues • Local CSOs providing support to vulnerable groups, including returnees
<p>Additional effort is needed and various forms of support need to be provided in the field of education for children and adults in the category of returnees (engaging pedagogical and andragogic assistants, implementing additional educational support programmes for returnee children, etc.).</p>	<ul style="list-style-type: none"> • Local self-governments • School administration and educational institutions at all education levels • Line ministry • Institute for the Improvement of Education • Civil society organisations
<p>Additional effort is needed and returnees should be provided various forms of support in the field of exercise of rights and services in healthcare (engaging healthcare mediators, providing information about rights, etc.).</p>	<ul style="list-style-type: none"> • Local self-governments • Health centres at the local level • Healthcare mediators • Local RFHI branches • Line ministry • Civil society organisations
<p>Since resolving housing issues has been recognised as one of the key problems faced by returnees, it is necessary to create additional housing policy measures and secure funds from different sources for their implementation.</p>	<ul style="list-style-type: none"> • Local self-government • Line ministries and state institutions (CRM) • International organisations

RECOMMENDATIONS	RELEVANT STAKEHOLDERS
Monitoring the status and keeping records on returnees	
<p>It is necessary to regularly implement studies on the status of returnees belonging to various categories - both those returning to the country based on the Readmission Agreement and those returning on other grounds (assisted and voluntary return). Studies on the status of returnees should represent the basis guiding national and local policies. Such studies should be financially supported by relevant national institutions and local self-government units.</p>	<ul style="list-style-type: none"> • International organisations • Local civil society organisations, particularly those doing research • Scientific institutions (faculties, institutes) • Statistical Office of the Republic of Serbia • Local self-governments • Line ministries and other state institutions
<p>It is necessary to regularly collect data and keep records on the number of returnees (both at the national and local level), beneficiaries of various support measures in the category of returnees and other relevant data important for various aspects of their status in society.</p>	<ul style="list-style-type: none"> • Line ministries and other state institutions and organisations (CRM and others) • Statistical Office of the Republic of Serbia • Local self-governments • Other relevant local institutions/organisations • Civil society organisations

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Action Plan for 2022-2024 for the implementation of the Strategy for the Social Inclusion of Roma in the Republic of Serbia 2022-2030 („Official Gazette of RS”, no. 105/2022)

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Strategy of Reintegration of Returnees based on the Readmission Agreement („Official Gazette of RS”, no. 15/2009)

Aleksinac

Local action plan for improving the status of refugees, internally displaced persons, and returnees based on the Readmission Agreement 2013-2016

Local Employment Action Plan of the Municipality of Aleksinac 2021-2023

Profile of the municipality of Aleksinac, SORS, 2022

Strategic plan for social welfare development in the municipality of Aleksinac 2017-2022

Apatin

Local Action Plan for Improving the Status of Roma 2010-2015

Local action plan for improving the status of refugees and displaced persons 2011-2015

Local action plan for improving the status of refugees, internally displaced persons and returnees 2017-2021

Local employment action plan of the municipality of Apatin 2021-2023

Profile of the municipality of Apatin, SORS, 2022

Sustainable Development Strategy of the Municipality of Apatin 2015-2020

Bač

Action plan for improving the status of Roma in the municipality of Bač 2014-2019

Development Plan for the Municipality of Bač 2022-2028

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Local Action Plan for Roma Inclusion 2021-2023

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Kragujevac

Decision on Social Welfare of the City of Kragujevac ("Official Journal of the City of Kragujevac", nos. 16/11, 3/16, 34/18, 38/20, 7/21)

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Lebane

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Pirot

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Profile of the City of Pirot, SORS, 2022

Požarevac/Kostolac

Local Action Plan for the Social Inclusion of Roma within the Territory of the City of Požarevac 2021-2023

Local action plan for improving the status of refugees, internally displaced persons and returnees based on readmission 2021-2025

Profile of the City of Požarevac, SORS, 2022

Profile of the municipality of Kostolac, SORS, 2022

Prokuplje

Profile of the City of Prokuplje, SORS, 2022

Subotica

Decision establishing the Council for Migration of the City of Subotica, Official Journal of the City of Subotica, 10 November 2020

Guide to the Work of the Institutional and Municipal Taskforce Group for Roma Inclusion, Association of Coordinators for Roma Issues, 2020

Local action plan for improving the status of refugees, internally displaced persons and returnees in the city of Subotica 2017-2021

Profile of the City of Subotica, SORS, 2022

Vrnjačka Banja

Annual Work Plan for 2022/23, Preschool Institution "Radost"

Housing Strategy 2019-2029

Local action plan for the social inclusion of Roma in the municipality Vrnjačka Banja 2019-2021

Local action plan for improving the status of migrants in the municipality Vrnjačka Banja 2017-2021

Local employment action plan of the municipality of Vrnjačka Banja for 2021

Profile of the municipality of Vrnjačka Banja, SORS, 2022

Sustainable Development Strategy of the Municipality of Vrnjačka Banja 2013-2023

Zaječar

Decision on forming the Council for Migrations and Permanent Solutions of the City of Zaječar, Official Journal of the City of Zaječar, 18 January 2013

Profile of the City of Zaječar, SORS, 2022

Zvezdara (Beograd)

Budget Decision of the City Municipality of Zvezdara for 2022

Programme for the improvement of the status of refugees, internally displaced persons and returnees within the territory of the City Municipality of Zvezdara for the period 2021-2024.

Appendix 1: Survey Questionnaire (Original – in Serbian)

Ime _____ Opštine/Grada: _____

1. Opšti podaci anketiranog

Ime i prezime	Funkcija	Naziv organizacije/institucije	Broj mobilnog telefona	email
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2. Podaci o institucijama/organizacijama na lokalnu

Naziv	Da li u okviru lokalnog saveta za migracije postoji predstavnik određene institucije	Da li predstavnik, određene institucije, učestvuje u definisanju i sprovođenju migracionih politika na lokalnu	U kom formatu učestvuje – šta radi u definisanju i sprovođenju migracionih politika na lokalnu (ukratko)
	Da Ne		

2.1. Poverenik za izbeglice i migracije

2.2. Predstavnik opštinske uprave

2.3. Predstavnik policijske uprave

2.4. Predstavnik centra za socijalni rad

2.5. Predstavnici pružalaca usluga SZ (NVO, centar za pružanje usluga, javne ustanove, itd.)

2.6. Predstavnik Nacionalne službe za zapošljavanje (NSZ)

2.7. Predstavnik Crvenog krsta

2.8. Romski koordinator

2.9. Predstavnik mobilnog tima

2.10. Predstavnik zdravstvene institucije

2.11. Predstavnik obrazovne institucije

2.12. Predstavnici kancelarije za mlade

2.13. Predstavnici lokalnih agencija za razvoj

3. Saradnja između institucija/organizacija u sprovođenju migracionih politika

3.1. Kakva je saradnja između institucija/organizacija u sprovođenju migracionih politika na lokalnu

3.2. Koje su najčešće prepreke u saradnji

3.3. Navedite neke od primera dobre prakse saradnje

4. Uticaj COVID-19 na pružanje usluga povratnicima

4.1. Da li su usluge povratnicima nastavljene bez ograničenja i izmena u toku epidemije COVID - 19

4.2. Ukoliko je bilo obustavljanja ili izmena u pružanju usluga, navedite primer(e)

4.3. Da li su donete određene, posebne, mere za pružanje usluga povratnicima u toku epidemije COVID – 19 (*ako jesu, navedite koje*)

5. Podaci o dostupnosti i kapacitetima javnih ustanova na lokalnu za pružanje usluga u zajednicama²⁰⁹

Naziv	Da li postoje kapaciteti javnih ustanova za pružanje usluge:	Da li su ove usluge dostupne povratnicima:	Broj povratnika koji koristi ovu vrstu usluge:	Komentar
5.1. Dostupnost dnevnih usluga				
5.1.1. Dnevni boravak za decu, odrasle i starije				
5.1.2. Pomoć u kući za decu, odrasle i starije				
5.1.3. Lični pratilac deteta (za decu sa smetnjama u razvoju i invaliditetom)				
5.2. Dostupnost usluga podrške za samostalan život				
5.2.1. Personalna asistencija za odrasle osobe s invaliditetom				
5.2.2. Stanovanje uz podršku za mlade koji se osamostaljuju odnosno napuštaju sistem socijalne zaštite				

²⁰⁹ Navedene usluge socijalne zaštite u nadležnosti jedinica lokalne samouprave klasifikovane su u 4 grupe, u skladu sa Zakonom o socijalnoj zaštiti i Pravilnikom o bližim uslovima i standardima za pružanje usluge socijalne zaštite

5.3. Dostupnost usluge smeštaja²¹⁰

5.3.1. Smeštaj u prihvatilištu (za decu, odrasle i starije...)

5.4. Dostupnost savetodavno-terapijskih i socijalnoedukativnih usluga

5.4.1. Savetovalište

6. Podaci o dostupnosti lokalnih entiteta koji imaju kapacitete da podrže reintegraciju:

Naziv	Da	Ne	Kako funkcionise njihov rad sa povratnicima na lokalnu, opišite	Komentar
6.1. Romski koordinatori				
6.2. Mobilni timovi				
6.3. Poverenik za izbeglice i migracije				
6.4. Prostor/organizacija gde povratnici mogu da dobiju sve informacije na jednom mestu („One-stop shop“)				
6.5. Programi radne aktivacije u kojima učestvuju povratnici				
6.6. Nešto drugo (navedite šta)				

²¹⁰ Tu se mogu uvrstiti i druge slične vrste smeštaja u skladu sa zakonom

7. Dostupnost usluga koje pružaju nevladine organizacije u radu sa povratnicima

Naziv	Da	Ne	Kako funkcionise njihov rad sa povratnicima na lokalnu, opšite	Komentar
7.1. Dostupnost dnevnih usluga				
7.1.1. Dnevni boravak za decu, odrasle i starije				
7.1.2. Pomoć u kući za decu, odrasle i starije				
7.1.3. Lični pratilac deteta (za decu sa smetnjama u razvoju i invaliditetom)				
7.2. Dostupnost usluga podrške za samostalan život				
7.2.1. Personalna asistencija za odrasle osobe s invaliditetom				
7.2.2. Stanovanje uz podršku za mlade koji se osamostaljuju odnosno napuštaju sistem socijalne zaštite				

8. Programi i projekti međunarodnih organizacija namenjenih povratnicima

Naziv	Da	Ne	Navedite programe, usluge i objasnite kako funkcionise u radu sa povratnicima na lokalnu	Komentar
8.1. Da li postoje programi i projekti međunarodnih organizacija namenjenih povratnicima				
8.2. Da li postoje usluge koje međunarodne organizacije nude povratnicima				
8.3. Da li postoje programi za poboljšanje zapošljivosti i zapošljavanje povratnika				
8.4. Da li postoji saradnja između centra za socijalni rad i službe za zapošljavanje po pitanju povratnika				

Although returnees represent a heterogeneous social group that consists of all citizens of the Republic of Serbia returning to the country after a stay abroad, reintegration policies for returnees at the national and local level fail to recognise this diversity and the different needs of members of this social group, instead focusing nearly exclusively on the narrower group of returnees based on the Readmission Agreement. Furthermore, within the group of returnees, members of national minorities, with Roma representing a majority, have been recognised as particularly susceptible to the risk of adverse effects in the process of return and readmission.

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