



**UN Special Rapporteur on adequate housing  
Office of the High Commissioner for Human Rights**

Special Procedures Branch, Palais Wilson  
CH – 1211, Geneva  
Switzerland

Dear,

Below is the text of the contribution of the Secretariat for Social Protection related to the development of the thematic report of the Special Rapporteur on adequate housing:

According to the official 2011 census<sup>1</sup>. In the Belgrade region, 27,325 Roma live, who declare themselves belonging to that national minority. The largest number of Roma are in the territory of the city municipalities Zemun (5,559) Palilula (5,607), Čukarica (3163) and Novi Beograd (3,020), and the smallest in the city municipalities Stari Grad (116), Sopot (148), Vračar (254) and Barajevo (252). Roma in the city of Belgrade, as well as in many cities and municipalities in which they live, due to poor education, lack of involvement in formal forms of work, ways of life and other characteristics, are exposed to marginalization and different forms of discrimination and human rights violations. City administration of the city of Belgrade actively implements measures for solving the problem of informal settlements.

The Roma population has a particularly significant share in the total number of people who arrived, from other parts of Serbia and other countries. Since 2006, Belgrade has been implementing special programs for improving the position of this group of citizens in order to successfully and actively engage in their active participation in the society, respecting the valid norms and regulations that apply in the same way to all citizens of Belgrade.

Regarding the improvement of the living conditions of Roma families, the city of Belgrade is acting in accordance with international standards, respecting the principle of non-discrimination and providing alternative accommodation to families. The improvement of the conditions of residence of Roma families The City of Belgrade is acting in accordance with the law and in full compliance with the relevant provisions of international human rights and humanitarian law treaties in accordance with the principles and guidelines on evolution and displacement based on the

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<sup>1</sup> <http://popis2011.stat.rs/>

development given in several documents, among others: The Universal Declaration of Human Rights, the International Covenant on Economic, Social and Cultural Rights, the Convention on the Rights of the Child, the Convention on the Elimination of All Forms of Discrimination against Women, The International Convention on the Elimination of All Forms of Racial Discrimination, the Strategy for the Social Inclusion of Roma and Roma in the Republic of Serbia for the period 2016-2025. which was adopted by the Government of the Republic of Serbia.

***1. Please provide statistical data on the numbers of people living in informal settlements, clarifying the definitions used including availability and costs. Also refer to any relevant qualitative studies or documentation of the lived experiences of residents.***

There are 98 informal settlements in the city of Belgrade<sup>2</sup> in which tens of thousands of inhabitants live. The exact number of such settlements, as well as the tenants in them, can not be accurately recorded due to the constant migration of the population from the developed cities to the municipalities.

***2. Please provide information on access to water, sanitation, electricity and other services, including availability and costs. Also refer to any relevant qualitative studies or documentation of the lived experiences of residents.***

In informal settlements in the city of Belgrade there are Roma and Roma women, mostly internally displaced persons from Kosovo, in improvised housing facilities (guardians) without any infrastructure, in conditions that can be described as utterly inhuman. Almost no exception, it's about unemployed people, a significant number of them have not yet managed to obtain the necessary personal documents, and most often live exclusively from the collection of secondary raw materials, and simply do not have the means to buy standard heating materials. No inhabitant of the settlement owns appropriate documentation of ownership - lives in illegally built facilities. Households in this settlement do not have drinking water from the city water supply. The access roads in the settlement are inadequate in terms of width and construction, which contributes to poor transport and circulation of tenants. The sanitary standards are very low, there is no sewage system, more families use one field toilet. There is also a long-standing problem of floods in the area during the rain, due to the lack of infrastructure for the drainage of atmospheric rain. There is no solid waste management system that creates landfills in the settlement, which leads to degradation of the environment, endangering the health of tenants, pollution as well as blockage of existing channels.

In cooperation with the German Organization for International Cooperation (GIZ), the city of Belgrade is implementing the Project: "Basic supply of drinking water and sanitary equipment of informal settlements" for an informal settlement near the bus turn 74 and 75 and the informal settlement of Mirijevsko brdo-municipality of Zvezdara, which will 145 families significantly improve sanitary conditions in these informal settlements. The aim of this project is to support the city of Belgrade in order to provide mobile drinking water supply and mobile sanitary cabins in informal Roma settlements. The project is in line with the efforts of the Government of the Republic of Serbia for the inclusion of Roma in order to create better living conditions through

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<sup>2</sup> In 2015, within the project "Here we are together - European support for inclusion of Roma" funded by the European Union and implemented by the OSCE Mission to Serbia, the registration of substandard settlements was done and a database was established within the ministry responsible for housing affairs.



improving hygiene and health conditions especially for the health care of mother and child. This project has been successfully implemented since 2016, with its realization being continued until the end of 2018.

***3. Please provide information and data on environmental, health or security concerns and experiences, including violence against women, affecting residents in informal settlements. Please include disaggregated health statistics, including life expectancy, mortality and any data on injuries or fatalities of residents of informal settlements as compared to the general population.***

Extremely inhumane living conditions have led to the average life expectancy of Roma far shorter than those of other nations in Europe. A large number of adults, but also children with respiratory illnesses, chronic diseases and carcinoma. Environmental health threats, especially poor quality drinking water and air pollution, are also significant.

Poverty, poor living conditions, unemployment increase the risk of illness and dying and affect adverse health outcomes in vulnerable populations<sup>3</sup>. The Roma population in Serbia is 7.5 times more at risk of poverty, as many as 56.3% of Roma children live below the poverty line<sup>4</sup>. Despite the guaranteed right to access to health care, there are still barriers that contribute to lesser use of health care services at all levels. Research results<sup>5</sup> which indicate that the health status of Roma children is significantly worse than the state of health of children in the general population:

- The mortality rate of Roma male infants is 32 per 1000 live births, 20 of the 1,000 female infants dying before the first birthday. A similar picture is obtained when the mortality of children up to the age of five is monitored (boys 36 per 1000, girls 23 per 1000 live births).
- Malnutrition in the Roma population is represented by 9.5%, as opposed to 7.9% in the rest of the population. The birth weight of less than 2,500 grams has 9.3% of Roma children compared to 4.9% in the total population. o A total vaccination according to the National Program of Compulsory Immunization was performed by 44% of Roma children, and only 27% of children living in Roma settlements received all vaccines anticipated for their age.

The City of Belgrade, in cooperation with the health institutions whose founder and other partners, continuously implements organized activities in monitoring the health needs of the Roma population, takes measures to improve the accessibility and exercise of Roma rights to health care and health insurance. The implementation of the measures is realized through the cooperation of the City of Belgrade - the Secretariat for Health and other secretariats and the following partners in the implementation of activities:

1. Ministry of Health of the Republic of Serbia
2. Roma health mediators
3. Health institutions - primarily health centers in which mediators are stationed, as well as teams consisting of representatives of health care centers - patronage services, pediatric, epidemiological and other services of health centers

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<sup>3</sup> Wagstaff A. Poverty and health. (CMH Working Paper Series, Paper No. WG1: Available et: URL: [www.cmhealth.org/wg1\\_paper5.pdf](http://www.cmhealth.org/wg1_paper5.pdf)).

<sup>4</sup> Statistical Office of the Republic of Serbia 2008: Survey on the Living Standard of the Serbian population 2007.

<sup>5</sup> UNICEF 2007: Multiple Indicators Cluster Survey 2005.



4. The Republic Health Insurance Fund, which through its branch offices and offices, and in cooperation with mediators, meets different needs, so that citizens can exercise their right to health insurance
5. The City Public Health Institute, which carries out its activities in cooperation with the Secretariat for Health and other secretariats of the City Administration.

The Secretariat for Social Protection in cooperation with the Ministry of Health of the Republic of Serbia and the Secretariat for Health included displaced families in the health care system. Families and individuals are informed of their rights to health services, receive basic health information, and help with the removal of health booklets, the choice of doctors and scheduling consultations with medical staff in health centers. Roma health mediators and medical staff from the competent health centers regularly monitor and implement the program of vaccination of children. In order to improve the accessibility of health care for the Roma population, the Ministry of Health organizes the work of Roma health mediators stationed in the health centers and work closely with healthcare workers and associates in health centers and, if necessary, appropriate services in local self-government, in order to provide the necessary assistance and support in the most efficient way. They are dealing with the health needs of the Roma population and facilitating contact with the health service, providing assistance in exercising the right to health insurance and obtaining health booklets, improving the accessibility of all types of health care for the Roma population - mandatory immunization, health care for mothers and children, improving reproductive health, prevention of chronic non-communicable diseases and others.

After relocating families from informal settlements to social housing, all persons are provided with health booklets for all family members. In five health centers, in municipalities where newly formed settlements, the Secretariat of Health has reorganized to ensure that healthcare workers can continuously visit newly established settlements. Once a month, a team of general practitioners, pediatricians, nursing nurses and Roma health mediators went on a tour. During these visits, doctors examined all those patients who can not come to the Health Center themselves. Health teams also provided assistance to people with disabilities in implementing the necessary procedures for the production of orthopedic aids.

In regular exchange of information, interviews with displaced populations and activities in workshops held in common areas in settlements, programs for health enlightenment of all members of the community are implemented. A special focus was placed on the development of awareness of the reproductive health of women, the need for complete vaccination of children, the importance of proper nutrition and hygiene habits.

Checking the vaccination status and extraordinary vaccination of children, health-educational lectures, visits to newborns, maternity and infants according to the plan of visiting the hospital, hygienic-epidemiological surveillance, identifying a chosen doctor in the health center, controlling persistence with division of shampoos against you, children for examination by a dermatologist form part of a regular placement control. There is a continuity of monthly visits by



a team of health workers from the health centers in the municipalities of Rakovica, Mladenovac, Zemun, Barajevo, Cukarica and Obrenovac, thus improving the availability of health care. Health workers advise residents of settlements how to exercise their right to health care in health care institutions, primarily to health centers with their chosen physician.

In the health centers all children perform the systematic examinations necessary for enrollment in school and preparatory preschool program. Child healthcare services organize specialist examinations, pediatric, physiotherapy, dental, speech therapies, laboratory analysis and other examinations for which the need arises.

Pediatricians in health centers also work continuously to complete the vaccination of each Roma child. During the visit, children's vaccination cards are checked and vaccinated.

In cooperation with local health centers and private clinics in all newly formed settlements and the Secretariat for Social Protection, it constantly organizes educations, lectures, workshops and counseling on various topics: caring for children, health, alcoholism, hygiene, drugs, family planning, sexually transmitted diseases .

For each family from newly formed settlements, hygienic packages with personal hygiene and hygiene of living space are provided. Roma women and men do not use the available mechanisms to seek protection of their rights - they do not submit complaints to patients' rights protectors, the Commissioner for the Protection of Equality, the Ombudsman, do not initiate proceedings before the courts. The reasons for this are insufficient knowledge of Roma and Roma women about the competencies of these bodies, their insufficient presence in Romani settlements, while the biggest obstacle to access to rights.

The Secretariat for Social Protection of City Administration of the City of Belgrade devotes special attention to improving the position of women and their empowerment and fight against domestic violence. Access to prevention and resolution of this serious social problem is interactive - through workshops, education, counseling. Roma women are faced with additional difficulties because they are often exposed to domestic violence. Unofficial data, collected through interviews with Roma from informal settlements, indicate potentially very high rates of exposure to violence (90% -100%).

The City of Belgrade is determined to provide full protection to children and domestic violence victims, as well as to all adult victims, among which the highest percentage of women, and on November 25, 2015, the Agreement on Intersectoral Cooperation was signed in the implementation of the General Protocol for the Protection of Women domestic violence and partnership relations in the city of Belgrade. This protocol, among other things, obliges all competent services in the city of Belgrade to take into account the situation of children of domestic violence witnesses in cases of violence against women, which increases the security of preservation of their best interests. In this way, the City of Belgrade has made alignment with the Council of Europe Convention on Preventing and Combating Violence against Women and Domestic Violence.



The implementation of both agreements is followed by the Coordinating Bodies composed of the representatives of the signatories to these agreements. The primary tasks of the Coordination Bodies are to encourage and support cross-sectoral cooperation in the area of prevention, facilitate the exchange of information between sectors, facilitate the resolution of technical problems arising between different sectors, promote agreements and propose initiatives to prevent and protect children from violence and improve the system of women's protection against violence in the family and in partnership relations in the territory of the city of Belgrade. Both coordinating bodies cooperate with the Council for the Rights of the Child of the City of Belgrade and the Council for Gender Equality of the City of Belgrade.

Social Protection Service The shelter for women and children victims of domestic violence, for the territory of Belgrade, is also covered by the social protection system of the city of Belgrade. The decision on the rights and services of social protection defines the conditions for the realization of this service. The service is provided by the Counseling Center against Domestic Violence. Starting from 2012, the service is provided continuously for project and funded by the city. In 2018, the city of Belgrade is on a daily basis for 30 women with children who have been victims of family violence provided this service through the public procurement procedure of social care services, in accordance with the provisions of the Law on Social Protection and concluded a contract with the Counseling Center against Domestic Violence as the authorized provider of this service, for the period from year to year 2019. For the realization of this service, the City of Belgrade has provided funds in the amount of 24.006.750,00 dinars.

***4. What goals and timelines have been adopted to ensure that all informal settlements will be upgraded to meet the standard of adequate housing by 2030? Please provide information on plans, upgrading/resettlement policies and whether these plans include human rights standards. Please also explain how responsibilities have been allocated to different levels of government.***

The City of Belgrade has drafted an Action Plan for the Displacement of Informal Settlements in the City of Belgrade, followed by the recommendations contained in the Basic Principles and Guidelines on Development Evolution and Displacement - Annex 1 of the Special Rapporteur's Report on Adequate Housing as a Component of the Right to an Adequate living standard A / HRC / 4/18. The overall goal of the Action Plan is to improve the living conditions of inhabitants of informal settlements, not to the territory of the city of Belgrade, where, according to all indicators, the most vulnerable social groups live. The most populous inhabitants of informal settlements in the city of Belgrade are Roma citizens, so the Action Plan contributes to the social inclusion of Roma in order to achieve their full equality, especially in view of the extremely difficult living conditions in which they live in these settlements.

***5. What are the primary reasons for people living in informal settlements? (eg. rapid urbanization, gap between housing costs and income; loss of ancestral land; internal displacement; immigration; lack of titled land; etc). Please refer to relevant research or reports.***

The problem of the emergence of informal settlements illegally built binds mainly to socially vulnerable population groups, although the frequent cases of illegal construction by other social groups, as a way to get faster and cheaper comes to housing solutions. Given that Roma are one of the largest ethnic communities in the Republic of Serbia (according to the 2011 census, the Roma population in Serbia has 147,604 inhabitants), the influx of large numbers of refugees and



displaced people from war-torn areas of the former Yugoslavia in the nineties and the subsequent significant influx of internally displaced persons with Kosovo after NATO bombardment 1999, has led to the migration inflow of approximately 750,000 persons in the course of the ten year period, which made up about 10% of the population in Serbia without Kosovo problem eformalnih Roma settlements, as predominant form of substandard settlements in Serbia, points to the need for a systematic approach to their rehabilitation and improvement.

***6. What laws are in place to protect and ensure the rights of residents of informal settlements, before, during and after any upgrading, if it takes place? Have these laws been effective? Please provide references to any important court decisions.***

There is a legal framework in the Republic of Serbia that provides assistance and solutions for the displacement of informal settlements. New Law on Housing and Maintenance of Buildings<sup>6</sup> which entered into force and is applicable from 01.01.2017. In the year, the terms "eviction" and "relocation" are more closely defined. First of all, the obligation of all entities to comply with the following principles is the obligation of all entities: "principle of legality", "principle of proportionality", "principle of protection of dignity", "principle of protection of specially endangered persons" and "principle of mutual cooperation" during the implementation of the eviction and resettlement process. The reasons for the eviction were determined, which are in principle implemented when it is necessary to execute a person from an object built in contravention of the law regulating the planning of space and the construction of buildings and which is located on land owned by another natural or legal person and is carried out when this is necessary and justified in order to achieve public interest, specifically when a valid planning document foresees the landing of urban land for the construction of buildings for which a public interest is determined in accordance with a special law, and if it is necessary to execute the eviction, the person who is moving out, under the conditions provided for by the said law, exercises the right to move to adequate accommodation provided by the competent authority of the local self-government unit in whose territory that person is resident and who issued the decision on eviction, or if the person does not have a place of residence on the territory of the local self-government unit that issued the decision on eviction, adequate accommodation for relocation is provided by the local self-government unit in whose territory that person has the last registered residence e. The applicable law on housing also addressed the problem of accommodation of socially vulnerable persons through the "Housing Support" institute. Accordingly, various forms of housing support are foreseen that the Republic of Serbia provides at all levels of government to any person - a citizen who is without an apartment or an adequate apartment in the sense of this law, and for social, economic and other reasons can not own funds solve the housing need for market conditions for themselves and their family home. In order to achieve public interest in the field of housing, and based on the National Housing Strategy and the Action Plan adopted by the Government of the RS, the local self-government units (cities and municipalities) bring their local housing strategies and action plans for its implementation through programs and projects, various types of housing support in order to solve the housing problems of socially vulnerable persons who fulfill the legally prescribed conditions for social support and who officially live in their territory.

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<sup>6</sup> <http://www.mgsi.gov.rs/cir/dokumenti/zakon-o-stanovanju-i-odrzavanju-zgrada>



**7. Please provide, if applicable, information on international development assistance received for projects and programmes related to informal settlements. To what extent are these projects implemented within a human rights framework and linked to the achievement of the 2030 Agenda targets?**

- The City of Belgrade is implementing the project "Let's Build a Home Together". The project is implemented in cooperation with the European Union and the United Nations Office for Project Services - UNOPS.
- During 2014 and 2015, the Project for the construction of access roads to the bridge across the Sava River was financed by the European Investment Bank.
- In the course of 2016 and 2017, in cooperation with the city of Belgrade with UNHCR and NGO "Vizija" - Kragujevac, the project for providing housing solutions for internally displaced persons in the informal settlement "Grmeč" - Municipality of Zemun was realized.
- The City Center for Social Entrepreneurship of Belgrade in cooperation with the United Nations Office for Project Services (UNOPS), implemented the "EU Support for Roma Employment" project.

**8. Please provide, if applicable, information on international development assistance received for projects and programmes related to informal settlements. To what extent are these projects implemented within a human rights framework and linked to the achievement of the 2030 Agenda targets?**

The City of Belgrade started with the implementation of the National Strategy for the Improvement of the Position of Roma since 2009 by adopting the Action Plan for the Displacement of Unhygienic Settlements in the City of Belgrade and Residential Care of Displaced Families, thus laying the basis for a continuous and sustainable improvement of the status of Roma. The Action Plan aims at the overall improvement of the living conditions and strengthening of Roma families through four main areas: housing, education, health and employment.

**Since 2009, the city has displaced several informal settlements and sheltered 343 Roma families, or 1,443 people.** Displaced families are provided with permanent housing, which includes the provision of families in social housing. Since 2007, since the social housing program has been implemented, out of a total of 626 social flats built by the City, 191 apartments have been allocated to Roma families.

In addition, the City of Belgrade realized the project "Let's Build a Home together".<sup>7</sup> The project was implemented in cooperation with the European Union and the United Nations Office for Project Services - UNOPS. Realization of this project provided permanent housing for 170 Roma families. According to the project, family care was carried out through three models of housing care: Social housing, purchase of rural households and reconstruction of their own property. During the displacement and care of these families, the City of Belgrade acted upon the recommendations of the European Union, the families were provided with all the necessary assistance and support in order to collect all the necessary documentation for participation in the project, and the families were involved in the whole process. 119 families (542 persons) have been provided with 119 families (293 persons) in social housing, 41 families (202 persons) are taken

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<sup>7</sup> [www.sagradimodom.org](http://www.sagradimodom.org)



phase of the project started in March 2017 and aims to address the housing issue for another 44 Roma families (214 persons) from newly-formed settlements. The project, funded by the European Union with 1.5 million euros, is carried out by the City of Belgrade, the Secretariat for Social Protection, in partnership with the United Nations Office for Project Services (hereinafter: UNOPS) and in coordination with the Office for European Integration of the Government of the Republic of Serbia, The Office for Human and Minority Rights, the Social Inclusion and Poverty Reduction Team, and the National Council of the Roma National Minority of the Republic of Serbia. The City of Belgrade coordinates the project and is responsible for the implementation of its activities through the work of the Secretariat and other bodies within its jurisdiction, in particular the Secretariat for Social Protection and the Directorate for Building Land and Construction of Belgrade.

We especially emphasize that the beneficiaries of this project are residents of the newly formed settlements Makiš 1, Makiš 2, Kijevo, Resnik and Jabucki rit which on the day of the displacement of the informal settlement Belvil (April 26, 2012) and on the day of the displacement of the informal settlement Gazela (01 September 2009 years) were inhabitants of these informal settlements. This project is a priority for the City of Belgrade in the field of housing and improvement of the living conditions of Roma families in Belgrade. This project is a priority in the field of housing and improvement of living conditions

During 2014 and 2015, by relocation of the Project for Construction of Access Roads to the bridge across the Sava River, funded by the European Investment Bank, 51 families ( 230 persons ) were relocated, displaced from the informal settlement "Belvil" to social flats in locations: "Orlovsko naselje" - the municipality of Zvezdara (24 families) and the Jabucki rit-municipality of Palilua (27 families).

In cooperation of the city of Belgrade with the NGO "Vision" - Kragujevac and UNHCR, in 2016 and 2017, through the project of providing housing solutions for internally displaced persons in the informal settlement "Grmeč" - the Municipality of Zemun, the purchase of rural households was in total 54 Roma family, or 224 persons.

In 2017, the City of Belgrade improved housing conditions for 12 Roma. family from an informal settlement on the location of Tosin bunar 175 - municipality of Novi Beograd. Five families were provided with housing in the apartments of the city of Belgrade, and the other seven who had their property received a monetary amount to renovate it.

Education - Pre-school children care is extremely important in the program of integration of displaced families, and quality education is the best means of preventing poverty and the most effective way of getting out of it. Experts from the relevant secretariats of the City Administration of the City of Belgrade regularly visit families, talk to them, gather information about their needs and problems. This way, direct attention is given to the priorities in solving the one-off and long-term problems of displaced families with children. Villages are also visited by social workers and psychologists employed in pre-school institutions. The program for the preparation of relocated families for inclusion in the educational system is actively implemented.

The Secretariat for Education and Child Care regularly conducts meetings with representatives of preschool institutions presenting reports on working with children living in informal settlements. Reports on the progress of children and the results achieved by each child are being considered. Specific problems that occur occasionally occur. The practice has been



The Secretariat for Education and Child Care regularly conducts meetings with representatives of preschool institutions presenting reports on working with children living in informal settlements. Reports on the progress of children and the results achieved by each child are being considered. Specific problems that occur occasionally occur. The practice has been introduced to provide children with certificates of attendance at pre-school institutions with the specified exact number of days. All children attending this program received free books and free lunch in kindergartens. Also, the city municipalities of Cukarica and Rakovica provided buses for the transportation of children and escorts to children in school and kindergarten.

Schools, especially in the previous period, took into account, as part of their activities, the regular attendance of classes, the proper distribution of children by grade, the acceptance of Roma children, the development of an individual education plan in accordance with the Law on the Basics of the System of Education, Children's Motivation and Supplementary Teaching .

School directors send regular reports on the attendance of classes for each individual child. The data is regularly monitored by the Secretariat for Education and Child Care, which constantly communicates with school principals. In this communication, special attention is paid to the safety of students and the reference to racial affiliation. It is in contact with city municipalities regarding non-teaching children, so that municipal representatives take the necessary measures and inform the Secretariat thereof.

Pedagogical assistants entered the regular system of financing since March 2011, so communication between school and parents is much easier. Visits to settlements relate exclusively to interviews with parents in terms of motivation and recalling the importance of institutional education for their children, as well as the commitment of primary school.

Starting from the school year 2011/2012. Years of certificates issued by the school to parents for the purpose of exercising the right to social assistance and child allowance are issued monthly, so that parents take care of children in this way and follow the regularity of attending classes. Monitoring of the education of children older than 15 years in the elementary school for adult education, in cooperation with the Ministry of Education, Science and Technological Development, for inclusion in the project "Second Chance". The Secretariat for Education and Child Protection in cooperation with the Secretariat for Health, taking into account the enrollment of children who completed the preparatory preschool program in the first grade of primary school.

In addition to the Secretariat for Education and Child Care and the Secretariat for Social Protection, it plays a major role in the education of Roma children by organizing and realizing workshops, schools of acting, sculpture, visits to museums, theaters, performances involving Roma children, socializing with athletes and other public figures with the aim of acquiring new knowledge and full inclusion in society.

The City of Belgrade, in cooperation with the Ministry of Education, Science and Technological Development, is working through regular counseling centers (teachers, pedagogues, pedagogical assistants) to raise awareness about the value of education and the legal obligations of parents related to enrollment of children in elementary school and attendance . Teachers and pedagogues support primary school pupils from targeted settlements at extra hours and in homework assignments before or after school. The Secretariat participates in the conduct of a common database containing data on health,



employment, social protection and education of residents of newly-formed settlements and social housing.

The Secretariat for Education and Child Care monitors the attendance of children from raising families, informs parents about education rights and obligations and cooperates with other secretariats in order to encourage regular attendance and completion of schooling. The Secretariat participates in the management of a common database containing health information , employment, social protection and education of residents of newly-formed settlements and social housing.

The Secretariat for Education and Child Care faces the problem of the traditional way of life of displaced families in which a large percentage of female children are fed at a very early age, which is why it is written out of school. Frequent emigration to Western European countries is also contributing to irregular attendance, which is why school children are absent from school for several months. The Secretariat seeks to solve this problem with the help of the line ministry and non-governmental organizations that should increase the awareness of parents about the significance of curriculum attendance and completion of education.

Employment - Working-age tenants in social housing are offered a number of jobs - both in urban utility companies (City Cleanliness, Greenwich, Belgrade Power Plants, Water and Sewerage) and in private companies. Motivation workshops were also organized for them, where they received practical employment advice, the ability to complete elementary school, craft training, courses, etc. During 2016, the United Nations Office for Project Services in partnership with the City of Belgrade, within the framework of the EU Employment Support Project, called the Public Invitation for Working Engagement of the Unemployed Romani Members from the City of Belgrade in the Public Utility Company "Zelenilo - Belgrade" and JP "City Residential". Through this Project, a total of 15 members of the Roma population were employed in the Public Utility Company JKP "City Cleanliness" and JP "Gradsko stambeno".

"Eu support Roma employment", provided employment and work engagement for 74 people (46 men and 24 women), as well as active employment measures for 270 people. The projects also contributed to the improvement of the legislative framework and the capacity building of national institutions and civil society. Belgrade City Center for Social Entrepreneurship in cooperation with the United Nations Office for Project Services (UNOPS), within the project "EU Support for the Employment of Roma", awarded grants for self-employment in equipment for 50 unemployed Roma people with the best business plans, and in the amount of up to 3,400 euros, for starting a business, that is, the establishment of an action or other form of entrepreneurship.

Social protection - All families displaced from informal settlements to social housing, enter the social protection system. They were first provided with personal documents for which the funds are allocated by the Secretariat for Social Protection, and the preparation of documents is done by the City Center for Social Work in cooperation with the Ministry of Internal Affairs. All families exercise all rights in the field of social protection: the right to



financial social assistance, free meals in the national cuisine, one-time cash and / or interventional assistance, assistance to the unemployed maternity, child allowance, parental allowance.

After the adoption of the Strategy for Social Inclusion of Roma and Roma Women<sup>8</sup> for the period 2016-2025, in the Republic of Serbia, through the Housing Displacement Project for Internally Displaced Persons, implemented by the UNHCR and the organization "Vision" in Kamendin City Municipality of Zemun, 9 Roma families have been sheltered.

The City of Belgrade implements projects in cooperation with international organizations, but also finances projects of the non-governmental sector and citizens' associations for the adult education of Roma, as well as projects of preparatory programs for going to school, acquisition of qualifications and employment of the Roma population, as well as projects for the fields of education, socialization and social protection of the Roma population in the territory of Belgrade. In this way, the city of Belgrade, in cooperation with the NGO sector, successfully implemented projects in the field of education, socialization and social protection of the Roma population on the territory of the city of Belgrade. Some of the projects financed by the City of Belgrade are:

- **Project "Prevention of Abuse of Psychoactive Substances in the Roma Population"**. Discussions were held on the topic of the distribution of psychoactive substances, as well as education on approaches in prevention and treatment of addiction diseases in three Roma settlements. The project was implemented by the Association of Special Pedagogues of Serbia.
- **Project "Identical chances of Roma children in education, preparation for first class enrollment and supplementary teaching in Serbian, mathematics and English language"**. With this project, 35 Roma children were successfully prepared for their first grade. The project was implemented by the Roma Children's Humanitarian Center "Vlach Roma".
- **The project "Vocational training of young Roma"**, where young Roma without qualifications are qualified to engage in craft business. The project was implemented by the "Humanitarian Center" ROM "Obrenovac.
- **The project "Same Chance for All"**. With this project, 10 adult students passed training for the tasks of automotive electricians and mechanics. The project was implemented by the Association "Humane Connections".
- **Project "Ecological Entrepreneurship"**. With this project, 20 trainees successfully passed training for starting their own business in the field of ecology. The project was sponsored by the Disability Forum.
- **The project "Run and the Internet is literate"**. 25 Roma children attending high school completed computer training and internet literacy.
- **Project "Training of members of the Roma population for interest auxiliary cardboard manufacturer-registrar"**. In the service of active employment, five beneficiaries of this project completed their training in the field of cardboard assistant.

The General Plan of Belgrade until 2021 and the Development Strategy of the city of Belgrade until 2021, social housing was singled out as a separate type of housing, and socially

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<sup>8</sup> <https://www.minrzs.gov.rs/lat/strategija-za-socijalno-ukljuc.html>



vulnerable Roma are listed as one of the groups within the category of socially vulnerable persons who need special help in providing adequate living conditions. Affirmative measures also consist in adjusting the scoring system for selecting social housing beneficiaries, ie adapting the criteria for the benefit of the Roma population - (increasing the number of points for social vulnerability, reducing the number of points for work, etc.), assistance in applying to social housing, immigration (purchase of furniture, social assistance, deduction of utility bills, enrollment of children in kindergartens and schools, employment).

The City of Belgrade is implementing a gender-sensitive policy, where special attention is paid to preventing violations of the human rights of women affected by displacement. In addition to this, the provisions of the Convention on the Rights of the Child and the Convention on the Protection of Persons with Disabilities as well as the special protection of elderly and infirm persons are respected.

The city administration of the City of Belgrade implements the planned, systematic and responsible, multisectoral procedures for the displacement of informal settlements, through the application of a holistic approach to assessment and response to needs, respecting positive legal regulations, and in accordance with domestic and international standards in this field. The City of Belgrade is implementing exclusively for the purpose of combating well-being, in a reasonable and proportional manner.

During the displacement of informal settlements in the territory of the city municipalities, the City Administration of the City of Belgrade will provide all necessary assistance and support in order to carry out these processes in a planned manner and with the respect of international human rights conventions, in particular the principles and guidelines of the UN on displacement-based development.

Sincerely,

Deputy Mayor of the City Administration of Belgrade  
- Secretary of the Secretariat for Social Protection

  
Natasa Stanisavljevic

