



ASSESSMENT OF THE NEEDS OF INTERNALLY DISPLACED PERSONS IN SERBIA

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SUMMARY

The report analyses data of a survey carried out among internally displaced persons in Serbia. The aim of the research was to identify the main problems of internally displaced persons (IDPs), to identify the vulnerable groups among them and to point out the courses of action for improving their position.

The Statistical Office of Republic of Serbia collected data for the United Nations High Commissioner for Refugees and the Commissariat for Refugees of the Republic of Serbia in the period October - November 2010. The sample included 2,006 households and 8,335 individuals. The results indicate that there are 45.2% of the household in need among all the surveyed households.

The research results are analysed and presented in several aspects:

1. The main characteristics of households

It is estimated that 22,886 households or 97,286 persons in need live in Serbia.

The majority settled in urban areas, western Serbia and Šumadija, while the smallest number of them went to Vojvodina. From the aspect of ethnical origin, the Serbs are in majority, followed by Roma.

The average age of persons in need is 29.5 years, which is below the average of the entire IDP population - 32.9 years, and considerably below the average of the domicile population - 41.2 years. An average IDP household has 4.16 members, a household in need 4.42 and a Roma household 5.21.

2. IDPs on the labour market

The activity rate of displaced persons throughout the whole sample is 67.7%. The activity rate among the persons in need is 70.2%. The employment rate of the persons in need is 28.5% and unemployment 39%, which is less favourable than of the entire IDP population, and far worse than of the domicile population, whose employment rate is 37.7% and the unemployment rate is 19.2%.

The projection shows that 6,024 income packages for the unemployed IDPs in need and 4,361 packages for the employed IDPs in need in Serbia are required to improve their economic status through income-generating activities.

3. Housing and property

Only 11.6% of the households in need own housing, while the IDP generally are owners in 48% of cases. Most of the IDPs in need are subtenants (48.9%) or live with relatives or friends (21.6%). These households have 12.61 m² per household member, which is less than the average of 17.71 m² per member.

49% of the households in need own an apartment, or a house in Kosovo and Metohija, somewhat more than all the IDPs (46.7%). The facilities have been mostly destroyed or seized.

An estimated 21,420 households in need require assistance in solving their housing problems. Construction materials kits (7,033) and social housing (6,643) are in greatest demand.

4. Financial situation of IDPs

IDP households receive approximately RSD 7,100 per member, and households in need approximately RSD 4,200. 74.3% of households in need receive less than RSD 20,000 (app. EUR 200).

The results show that the majority of IDP households want to reach the revenue that would allow them a normal life, through their own working engagement. An estimated 22,515 households in need are seeking some form of support to overcome the deficit in the budget. Assistance in employment (13,111) and social support (4,477) are most wanted forms.

5. Social inclusion of IDPs

24.1% of IDPs suffer from chronic diseases, while 8.5% could be classified as the disabled persons with high a level or a total disability.

Lack of one of the basic documents (identity card and birth certificate) was reported by 8% of households. This percentage is much higher among the Roma(17.6%) than among the non-Roma (5.5%). However, progress has been achieved in relation to previous researches. Currently, approximately 11% of Roma IDPs do not possess an identity card and a birth certificate as compared to 18.5% and 20.1% reported in the LSMS. 12.2% of all IDPs and 15.9% of households in need face daily problems due to lack of documentation.

6. Social care

The percentage of households in need who exercise the right to assistance is 39.1%, which is more than of the total IDP population (25.9%) and less than Roma (64.2%).

Child allowance and family subsistence allowance (MOP) are the most frequent forms of support. The data show that 38% of IDPs face difficulties in applying for assistance (38%). Roma are more familiar with their rights in this sector, but they need more help in applying for it than other displaced persons.

7. Willingness to return

A significant decline in willingness to return is noted in comparison to previous researches when more than 50% of IDPs wanted to return to Kosovo. At the moment, only 20% of the households in need and 20% of all the IDPs want to return to Kosovo. Roma are far less willing to return to Kosovo (8.8%).

The assessment shows that 11,898 IDP households (5,132 households in need) want to return to Kosovo. For these households, the following should be provided:

- Housing solution for 11,259 households, and 4,841 households in need,
- Income generation assistance for 9,779 households, and 4,342 households in need,
- Legal assistance for 3,465 households, and 1,575 households in need.

Those who do not want to return state lack of security and freedom of movement, and uncertain prospects for their children as the main reasons. 9.8% of the IDPs (5,049 IDP households of including 2,030 in need) did not want to comment on the possibility of returning to Kosovo.

1. SITUATION OF INTERNALLY DISPLACED PERSONS IN SERBIA

As a result of the conflicts in the region in the 1990s, Serbia has the largest number of refugees and IDPs in Europe. After the NATO intervention in 1999, a large number of non-Albanians left Kosovo and Metohija and settled in other parts of Serbia. This migration additionally burdened Serbia where already about half a million refugees from Croatia and Bosnia and Herzegovina lived. Independence declared by Kosovo nine years later, did not contribute to the improvement of the situation of IDPs, but further increased uncertainty in terms of finding long-lasting solutions.

According to the Commissioner for Refugees of the Republic of Serbia, 210,148 IDPs lived in Serbia in 2010. Most IDPs settled in central and southern Serbia, while a small number, mostly Roma, went to Vojvodina. There were several migratory waves. An average IDP household moved three more times after the displacement from Kosovo (IDMC, 2009:117). The second wave of migration took place mainly from smaller to larger towns (Babović, Cvejić, 2008:18). Most IDPs live in private accommodation, while 3,358 IDPs are accommodated in 54 collective centres (November 2010). The IDPs remaining in the collective centres belong to an extremely vulnerable group of old and ill in need of special attention.

Serbia has launched several programmes that should facilitate the inclusion of IDPs in the areas where they settled and secure durable solutions. National Strategy for Resolving the Problems of Refugees and Internally Displaced Persons, adopted in 2002, has set a framework for ensuring conditions for sustainable return or local integration. This Strategy identified the return of displaced persons as the most desired durable solution. In view of the new circumstances of the IDPs eight years later, this Strategy is now revised, and its adoption is expected in the first quarter of 2011. The Strategy for Sustainable Return and Survival in Kosovo, adopted in 2010, supports the sustainable return of IDPs and socio-economic development of Serbs and other non-Albanians to the province

The number of returnees to Kosovo and Metohija is extremely low, as is the number of IDPs who have found a different durable solution. According to UNHCR in Pristina, only 12,145 IDPs from Serbia returned to Kosovo in the period 2000-2009. (UNHCR OCM Pristina, 2009:4). There is no data on the sustainability of these returns.

The main reasons for such a low rate of returns are the lack of security in Kosovo, limited freedom of movement, limited access to public services and schools for children, lack of economic prospects for returnees and difficulties in reclaiming their property, which is often destroyed rather than returned to the returnees.

In recent years, several limited programmes were launched, aimed at empowering the IDPs and improving their position in the local communities. Since 2008, finding solutions for the IDPs is encouraged through the adoption of plans by the local governments and financial support for their implementation. By the end of 2010, Local Action Plans were adopted in 102 municipalities in Serbia.

There are various programmes funded by the European Union, United Nations agencies, international organizations, Government of Republic of Serbia and foreign governments based mainly on:

- Provision of construction materials for the completion of the initiated construction works or rehabilitation of poor housing or granting of prefabricated houses
- Purchase of village houses in rural and suburban areas and connecting IDP families with the domicile elderly households without the support
- Provision of housing under social housing programmes
- Facilitating and securing the safety of visits of IDPs to Kosovo (Go and See Visits - GSVs, Return-Facilitation Visits - RFVs, Go-and-Inform Visits -GIVs, etc. ..)
- Financial assistance to the families leaving the collective centres and starting a self-sufficient life (Pick-up)
- Vocational training, retraining
- Grants to support income-generating activities, and economic empowerment
- Non-food item packages (food, clothing, heating derivatives, etc.).

According to Commissioner for Refugees' data, 620 housing units, 567 rural households, 1,876 packages of construction materials, 2325 grants to support income-generating activities and 176 prefabricated houses have been provided in the last two years. In this way, 5,564 families of refugees and displaced persons were supported.

Multiple analysis of IDPs show the biggest problems of IDPs to be housing, access to information, employment and lack of basic documents. In addition, IDPs have a low level of independence, i.e. members of the IDP population had difficulty accessing employment due to long inactivity and lack of skills, which contributes to their dependence on social support.

All the analyses conducted among the internally displaced persons so far have highlighted problems with the acquisition of documents (Babović, Cvejić, 2008). Also, it is often stressed that the Roma are the most affected by this problem.

2. METHODOLOGY

This Assessment of the Needs of Internally Displaced Persons is the first major in-depth research among members of the IDP population, after the Living Standards Measurement Survey (LSMS) conducted in parallel among the domicile population and the IDPs in 2007. The research has been conducted by the Serbian Commissioner for Refugees, UNHCR and Statistical Office of the Republic of Serbia in late 2010. The whole project was conducted in cooperation with the *Joint IDP Profiling Service*, which provided technical and financial support to the project.

The assessment aims to provide detailed information on the situation of IDPs based on the survey conducted by the National Employment Service and the recommendations for improving their situation.

The report analyses the results of a research conducted on a representative sample of internally displaced persons in Serbia without Kosovo and Metohija, in October - November 2010. A two-stage stratified random sample was used, where the primary unit of choice was a settlement, and the final a household. The sample included 2,006 households and 8,335 individuals, of whom 8,116 came from Kosovo and Metohija.

Data were collected by face to face interview.

The aims of the survey were:

1. *To define the number of IDPs in need*
2. *To identify specific needs of IDPs and their scope*
3. *To map locations with high concentration of IDPs*
4. *Thus to contribute to the process of defining strategic solutions for IDPs*

The situation of displaced persons has been analysed from several aspects:

- *The main socio-demographic characteristics of households*
- *Position of IDPs on the labour market*

- *Financial position*
- *Living conditions of IDPs and property in Kosovo*
- *Social care*
- *Social Inclusion and*
- *Willingness to return.*

Given the limited means at disposal for solving the problem of IDPs, the Commissariat for Refugees, together with UNHCR defined criteria for IDPs in need. According to these criteria, only the persons who have multiple disadvantages and are in need of support to solve their existential problems were eligible. Other persons in need, which do not meet the financial criterion, were not considered a priority. Three categories of households in need are identified:

1. *Households that own an apartment/house with less with than 15m² per household member, no running water, electricity, bathrooms or toilets, and whose housing has damp trouble, leaky roof, damaged walls/floors and rotten joinery, and in addition to all this household earns less than RSD 8,526 per household member.*
2. *Households living in buildings not intended for housing and earning less than RSD 8,526 per household member.*
3. *Households living in the house that is not owned by them and earning less than RSD 8,526 per household member.*

The mentioned parameters, determining the position of vulnerable groups within the IDP population, will be used in the analysis.

3. SURVEY RESULTS

3.1. IDPs on the labour market

The position of internally displaced persons on the labour market is a major indicator of their quality of life. A better position on the labour market allows for gaining additional skills and acquiring contacts that can contribute to the social inclusion of IDPs and their integration into the local community. The global economic crisis aggravated the employment opportunities for both domicile population and the internally displaced persons. Informal economy still persists as a significant retreat in times when jobs are no longer certain.

The main indicators of the IDP's situation on the labour market suggest substantial disadvantage of these persons compared to the host population. IDPs have less access to employment and lower skills and knowledge, making them more vulnerable on the labour market. Also, all findings point to a far more unstable situation of Roma on the labour market in relation to non-Roma IDPs.

The activity rate of IDPs in the sample was 67.7%¹, and among persons in need 70.2%. The situation of IDPs is far worse than the corresponding rates at the national level in Serbia,².

Table 1. Activity indicators

| INDICATORS (IN %) | IDP | | SERBIA |
|-------------------|-------|---------|--------|
| | TOTAL | IN NEED | |
| ACTIVITY RATE | 67.7 | 70.2 | 46.7 |
| EMPLOYMENT RATE | 35.4 | 28.5 | 37.7 |
| UNEMPLOYMENT RATE | 32.3 | 39.0 | 19.2 |

53.2% of IDP households have one or more employed family members. This group of households usually have only one working member (54.2%), two working members are in 33.2%, and more than two working members in 12.65% of households. The situation with the households in need is similar, with 59.4% of households having employed members, of which 56.6% have one, 35.4% two working members, and 8% have more than two working members.

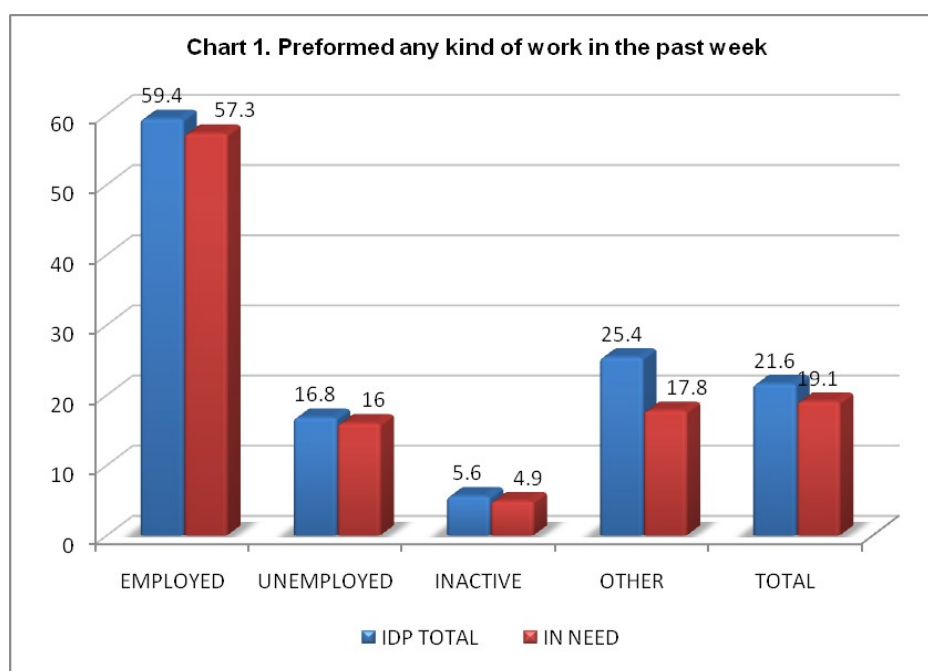
Internally displaced men are in a better position than women (30.1% and 18.6% of the employed respectively). Women are also less often engaged in work reported in the

¹ The activity rate is the percentage of active population (the sum of employed and unemployed persons) in the population of working age (15-64 years). The employment rate is the percentage of the population of working age who are employed. The unemployment rate is calculated as a percentage of the unemployed in active population

² Labour Force Survey, 2010.

previous week (15.6% vs. 27.7%). The situation is almost the same for households in need, where 13% women and 25.5% men have been working during the week preceding the survey.

The discrepancy between formal status and actual employment is best illustrated by the fact that 40.6% of the employed IDPs (42.7% in need) have not been working in the previous week. Also, the effect of informal economy is visible through 17.3% (21.9% in need) of the unemployed who have been doing some work in the week preceding the survey.

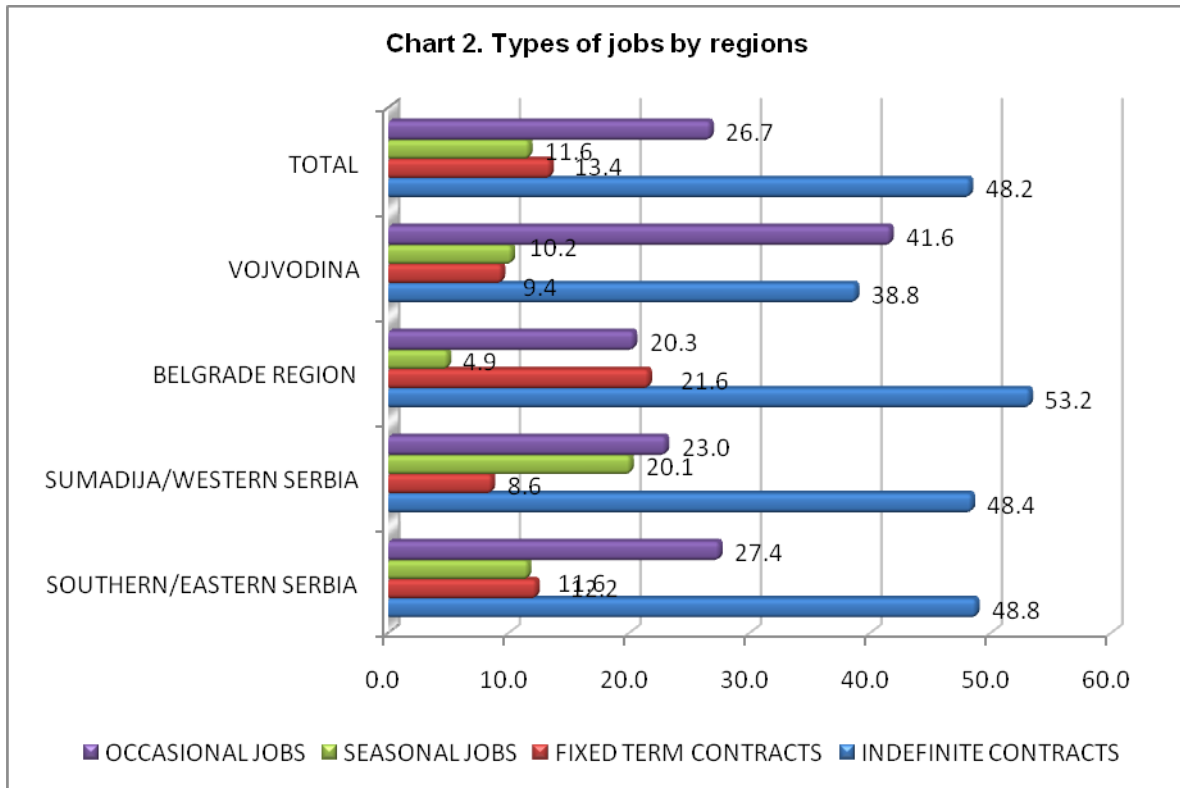


Roma are more vulnerable than the rest of the displaced, with the activity in the previous week at 14.6% among the Roma compared to 22.9% among the non-Roma population. Roma are also less engaged in formal employment (9.8%) as compared to non-Roma (27.1%) and also have a higher share of formal unemployment (32.3% vs. 20.6%).

Table 2. Type of job by ethnicity

| TYPE OF JOB | ROMA | | IN NEED | | TOTAL | |
|----------------------------|------------|--------------|------------|--------------|-------------|--------------|
| | FREQUENCY | IN % | FREQUENCY | IN % | FREQUENCY | IN % |
| INDEFINITE CONTRACT | 12 | 10.0 | 259 | 41.6 | 708 | 48.2 |
| FIXED TERM CONTRACT | 7 | 5.8 | 80 | 12.8 | 197 | 13.4 |
| SEASONAL | 17 | 14.2 | 75 | 12.0 | 171 | 11.6 |
| OCCASIONAL | 84 | 70.0 | 209 | 33.5 | 392 | 26.7 |
| Total | 120 | 100.0 | 623 | 100.0 | 1468 | 100.0 |

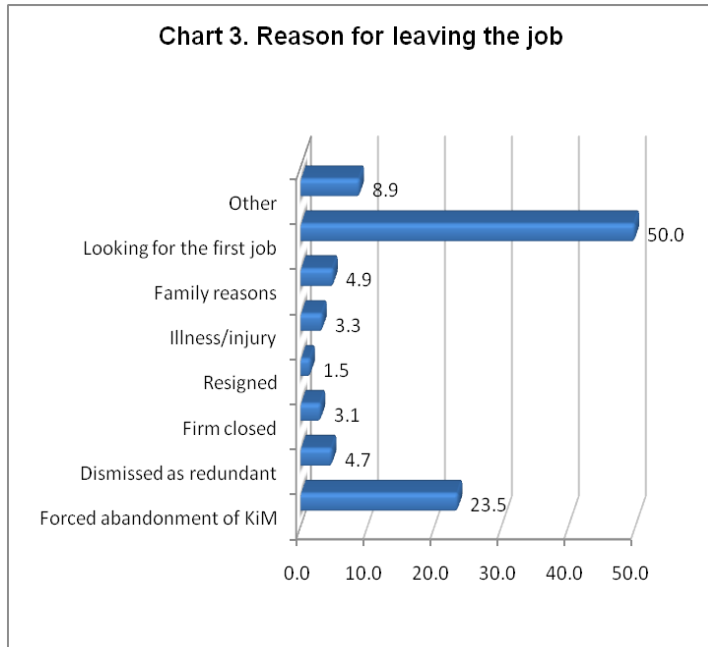
Roma are more likely to perform tasks on the streets, markets, door to door (60.8%), while non-Roma in the companies, institutions (58.7%). As much as 70% of Roma work occasionally, and only 10% are employed full-time. Non-Roma are in a better position, with indefinite contracts in 51.8% of cases.



Belgrade is ascertained as the region offering most opportunities - the number of employees with the contract is 74.8%,(taking into account indefinite contracts and fixed term contracts). Occasional jobs are mostly represented in Vojvodina (41.6%).

29.5% of all IDPs, 34.8% of those in need and 79.3% of Roma are working without of any contract. Generally, this confirms the high rate of informal employment, given the fact that 42.7% of IDPs have no formal contract with the employer.

Breakdown by occupation of IDPs shows that majority are working in the service industry/trade - 18.8%, clerks - 14.8% and in basic occupations - 13.4%. There are some differences by gender, as women are more likely to work as traders (21.1%) and clerks (20.9%), while men are more likely to perform basic occupations (14.8%).



It should be noted that 10.2% of IDPs (10.1% of those in need), or 40.6% of formally employed receive the compensation for employment lost due to flight from Kosovo. There is a reasonable presumption that persons who receive this allowance work informally on some other job (25.5% worked in the previous week) in order to protect their right to mentioned compensation.

Also, the internally displaced unemployed persons are characterised by long lasting

unemployment. A high number of the unemployed (23.5% in general, 22.4% of persons in need) lost their jobs due to displacement from Kosovo and have since failed to find another job. There were also 12.7% of IDPs who are unemployed for longer than they have been displaced. The rate of those who are unemployed for longer than a year is usually an indicator of long-term unemployment and this rate is nearly 65% for general IDP or 69% for IDPs in need.

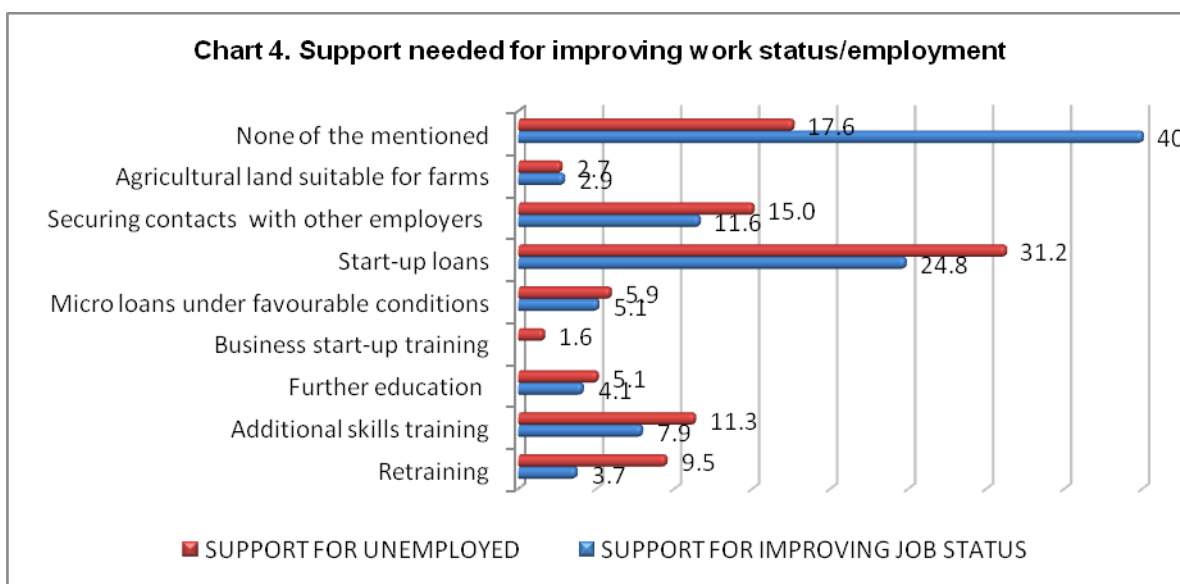
Job search is done mostly through employment services (41%), or through their own social networks (friends and relatives) - 20.9%. A smaller number turns to employers (15%) or apply to the vacancies published(10.4%).

The educational breakdown of the unemployed IDPs shows a large percentage of people with secondary education (55.1%) and a significant percentage of those who have completed primary education, or have not completed primary education (38%). The unemployed IDPs in need have completed (or not completed) primary education only in 51.4% of cases, while high school education is recorded in 42.6% of cases. The education level of the unemployed Roma is significantly lower, as almost 61% have not completed primary school, or have no education at all, while 31.9% have primary school only.

Most of the unemployed are willing to engage in any paid job (IDPs 41.9% and 43% IDPs in need) in order to get some income. A certain number would like to start private businesses (IDPs 11.2%, IDPs in need 9.5%), or to work overtime (IDPs 10.8%, IDPs in need 12.1%). IDPs are not ready to change their place of residence in order to find a job

(IDPs 3.9%, IDPs in need of 4.7%), and are not interested in any work below their qualifications (IDPs 6.1%, IDPs in need 4.8%).

It may be noted that the unemployed IDPs are interested in various forms of support in order to improve their employment status more so than the IDPs already working). Almost 18% of the unemployed and 40% of the employed do not want any support. The most interesting forms of support are one time cash grants for starting private businesses. This type of support is far more acceptable to the employed and unemployed IDPs, than micro-loans under favourable conditions.



The unemployed IDPs need vocational training in 9.5% and acquisition of additional skills in 11.3%. Introduction to employers is also a desirable option for the unemployed in 15%, and for employed in 11.6% of cases.

The projection indicates that 10,310 income-generating packages for unemployed and 9,558 packages for employed are needed to improve economic status of displaced persons in Serbia.

Table 3. Estimated needs of displaced persons in Serbia for income-generation assistance

| NECESSARY ASSISTANCE | SUPPORT NEEDED FOR UNEMPLOYED | | SUPPORT NEEDED TO IMPROVE POSITION OF EMPLOYED | |
|---|-------------------------------|----------------------|--|--------------|
| | TOTAL | IN NEED | TOTAL | IN NEED |
| RETRAINING | 980 (854) ³ | 577 (529) | 854 | 414 |
| ADDITIONAL SKILLS TRAINING | 1.095 (1.045) | 561 | 1.406 | 665 |
| FURTHER EDUCATION | 226 | 200 | 453 | 179 |
| BUSSINES START-UP TRAINING | 381 | 227 | / | / |
| BUSINESS/MICRO LOAN UNDER FAVOURABLE CONDITIONS | 866 | 481 | 886 | 358 |
| GRANT FOR STARTING A PRIVATE BUSINESS | 4.442 | 2.536 | 3.925 | 2.005 |
| SECURING CONTACTS WITH OTHER EMPLOYERS | 1.684 | 1.112 | 1.501 | 548 |
| LAND SUITABLE FOR ESTABLISHMENT OF AN AGRICULTURAL ACTIVITY | 636 | 329 | 534 | 193 |
| TOTAL | 10.310 (10.175) | 6.024 (5.976) | 9.558 | 4.361 |

With respect to the IDPs in need, the projection by region shows that support programmes should be directed to Šumadija and western Serbia, where the most displaced persons is located. The following are region of southern and eastern Serbia.

Table 4. Estimated needs of displaced persons by region

| NECESSARY ASSISTANCE | SOUTHERN AND EASTERN SERBIA | SUMADIJA AND WESTERN SERBIA | BELGRADE REGION | VOJVODINA |
|--|-----------------------------|-----------------------------|-----------------|------------|
| RETRAINING | 230 | 550 | 198 | 14 |
| ADDITIONAL SKILLS TRAINING | 335 | 555 | 270 | 67 |
| FURTHER EDUCATION | 147 | 133 | 80 | 20 |
| BUSSINES START-UP TRAINING | 45 | 133 | / | 48 |
| BUSINESS/MICRO LOAN UNDER FAVOURABLE CONDITIONS | 227 | 446 | 137 | 30 |
| START-UP LOANS | 1.394 | 2.144 | 612 | 390 |
| SECURING CONTACTS WITH OTHER EMPLOYERS | 262 | 643 | 569 | 186 |
| LAND SUITABLE FOR STARTING AGRICULTURAL ACTIVITY | 176 | 227 | 69 | 51 |
| TOTAL | 2.816 | 4.831 | 1.935 | 806 |

The activity rate of IDPs throughout the whole sample was 67.7%, and the IDPs in need of 70.2%. The employment and unemployment rates of IDPs in need are 28.5% and 39% respectively, which is less favorable than of the total IDP population, and far worse than for the domicile population (employment rate is 37.7%, unemployment rate is 19.2%).

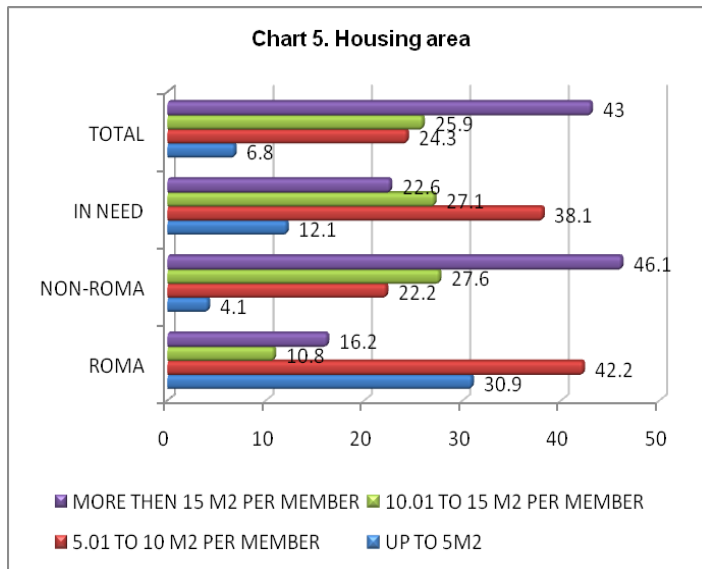
The projection shows that the improvement of economic status through income-generating activities requires 6,024 income packages for the unemployed IDPs in need and 4,361 packages for employed displaced persons in need in Serbia.

3.2. Housing conditions and property status

³ Meet the criteria of "Population Planning Group for Vocational Training (VT) programme"

Property possession in Kosovo is important for the decision on a possible return. However, apart from possession of property, other aspects are also important : access to assets, the ability to dispose with it and its status. Similarly, the living conditions of displaced persons in the place of displacement are an important indicator of their quality of life, which may impact the final decision about a durable solution

Housing conditions in Serbia



The majority of IDPs, and those in need reside in private houses (70.6%), while 15.3% live in the apartments. Percentage of households in need who live in buildings that are not intended for housing is higher (14.1%) than among all the IDPs (7.6%). As expected, there is a slightly higher proportion of apartments (27.3%; IDPs in need 17.5%) in urban environment compared to rural areas where houses prevail (nearly 95% for all IDPs including those in

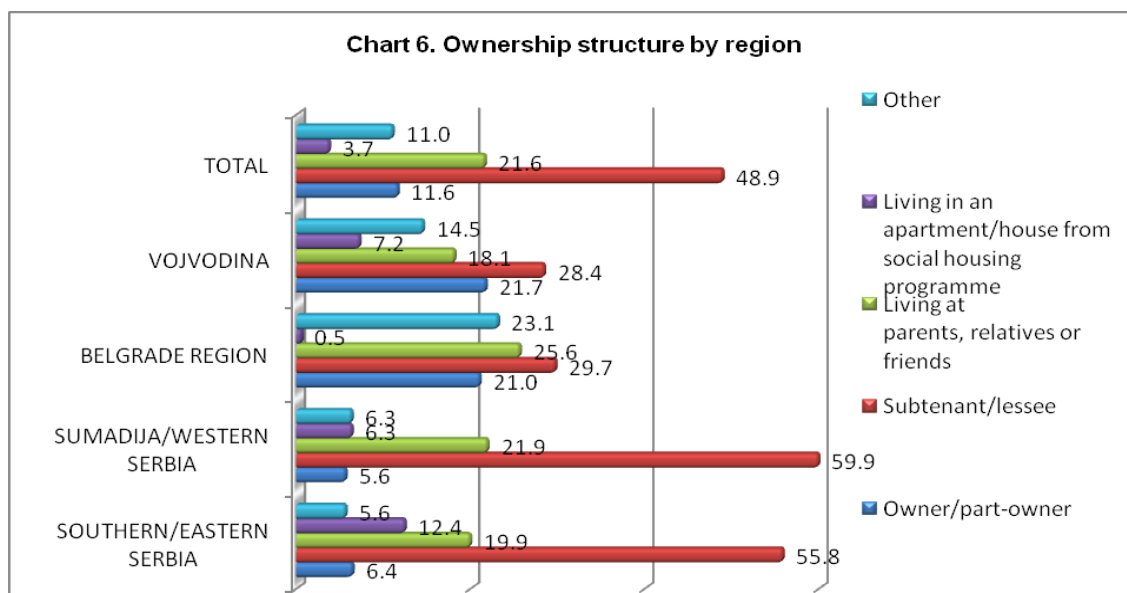
need). The facilities which are not intended for housing are the most present in Vojvodina, where 31.9% for all IDPs in need live in such facilities, followed by Belgrade (22.1%)

The households in need live in an average of 47.56 m², with 12.61 m² per household member. By comparison, the average size of buildings in which IDPs in general live is 59.41 m², with 17.71 m² per household member. The living conditions of Roma are even worse than of the persons in need, given that the average living area is 40.73 m², and 10.1 m² per household member.

Also, it is important to note that 73.1% of Roma have less than 10 m² per member, compared with 26.3% of non-Roma. The finding is quite expected if we take into account that the Roma often live in inadequate facilities (23.5% of Roma, or 31% of Roma in need).

The largest number of IDPs lives in their own houses/apartments (48.4%), many of which are legalized (48.8%), or in the process of legalization (37.4%). However, relative to the domicile population in Serbia, this percentage is almost twice lower (90.4%). The households in need own facilities in only 11.6%, mostly rent them (48.9%) or live with relatives or friends (21.6%).

Roma are owners to a lesser extent (34.8%) than non-Roma IDPs (50.2%). Of this, 65% is legalized or being legalized. They belong more often to category „other“ (15.4% vs. 4.9%), which probably means the unhygienic settlements.



There is a smaller percentage of rent recorded in Belgrade relative to other regions. This may be explained by the generally high cost of renting in the capital, preventing IDPs from renting apartments in higher percentage and directing them towards other types of accommodation. Renting prevails in Central Serbia, where over 30% of all IDPs and over 55% of those in need rent their facilities. Social housing is very rarely represented as a housing solution option.

Table 5. Infrastructure in the objects

| INFRASTRUCTURE ELEMENTS | ROMA | NON-ROMA | IN NEED | TOTAL |
|-------------------------|-------------|----------|-------------|-------|
| WATER SYSTEM | 74.5 | 94.7 | 89.1 | 92.5 |
| SEWAGE | 46.1 | 78.5 | 73.1 | 75.0 |
| ELECTRICITY | 89.7 | 98.2 | 96.6 | 97.2 |
| HEATING | 5.9 | 18.6 | 14.6 | 17.3 |
| GAS PIPELINE | 3.9 | 5.7 | 4.2 | 5.5 |
| TELEPHONE | 20.6 | 66.4 | 48.7 | 61.6 |
| SEPARATE KITCHEN | 34.3 | 59.6 | 42.6 | 56.8 |
| BATHROOM | 46.1 | 91.5 | 77.2 | 86.6 |
| TOILET | 51.0 | 69.3 | 60.1 | 67.4 |

The facilities owned by the households in need are, on the average, in a better shape than those of Roma households, but in a slightly worse condition than the average for the total of IDPs. Each element of the infrastructure within the Roma population is less represented than with other displaced persons. Almost 54% of Roma does not have sewage in their homes, the same is with the bathroom, and almost the same is with the

toilet (49%). Unlike Roma, the non-Roma households are better equipped with basic infrastructure elements, though it is important to state that 21.5% do not have sewage in their houses.

60% of all displaced households have objections to housing conditions. Most of these households live in houses (77.4%). The majority are the owners (44.4%) and tenants (32%). 71.3% of households in need complain about their facilities. They are residents of houses in 72.3%, and owners in 6.3%, while 49% have to rent their apartments/houses.

Table 6. Deficiencies in the building

| | HOUSEHOLDS WITH OBJECTIONS | ROMA HOUSEHOLDS | HOUSEHOLDS IN NEED | ALL HOUSEHOLDS |
|-----------------------------|----------------------------|-----------------|--------------------|----------------|
| NOT ENOUGH SPACE | 63.4 | 12.6 | 50.2 | 9.1 |
| NOT ENOUGH DAY LIGHT | 21.4 | 8.3 | 20.4 | 3.1 |
| HUMIDITY | 54 | 12.8 | 45.6 | 7.8 |
| LEAKING ROOF | 35 | 10.9 | 28.6 | 5 |
| DAMAGED WALLS/FLOORS | 33.7 | 9.7 | 30.3 | 4.9 |
| ROTTEN JOINERY | 43.9 | 11.9 | 36.6 | 6.3 |
| AIR POLLUTION | 13.3 | 6.4 | 11.9 | 1.9 |
| OTHER | 17.7 | 2.1 | 9.3 | 2.5 |

Notably, Roma believe that they live in more inappropriate facilities, since 85.3% of Roma versus 57% non-Roma have complaints about them. On the other hand, it is interesting that more Roma failed to state specific objections, as it may be concluded from the accompanying table 6.

The main disadvantage of housing for the households in need is a lack of space (50.2%), followed by humidity (45.6%) and damaged joinery on the building (36.6%). In general, most of the objections to the housing conditions come from Vojvodina (69.6%), and Belgrade (68.1%). The assertion that the situation is the worst in Vojvodina and Belgrade is confirmed by the in households in need, where 89% of cases in Belgrade and 78.3% in Vojvodina have complaints. The condition of these households' facilities is much worse than in other regions, as shown in Table 7. It is interesting to note that air pollution- significantly higher than in Vojvodina than in other regions - was specifically mentioned.

Table 7. Deficiencies of the building of the households in need by regions

| | SOUTHERN AND EASTERN SERBIA | SUMADIJA AND WESTERN SERBIA | BELGRADE REGION | VOJVODINA | TOTAL |
|-------------------------|-----------------------------|-----------------------------|-----------------|-----------|-------------|
| NOT ENOUGH SPACE | 36.3 | 48.3 | 67.3 | 55.1 | 50.2 |

| | | | | | |
|----------------------|------|------|------|------|-------------|
| NOT ENOUGH DAY LIGHT | 12.7 | 12.2 | 27.1 | 43.5 | 20.4 |
| HUMIDITY | 39.0 | 32.9 | 59.3 | 67.4 | 45.6 |
| LEAKING ROOF | 24.7 | 17.6 | 33.7 | 53.6 | 28.6 |
| DAMAGED WALLS/FLOORS | 27.1 | 21.9 | 39.7 | 42.0 | 30.3 |
| DAMAGED JOINERY | 31.9 | 25.1 | 48.2 | 55.1 | 36.6 |
| AIR POLLUTION | 12.0 | 2.5 | 6.0 | 42.0 | 11.9 |
| OTHER | 9.6 | 6.3 | 11.6 | 12.3 | 9.3 |

12.8% of IDP households in need, and 15.5% of all IDP households received assistance for improvement of housing conditions. With respect to the IDPs in need, this assistance included social housing apartments (31%) and building material kits (51%) in most cases.

IDP beneficiaries believe that most of the assistance was extended by the international organisations (75%), state institutions (26%) and local governments (22.2%). According to the respondents, the government institutions (Serbian Commissioner for Refugees) and the international organisations donated building materials mostly, while the municipalities are perceived as donors of apartments of social housing programmes.

Table 8. Sources of assistance for improving housing conditions

| RECEIVED HOUSING ASSISTANCE | STATE INSTITUTIONS | | LOCAL GOVERNMENTS | | INTERNATIONAL ORGANIZATIONS/NGOS | |
|---|--------------------|--------------|-------------------|--------------|----------------------------------|--------------|
| | F | IN % | F | IN % | F | IN % |
| APARTMENT FROM SOCIAL HOUSING PROGRAMME | 16 | 19.8 | 34 | 49.3 | 33 | 14.2 |
| VILLAGE HOUSE | 3 | 3.7 | 4 | 5.8 | 7 | 3 |
| PREFABRICATED HOUSE | 1 | 1.2 | | | 1 | 0.4 |
| BUILDING MATERIALS | 44 | 54.3 | 15 | 21.7 | 165 | 70.8 |
| OTHER | 17 | 21 | 16 | 23.2 | 27 | 11.6 |
| TOTAL | 81 | 100.0 | 69 | 100.0 | 233 | 100.0 |

There is an evident, great need for support in finding durable housing solutions, since 79.4% of all households claim the need. The need is expressed by 94% of households in need vs. 67.3% who are not in need, and 90.7% of Roma vs. 78% non-Roma. From the aspect of different parameters, it is recognized that households living in facilities not intended for housing have the greatest need for support (95.4%). The situation is similar in the category of tenants (96.4%) and households living in buildings with less than 5m² per member (92.7%).

The IDPs in need consider building materials for upgrading or building houses the most desirable type of assistance (37%). This type of assistance is the most frequent form of housing solution offered extended to the displaced persons. This is less than at the level of the total IDP population, which amounts to 52.8%. The second most desirable

housing solution for IDPs in need are the apartments from social housing programmes (30%), while all the displaced persons see this as desirable in 21.1%.

The owners/co-owners of buildings mostly claim materials for rehabilitation and upgrading, which is needed for completion of their commenced houses. Other categories opt mostly for social housing, for example tenants (33.9%) and households living in buildings not designed for housing (41.8%).

The least desirable is placement in nursing homes or other institutions (1.1%), even among those over 64 years old (5.9%). Subsidised loans (3.3%) and houses in rural areas (7.6%) follow being perceived as the solution even less frequently by the rural households (5.8%).

The projection shows that 40,336 IDP households of whom 21,420 IDP households in need require housing solutions.

Table 9. Preferences of displaced persons in Serbia for support in solving housing problems

| | OWNER IN POOR CONDITIONS AND WITH INCOMES LESS THEN 8.526 PER MEMBER | IN OBJECT UNINTENDED FOR HOUSING INCOMES LESS THEN 8.526 PER MEMBER | NON-OWNERS INCOMES LESS THEN 8.526 PER MEMBER | TOTAL HOUSEHOLDS IN NEED | ALL HOUSEHOLDS IN TOTAL |
|---|--|---|---|--------------------------|-------------------------|
| APARTMENT FROM SOCIAL HOUSING PROGRAMME | 98 | 1.329 | 5.216 | 6.643 | 8.720 |
| VILLAGE HOUSE | 80 | 308 | 1.734 | 2.122 | 2.776 |
| PREFABRICATED HOUSE | 101 | 346 | 2.740 | 3.187 | 4.310 |
| BUILDING MATERIALS FOR HOUSING CONSTRUCTION | 121 | 424 | 3.314 | 3.859 | 5.578 |
| BUILDING MATERIALS FOR HOUSE ADAPTATION | 1.577 | 356 | 2.141 | 4.074 | 15.836 |
| ACCOMMODATION IN A NURSING HOME OR SOME OTHER INSTITUTION | 0 | 34 | 172 | 206 | 399 |
| SUBSIDIZED LOAN | 53 | 10 | 402 | 465 | 1.243 |
| OTHER | 17 | 24 | 823 | 864 | 1.472 |
| TOTAL | 2.047 | 2.831 | 16.542 | 21.420 | 40.336 |

However, households in need who meet the criteria of the program conducted by UNHCR and SCR are distributed as follows:

Table 10. Assessment of the needs of displaced persons in Serbia for support in solving housing problems ⁴

⁴ Households that have received assistance for housing.

Households that are eligible to apply for building materials, only if they have owned property that is under construction, legalized or the process of legalization. It is estimated that 819 households owner does not meet the afore mentioned criteria.

Households that apply for the farm must have working age member.

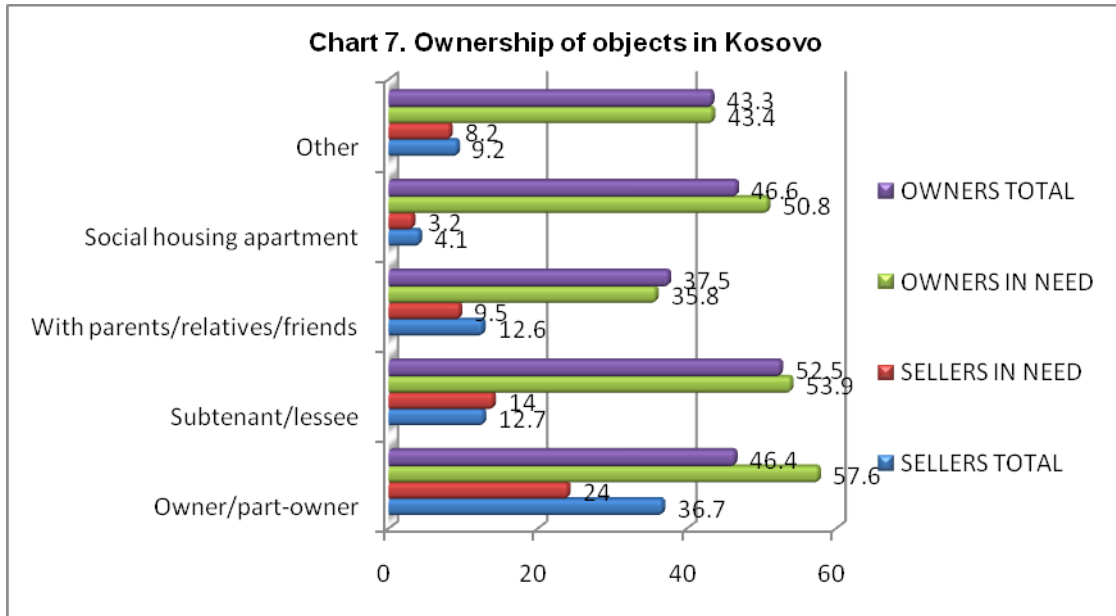
| | OWNER IN POOR CONDITIONS AND WITH INCOMES LESS THEN 8.526 PER MEMBER | IN OBJECT UNINTENDED FOR HOUSING INCOMES LESS THEN 8.526 PER MEMBER | NON-OWNERS INCOMES LESS THEN 8.526 PER MEMBER | TOTAL HOUSEHOLDS IN NEED |
|---|--|---|---|--------------------------|
| APARTMENT FROM SOCIAL HOUSING PROGRAMME | 98 | 1.840 | 9.881 | 11.819 |
| VILLAGE HOUSE | 61 | 298 | 1.682 | 2.041 |
| PREFABRICATED HOUSE | 101 | 346 | 2.538 | 2.985 |
| BUILDING MATERIALS FOR HOUSING CONSTRUCTION | 57 | 0 | 0 | 57 |
| BUILDING MATERIALS FOR HOUSE ADAPTATION | 701 | 10 | 0 | 711 |
| ACCOMMODATION IN A NURSING HOME OR SOME OTHER INSTITUTION | 0 | 34 | 155 | 189 |
| SUBSIDIZED LOAN | 32 | 10 | 402 | 444 |
| OTHER | 17 | 24 | 475 | 516 |
| TOTAL | 1.067 | 2.562 | 15.133 | 18.762 |

Also, it is important to note that most IDPs are not ready to leave the place of residence (70.7%), even if the housing solution is offered elsewhere. Roma and persons in need are more willing to relocate - 40% of these groups would leave the current place of residence in favour of solved housing in another place. Residents of apartments (43%) and objects unintended for housing (51.8%), tenants (43.2%) and households with extremely low surface to 5m² per member (47.1%) are more willing to undertake this step.

Property in Kosovo

49% of the households in need, or 46.7% of all the displaced households own apartments or houses in Kosovo. Additional 12.7% of IDPs in need (23.7% of all IDPs) have sold their building after displacement.

24% of the households in need, or 36.7% of all IDPs who have sold their apartments/houses in Kosovo now own residential facilities in places of displacement. The sale of property probably enabled them to solve their housing problems. The least number of IDPs in need who sold their housing are social housing beneficiaries (3.2%), 51% of whom still own property in Kosovo.



IDP housing in Kosovo is extremely poor. The houses/apartments were completely destroyed in almost 61% of cases, severely damaged in 18.3%, while 10% of households in need do not know their condition. The situation is similar with other IDPs. These apartments/houses are mostly illegally occupied (42.6%) or empty (30.8%). Even 17.8% of displaced households do not know whether their property is occupied or empty.

A total of 29.5% owners of apartments/houses in Kosovo filed reconstruction applications (31% among those in need): 39.2% of the owners of destroyed buildings and 25.9% of the owners of damaged buildings. A total of 72.4% of persons who applied received no response, while 15.4% received a positive and 7.1% a negative response.

A total of 30.4% of households with property in Kosovo filed a property repossession claim for. Of these, 40.8% have already submitted a request for renewal. 70% of complaints remained unanswered, 13.9% received a positive, and 6.6% a negative response.

The highest number of displaced addressed the Housing and Property Directorate, established by UNMIK in 1999 with a mandate to resolve property claims in Kosovo. In March 2006, the Directorate was replaced by the Kosovo Property Agency, which was given the authority to resolve claims not only the ownership of real property, but also property rights, ownership of land and office space.

Notably, IDPs trusted the representatives of international institutions and bodies by applying for rehabilitation or filing repossession claims. The Directorate, which received most of the claims, was established by UNMIK. International organisations were the

second as per the number of filed requests/claims. Few displaced persons addressed the provisional institutions and the courts, probably because of the disbelief in their ability to access them.

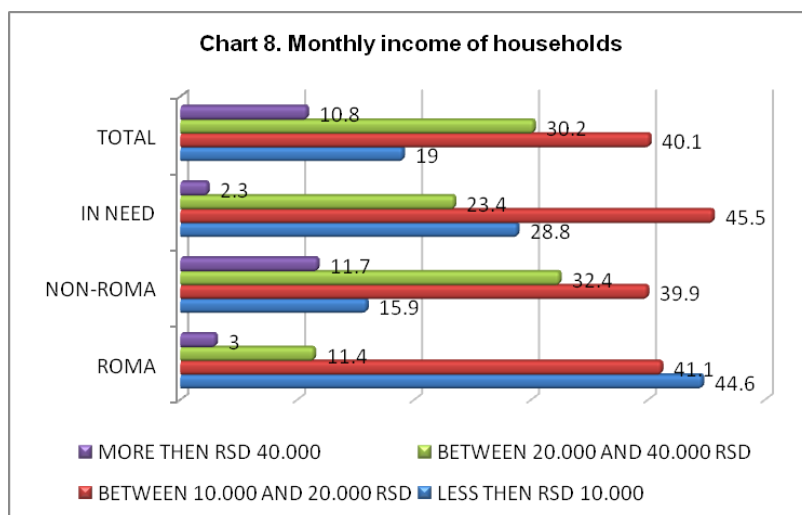
IDP households in need own housing in only 11.6% of cases compared to 48% of the IDP in general. IDPs in need are mostly subtenants (48.9%) or live with relatives or friends (21.6%). These households have 12.61 m2 per household member, which is less than the average 17.71 m2 per member for the IDPs of.

49% of IDP households in need own an apartment or a house in Kosovo and Metohija, more than all the IDPs (46.7%). Most of these have been destroyed or illegally occupied.

71.3% of IDP households in need objected about the housing they live in. The worst situation was in Belgrade (89%) and Vojvodina (78.3%). 12.8% of households in need received the assistance for improving housing conditions, mostly social housing programme apartments and building materials kits

It is estimated that 21,420 IDP households in need require assistance to solve their housing problems. Construction material kits (7,033) and social housing programme apartments (6,643) are the most wanted.

3.3. Financial position of IDPs



The financial position of IDPs will be considered primarily by the extent and sources of income⁵, as well as the main expenditures observed through the payment of monthly obligations.

IDP households receive an average of approximately RSD 7,100 per member, and for households in need around RSD 4,200. The

majority of the total IDP households (40.1%) survive on an income of RSD 10,000 - 20,000 per month. Households in need receive less than RSD 20,000 in 74.3% of cases. Social vulnerability of Roma is extremely high according this indicator, because

⁵ Reply to an income questions must always be interpreted with caution, because of the tendency of respondents to reduce their income.

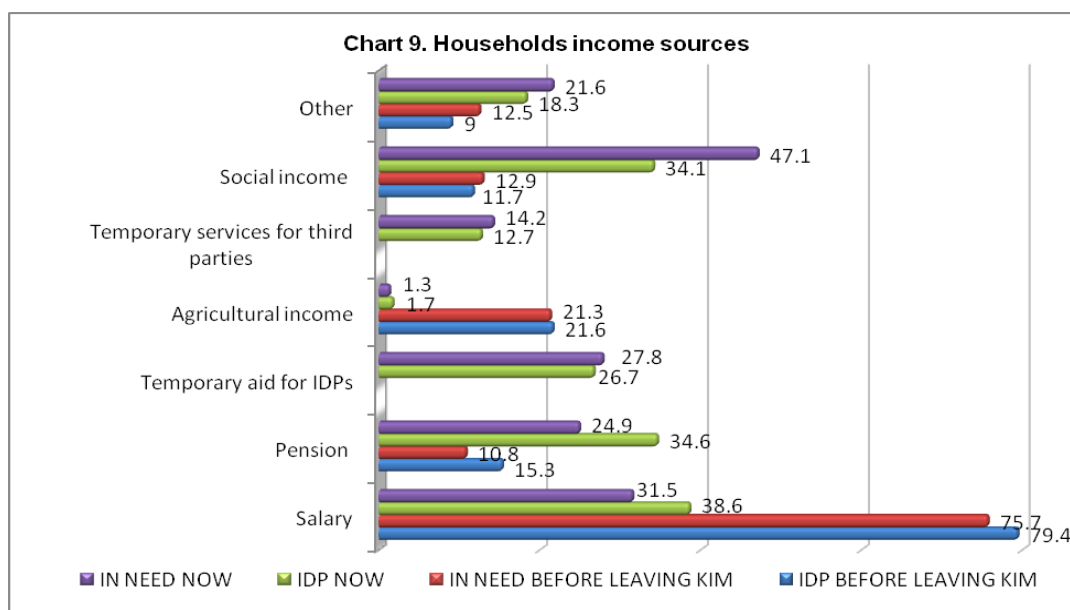
as many as 85.7% receive less than RSD 20,000/ month, and 44.6% live on the poverty line with less than RSD 10,000/month.

Table 11. Income by region

| DISTRIBUTION OF INCOME | SOUTHERN AND EASTERN SERBIA | | SUMADIJA AND WESTERN SERBIA | | BELGRADE REGION | | VOJVODINA | |
|------------------------|-----------------------------|--------------|-----------------------------|--------------|-----------------|--------------|------------|--------------|
| | FREQUENCY | IN % | FREQUENCY | IN % | FREQUENCY | IN % | FREQUENCY | IN % |
| <10.000 | 78 | 14.3 | 126 | 18.7 | 72 | 15.7 | 92 | 35.8 |
| 10.000 to 20.000 | 230 | 42.2 | 304 | 45.0 | 153 | 33.3 | 87 | 33.9 |
| 20.000 to 40.000 | 175 | 32.1 | 206 | 30.5 | 154 | 33.5 | 51 | 19.8 |
| 40.000 > | 62 | 11.4 | 39 | 5.8 | 81 | 17.6 | 27 | 10.5 |
| Total | 545 | 100.0 | 675 | 100.0 | 460 | 100.0 | 257 | 100.0 |

A High representation of Roma (who have low incomes) in Vojvodina aggravates the financial situation of IDPs in the region, where 69.7% receive less than RSD 20,000. As expected, the best situation is in Belgrade, where 51.1% receive more than RSD 20,000.

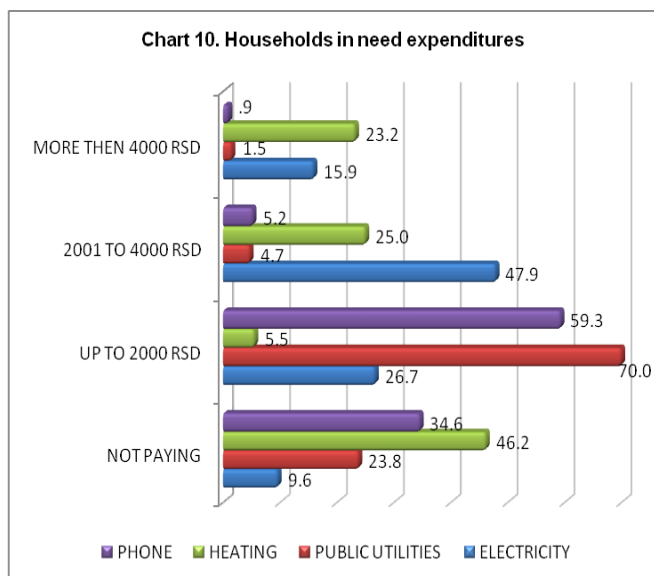
The perception of dissatisfaction with revenues is generally high, as 93% of all IDP households consider that their revenues are not sufficient to satisfy the needs. 98.4% of households in need is considered to have insufficient income for basic needs. This percentage increases to 99% in the group with less than RSD 10,000, while there are 75.7% of the dissatisfied households with the income with more than RSD 40,000.



A significant drop in the share of wages in incomes (from 75.7% to 31.5% of households in need) after they left Kosovo is perceived as well as an increase of the number of

social welfare beneficiaries (family financial support, child and maternity support). The number of pensioners increased, while the number of farmers decreased dramatically (from 21.3 to 1.3%).

Household expenditures



The average monthly cost of the household maintenance amounts to RSD 8,080. This figure is lower for the households in need and amounts to RSD 7,215, and even lower among Roma with RSD 6,465.

The households spend most on electricity paid by the majority of IDPs (93.9%). Electricity bills range from RSD 2,000 - 4,000. In general, other utilities do not exceed RSD 2,000.

Among those who do not pay any of the utilities (4.24% of total) non-Roma

prevail (72.2%), and mostly in the Belgrade region (61.2%), living in unsuitable houses (62.4%), the vast majority of whom are in need (70.6%). The vast majority of IDP population (97% - same with those in need) do not avail themselves of the discount for public utilities or electricity.

The average rental costs are RSD 7,783. The situation is similar for households in need – RSD 7,634 and for Roma this figure is reduced to RSD 5,935. Life is the most expensive in the capital, followed by Vojvodina, where heating costs and public utility cost increase THE overall costs of living.

Table 12. Expenditure by region (average for households that pay bills)

| AVERAGE BILLS | ELECTRICITY | UTILITIES | HEATING | PHONE | RENTING |
|------------------------------------|-------------|-----------|---------|-------|---------|
| SOUTHERN AND EASTERN SERBIA | 3.233 | 1.209 | 4.972 | 1.495 | 7.542 |
| SUMADIJA AND WESTERN SERBIA | 3.163 | 1.023 | 4.137 | 1.258 | 7.548 |
| BELGRADE REGION | 3.589 | 1.956 | 4.788 | 1.531 | 9.156 |
| VOJVODINA | 3.525 | 1.723 | 6.347 | 1.596 | 7.349 |

When it comes to the strategies for overcoming problems with the available budget, most IDPs would like to get the employment assistance. Given that the majority of

Roma are unemployed, it is expected that this kind of assistance is most needed to help them, as shown by data in Table 13. Non-Roma population consider that finding better paid jobs would contribute to increasing the budget in 18.1% of cases relative to only 8.5% of Roma. Roma are more oriented on social assistance, which is their main source of income.

Table 13. Desirable support to overcome the deficit in the budget for IDP households

| ASSISTANCE FOR OVERCOMING BUDGET PROBLEMS | ROMA | | NON-ROMA | | IN NEED | | TOTAL | |
|---|------------|--------------|-------------|--------------|------------|--------------|-------------|--------------|
| | F. | IN % | F. | IN % | F. | IN % | F. | IN % |
| EMPLOYMENT ASSISTANCE | 121 | 60.5 | 871 | 53.1 | 518 | 58.0 | 992 | 53.9 |
| FINDING MUCH BETTER PAID JOB | 17 | 8.5 | 297 | 18.1 | 123 | 13.8 | 314 | 17.1 |
| CHANGING PLACE OF RESIDENCE | 2 | 1.0 | 25 | 1.5 | 18 | 2.0 | 27 | 1.5 |
| SOCIAL ASSISTANCE | 49 | 24.5 | 281 | 17.1 | 176 | 19.7 | 330 | 17.9 |
| OTHER | 11 | 5.5 | 166 | 10.1 | 58 | 6.5 | 177 | 9.6 |
| TOTAL | 200 | 100.0 | 1640 | 100.0 | 893 | 100.0 | 1840 | 100.0 |

Expressed on the level of whole population, an estimated 22,515 households in need require support packages.

Table 14. Assessment of support needs to overcome the deficit in the budget among the IDPs in Serbia

| | HOUSEHOLDS IN NEED | ALL IDP HOUSEHOLDS |
|------------------------------|--------------------|--------------------|
| EMPLOYMENT ASSISTANCE | 13.111 | 25.785 |
| FINDING MUCH BETTER PAID JOB | 3.061 | 8.036 |
| CHANGING PLACE OF RESIDENCE | 412 | 660 |
| SOCIAL ASSISTANCE | 4.477 | 8.642 |
| OTHER | 1.454 | 4.643 |
| TOTAL | 22.515 | 47.767 |

IDP households receive an average of approximately RSD 7,100 per member, and households in need app. RSD 4,200. 74.3% of households in need receive less than RSD 20,000 (app. EUR 200), which is more than all IDPs (59.1%).

98.4% of IDP households in need believe their income to be insufficient to cover the basic needs. The average monthly cost of maintaining the household in need is RSD 7,215, all IDPs RSD 8,080, and the Roma RSD 6,465.

The results show that the majority of IDP households want to reach the income that would allow them a normal life, through their own working engagement. It is estimated that 22,515 households in need are seeking some form of support to overcome the deficit in the budget. Assistance in employment (13,111) and achieving social support (4,477) are most wanted forms.

3.4. Social inclusion of IDPs

Health status of IDPs

IDPs are generally at higher risk of disease than the domicile population due to increased stress levels and poor living conditions. Health conditions may impede the inclusion of IDPs in the local area.

24.1% of IDPs suffer from chronic diseases. Generally speaking, there is no significant difference in the percentage of disease among Roma and non-Roma, persons in need and those who are not.

As expected, the likelihood of chronic diseases is higher among old people. In the age category 30-49, there are 20.7% of chronically ill persons, 52% among 50-64 years old and 78.4% among displaced persons over 64 years, while among younger than 19 years this percentage is about 8%. There is a slightly higher number of young Roma up to 15, who suffer from chronic diseases (10.2%) and those aged 30-49 (31.2%) and 50-64 years (61%). Women suffer from chronic diseases more frequently (25.6%) than men (20.7%).

A total 19.27% of IDPs experience certain difficulties in everyday life due to health conditions. Most displaced persons have difficulty with mobility (12.6%), and with sight (11.6%).

From the aspect of the severity of problems reported, a total of 8.5% of IDPs could be categorised as disabled persons (huge difficulties, total disability), of whom 69% are aged 50+, and 54.7% are women.

Table 15. Health difficulties

| HEALTH DIFFICULTIES IN % | A LITTLE | A LOT | COMPLETELY PREVENTED | TOTAL |
|--|----------|-------|----------------------|-------|
| WALKING OR CLIMBING UPSTAIRS | 6.3 | 5.4 | 0.9 | 12.6 |
| CLOTHING/ FEEDING/MAINTAINING PERSONAL HYGIENE | 2.1 | 1.0 | 0.8 | 3.9 |
| SIGHT | 8.2 | 3.0 | 0.4 | 11.6 |
| HEARING | 3.4 | 1.4 | 0.3 | 5.1 |
| REMEMBERING / CONCENTRATING | 4.5 | 1.4 | 0.5 | 6.4 |
| COMMUNICATION | 1.5 | 0.8 | 0.4 | 2.7 |

Taking into consideration that these difficulties can significantly affect the ability to maintain contact with the community, it can be concluded that nearly one fifth of the displaced population is at risk of social exclusion and therefore requires special attention.

Documents

The results show that 8% of displaced persons do not have ID cards or birth certificates, while 2.3% lack both documents. The percentage is much higher among Roma (17.6%) than non-Roma (5.5%).

However, considered individually, the documentation problem has decreased as compared to the LSMS survey. Particularly, there is notable progress in reducing the lack of documentation in the Roma population, since the identity card and birth certificate is missing in app. 11% compared to 18.5% and 20.1% in the LSMS.

Birth certificates, proof of citizenship and working booklets are the most frequently lacking basic documents. The lack of identity cards and health cards is more frequent among Roma.

Table 16. Lack of documentation in IDP households - estimate of the total population of IDPs

| LACKING DOCUMENTS | TOTAL | | ROMA | | NON-ROMA | |
|-------------------------|-------|------|------|------|----------|------|
| | F. | IN % | F. | IN % | F. | IN % |
| IDP IDENTIFICATION CARD | 1983 | 3.8 | 373 | 8.4 | 1601 | 3.5 |

| | | | | | | |
|---------------------------------------|-------|------|------|------|-------|------|
| IDENTIFICATION CARD | 1780 | 3.4 | 480 | 10.8 | 1300 | 2.8 |
| BIRTH CERTIFICATE | 2453 | 4.8 | 468 | 10.6 | 1975 | 4.3 |
| MARRIAGE CERTIFICATE | 1242 | 2.4 | 180 | 4.1 | 1063 | 2.3 |
| PASSPORT | 4503 | 8.7 | 661 | 14.9 | 3841 | 8.3 |
| CITIZENSHIP | 2149 | 4.2 | 279 | 6.3 | 1860 | 4.0 |
| HEALTH BOOKLET | 1426 | 2.8 | 414 | 9.3 | 1012 | 2.2 |
| WORKING BOOKLET | 2653 | 5.1 | 224 | 5.1 | 2429 | 5.2 |
| PROPERTY DOCUMENTS | 1379 | 2.7 | 198 | 4.5 | 1182 | 2.6 |
| SCHOOL DIPLOMA/CERTIFICATE | 1936 | 3.7 | 9143 | 3.2 | 1692 | 3.7 |
| OTHER DOCUMENTS | 783 | 1.5 | 97 | 2.2 | 685 | 1.5 |
| IN POSSESSION OF ALL DOCUMENTS | 38565 | 74.7 | 2903 | 65.5 | 35040 | 75.6 |

It is important to note that, according to their own statement, 6.2% of displaced persons did not register birth of children after they left Kosovo. Roma population has somewhat higher percentage of households with unregistered members (11%) than non-Roma (5.2%). It should be noted that half of the households with unregistered child did not report the lack of birth certificates.

57% of households who reported members with no IDP status also reported the lack of IDP cards, representing approximately 1.7% of all households.

12.2% of all IDPs and 15.9% of IDPhouseholds in need face with problems in daily life due to lack of documentation. The following paragraphs focus only on respondents who report problems resulting from the lack of documents.

When taking into account only these respondents, it is evident that those who lack the basic documents have the most difficulties. One third of the IDPs who lack birth certificates, proof of citizenship or identity cards (about 800 persons in the general population) report difficulties. This finding is quite logical, bearing in mind that these documents are needed to obtain most of the other documents, and their lacking results in the denial of other documents.

Lack of documentation is the biggest obstacle for employment of persons without documents. Although the number of persons who have problems with employment is relatively small (it is estimated that there are 2,343 such IDPs in the whole population), more than a third of these persons don't have the work booklet (35.2%), ID card (37%), birth certificate (38.9%) and proof of citizenship (41.7%). Since these are mostly the usual documents required for applying for a job, people who do not possess any of these documents are particularly vulnerable when it comes to inclusion on the labour market.

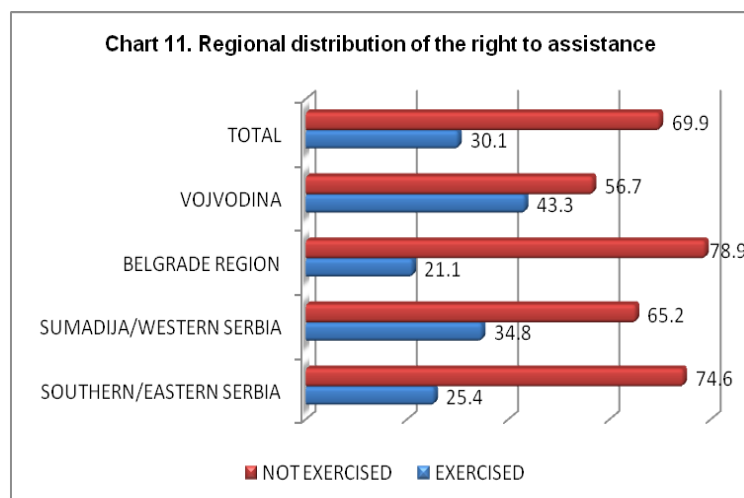
Another major problem faced by 39% of IDPs who do not have documents is medical treatment. Although this is a challenge for about 1% of the total number of IDP households, it is nevertheless a significant problem, especially among Roma IDPs many of whom do not have health booklets.

Table 17. The problems faced by IDPs who do not have basic documents - estimates at the population level

| PROBLEMS DUE TO LACK OF DOCUMENTS | TOTAL | | IN NEED | | ROMA | | NON-ROMA | |
|-----------------------------------|-------|-------------|---------|-------------|------|-------------|----------|------|
| | F | IN % | F | IN % | F | IN % | F | IN % |
| EMPLOYMENT | 2.343 | 41.3 | 1.452 | 45.9 | 334 | 32.6 | 1.999 | 43.3 |
| HEALTH TREATMENT | 2.211 | 39.0 | 1.259 | 39.8 | 656 | 64.1 | 1.555 | 33.7 |
| SCHOOLING | 492 | 8.7 | 308 | 9.7 | 153 | 15.0 | 339 | 7.3 |
| HOUSING | 263 | 4.6 | 243 | 7.7 | 51 | 5.0 | 212 | 4.6 |
| PROPERTY REPOSSESSION | 754 | 13.3 | 357 | 11.3 | 109 | 10.6 | 645 | 14.0 |
| FREEDOM OF MOVEMENT | 854 | 15.1 | 469 | 14.8 | 179 | 17.5 | 675 | 14.6 |
| OTHER | 1.399 | 24.7 | 724 | 22.9 | 275 | 26.8 | 1.099 | 23.8 |

24.1% of IDPs suffer of a chronic disease, while 8.5% could be classified into the category of disabled persons with high or total disability.

Lack of one of the basic documents (identity card and birth certificate) was reported by 8% of households. The percentage of Roma is much higher (17.6%) than of non-Roma (5.5%). However, there has been progress in relation to previous researches, especially with Roma, so app. 11% of Roma IDPs do not have identity cards and birth certificates. 12.2% of all displaced persons and 15.9% of households in need face the problems in daily life due to lack of documentation.



3.5. Social care

IDPs, as citizens of Serbia are eligible for various forms of social

assistance distributed by the state and local governments. Access to social services is an important indicator of awareness of IDPs about the possibilities provided to them, as well as the level of recognition of the institutions of social protection as an instance where they can address for help.

30.1% of households received assistance. It is significant to note that the number of Roma households that has received some type of assistance is 64.2%, compared to 25.9% of non-Roma. Percentage of households in need who exercise the right to assistance is higher than general and is 39.1%.

Most of the families so assisted come from Vojvodina, and again there is the effect of a large contingent of Roma there. Šumadija and western Serbia follow, with 34.8% of households entitled to assistance.

The largest number of households receives child allowance (69.7%), followed by family financial support (34%).

Table 18. Entitlement to social assistance of IDPs who have received assistance

| RECEIVED ASSISTANCE | TOTAL | | IN NEED | | ROMA | | NON-ROMA | |
|--|-------|-------------|---------|-------------|------|-------------|----------|-------------|
| | F | IN % | F | IN % | F | IN % | F | IN % |
| AID FOR A THIRD PERSON'S CARE AND SUPPORT | 64 | 10.7 | 35 | 9.9 | 8 | 6.1 | 54 | 11.8 |
| PROTECTION OF WAR VETERANS | 8 | 1.3 | 2 | 0.6 | | | 7 | 1.5 |
| FINANCIAL SUPPORT | 204 | 34.0 | 146 | 41.2 | 89 | 67.9 | 110 | 24.1 |
| HUMANITARIAN ASSISTANCE | 42 | 70.0 | 28 | 7.9 | 23 | 17.6 | 19 | 4.2 |
| CHILD ALLOWANCE | 418 | 69.7 | 242 | 68.4 | 88 | 67.2 | 325 | 71.1 |
| PARENTAL ALLOWANCE | 36 | 6.0 | 23 | 6.5 | 16 | 12.2 | 17 | 3.7 |
| OTHER | 21 | 3.5 | 7 | 2.0 | 2 | 1.5 | 18 | 3.9 |

The proportion of Roma households who receive child allowance is lower than non-Roma, although they have much larger families - 43% of Roma households in need with children does not realize the child allowance compared to 29% non-Roma households in need. On the other hand, Roma enjoy more the right to material support of families or individuals (67.6%), suggesting that Roma households are much more frequently below the so-called social security limit determined by the state. They are also beneficiaries of humanitarian aid and parental allowance more frequently.

Table 19. The reasons for the failure to exercise the right to social assistance

| REASONS FOR NOT GETTING THE ASSISTANCE | TOTAL | | IN NEED | | ROMA | | NON-ROMA | |
|---|-------|-------------|---------|-------------|------|-------------|----------|-----------|
| | F | IN % | F | IN % | F | IN % | F | IN % |
| IT WAS NOT NEEDED | 127 | 9.1 | 26 | 4.7 | 4 | 5.5 | 123 | 9.4 |
| DO NOT KNOW HOW TO APPLY | 282 | 20.2 | 131 | 23.7 | 15 | 20.5 | 261 | 20 |
| COMPLICATED ADMINISTRATIVE PROCEDURE | 251 | 18 | 126 | 22.8 | 15 | 20.5 | 233 | 17.8 |
| MISSING PERSONAL DOCUMENTS | 34 | 2.4 | 26 | 4.7 | 10 | 13.7 | 23 | 1.8 |

| | | | | | | | | |
|---------------------------------|-----|-------------|-----|-------------|----|-------------|-----|-------------|
| NOT ELIGIBLE | 670 | 48.1 | 237 | 42.9 | 26 | 35.6 | 639 | 48.9 |
| PROCEDURE IS IN PROGRESS | 40 | 2.9 | 20 | 3.6 | 7 | 9.6 | 32 | 2.5 |
| OTHER | 73 | 5.2 | 39 | 7.1 | 7 | 9.6 | 66 | 5.1 |

Among the nearly 70% of households did not receive the assistance, the majority are not eligible (48.1%). But it is significant that 38% of displaced persons do not know how to apply, or believe the procedure to be far too complicated. The institutions seem even more inaccessible to the IDP households in need (46.5%) and Roma (41%), whose lack of documentation (13.7%) additionally deprives them of the possibility to apply for assistance.

It is important to note that 41% of households are classified as socially vulnerable groups (single parents with minor children, children without parental care, single member elderly households and elderly households with minor children), and not entitled to assistance, stating that they do not meet the requirements for social assistance. 27.5% do not know how to apply, and 15.2% consider that the procedure too complicated.

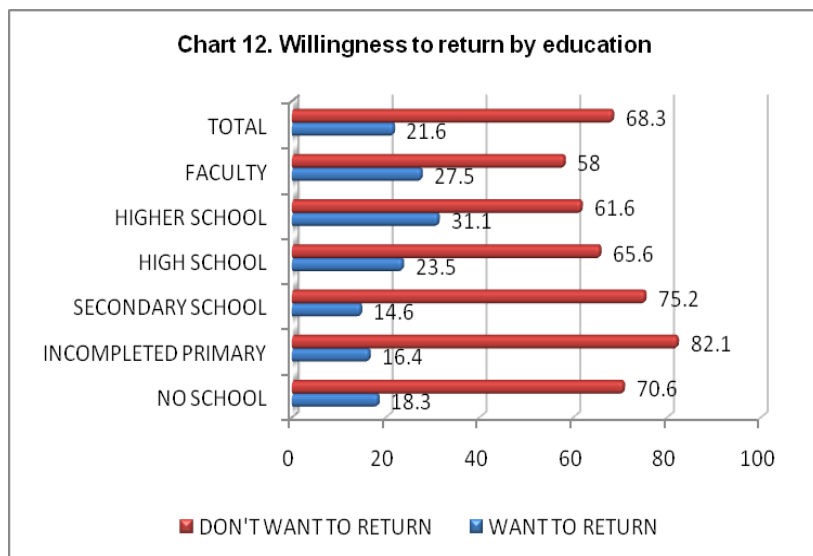
The percentage of IDP households in need who exercise the right to assistance is 39.1%, which is more than the total IDP population (25.9%) and less than Roma (64.2%).

Child allowance and family financial support are the most frequent forms of support. The data show that 38% of IDPs face difficulties in applying for assistance (38%). Roma are more familiar with the rights for the exercise help, but they need more help for application procedure than other internally displaced persons.

3.6. Willingness to return

The Strategy for Sustainable Return and Survival in Kosovo and Metohija identifies return of displaced persons to Kosovo and Metohija as a priority. Readiness of IDPs to return is very important for planning solutions to IDPs problems. The Survey shows that only 21.6% of all the IDP households are ready to return. A similar degree of desire to return (20.9%) is recorded among IDP households in need. Roma are far less willing to return to Kosovo (8.8%) than non-Roma (23%). This figure shows a significant decline in willingness to return in comparison to the LSMS, where 56.4% IDPs, and 20.5% Roma wanted to return to Kosovo. (Babović, Cvejić, 2008:19).

The unwillingness of Roma to return is probably a consequence of a significant discrimination in Kosovo, higher than in the communities where the displaced Roma settled. This attitude is reflected in the regional distribution, so the greatest willingness to return was recorded in regions where there is a smaller representation of Roma, in Šumadija and western Serbia (24.7%) and southern/eastern Serbia (31.3%).



Interestingly, better educated IDPs are more willing to return to Kosovo than those with low education.

Ownership structure in Serbia has very little impact on the desire to return, which is about average (a fifth of respondents). A more significant refusal to return is evident only among the beneficiaries of the social

housing programmes - over 80% do not want to return, even though almost half have assets in Kosovo.

As expected, the ownership structure in Kosovo has some influence, and among those households in need, 30.2% is ready to return relative to 18.8% of those who own nothing in Kosovo.

As all the others who have expressed willingness to return, the households in need consider housing support (94.2%) as the most needed. That is mainly construction of new buildings (55.8%), followed by income generation assistance (84.2%), where the help with contracting employment is the most needed (70%). Legal assistance is required in far fewer cases (31.6%) and it is mainly focused on the recovery of property (26.8%).

The assessment shows that 11,898 IDP households or 5,132 households in need want to return to Kosovo. The solutions to be provided for these households are:

- Housing for 11,259 households and 4,841 in need,
- Income generation assistance 9,779 households and 4,342 in need,
- Legal assistance for 3,465 households, and 1,575 households in need

IDPs who do not want to return to Kosovo form a significant contingent of 70% of IDPs in need. It is estimated that among a total of 34,668 households who do not want to return to Kosovo, there are 15,724 households in need.. The main reasons for their unwillingness to return are primarily fear for their safety, ethnic discrimination or limited movement (91.7%). Uncertain prospects for the future of the children (54.6%) that can be expected in Kosovo, and lack of confidence in institutions in Kosovo (41.1%) are also important. Many of these IDPs consider that return to Kosovo would not enable them to have a quality standard of living (37.1%), and that there are limited employment opportunities (34.6%). Generally, 37.3% displaced persons do not want to return, since their living conditions are better in their current place of residence.

9.8% of the IDPs did not want to comment on the possibility of returning to Kosovo, bringing the total number of 5,049 households (2,030 in need).

A significant decline in willingness to return is noted in comparison to previous researches which indicated that more than half of IDPs wanted to return to Kosovo. At the moment, only 20% of the households in need and all the IDPs want to return to Kosovo. Roma showed far less willingness to return to Kosovo (8.8%).

The assessment shows that 11,898 IDP households and 5,132 IDP households in need want to return to Kosovo. The solutions to be provided for these households are:

- Housing for 11,259 households, and 4,841 in need,
- Income generation assistance for 9,779 households and 4,342 in need,
- Legal assistance for 3,465 households, and 1,575 households in need.

Those who do not want to return state the insecurity, lack of the freedom of movement, and uncertain prospects for their children as the main reasons. 9.8% of the IDPs did not want to comment on the possibility of returning to Kosovo, bringing the total number of 5,049 households (2,030 in need).

3.7. Main characteristics of households

According to pre-defined criteria for the households in need, these households constitute 45.2% of households surveyed, which is an indication of a poor situation of IDPs in general. The projection results in a total of 22,886 households or 97,286 persons in need in Serbia. Among Roma, there are 74.5% of the households in need (3,212), while there is 41.7% non-Roma households (19,250), indicating a poorer position of the Roma.

The gender structure of the sample showed an equal representation of men and women (49.2% and 50.8% respectively) among the persons in need as well as among the entire

IDP population. However, heads of households are men traditionally and also with the households in need (72.7%) and all the IDPs (75.2%).

Further analysis shows women – heads of households – to be most often single parents or live alone without family support. A total of 30.6% of the households in need are headed by women, as compared to 6.7% men-headed households in need. This asserts the fact that single mothers have more difficulties in creating adequate conditions for their families.

Table 20. Categories of vulnerable households by sex - estimate the total number

| VULNERABLE CATEGORIES | IDP TOTAL | | | | IN NEED | | | |
|--|---------------|--------------|---------------|--------------|---------------|--------------|--------------|--------------|
| | MEN | | WOMEN | | MEN | | WOMEN | |
| | F. | IN % | F. | IN % | F. | IN % | F. | IN % |
| SINGLE PARENT HOUSEHOLD WITH MINOR CHILD/CHILDREN | 668 | 1.7 | 1.882 | 14.6 | 274 | 1.6 | 1311 | 21.1 |
| MINOR CHILD HOUSEHOLD WITHOUT PARENTAL CARE | 32 | 0.1 | 27 | 0.2 | 32 | 0.2 | 0 | / |
| SINGLE OLD-PERSON HOUSEHOLD | 1.245 | 3.2 | 1.946 | 15.1 | 309 | 1.9 | 553 | 8.9 |
| HOUSEHOLD OF SINGLE PERSON AGED 60 + WITH ONE OR MORE MINOR CHILDREN | 740 | 1.9 | 249 | 1.9 | 329 | 2.0 | 34 | 0.5 |
| NONE OF THE MENTIONED | 36.054 | 93.1 | 8.774 | 68.1 | 15.732 | 94.3 | 4.313 | 69.4 |
| TOTAL | 38.739 | 100.0 | 12.877 | 100.0 | 16.676 | 100.0 | 6.211 | 100.0 |

According to the age structure, the IDPs in need are younger than the IDP population in general, which is again generally younger than the domicile population. The average age is 29.5, which is below the average of the entire IDP population of 32.9, and considerably below the average of domicile population - 41.2 years. There is only 8.2% (12.1% for all IDPs) persons aged over 60. Also, there is fewer heads of households over 60 (16.4% vs. 24.4% for all IDPs). This age structure is largely affected by the high proportion of Roma in the category of households in need, aged 24.5 on the average.

Regional distribution of households⁶ revealed that the majority of displaced households, and all those in need, is concentrated in the region of western Serbia and Sumadija, in municipalities that are closest to Kosovo.

In southern and eastern Serbia, the majority of households are located in the Danubian (9.5%) region, Niš (6.7%) and Pčinj county (5.5%). In addition to Belgrade (22.9%), Kragujevac is a city with the largest number of households in the overall sample (8.5%), followed by Smederevo with 6%, Novi Sad with 5.8% and Niš with 5.7%. Households in need are also concentrated in Belgrade (21.9%) and Kragujevac (11,6%), followed by Novi Sad (9%) and Niš (8.2%).

⁶ The impact of regional representation on the distribution of persons in need is not significant.

Table 21. Distribution of households within the region and across regions in the sample

| REGIONAL DISTRIBUTION | HOUSEHOLDS NOT IN NEED | | HOUSEHOLDS IN NEED | | ALL IDP HOUSEHOLDS | |
|--------------------------------|------------------------|-------------|--------------------|-------------|--------------------|--------------|
| | FREQUENCY | IN % | FREQUENCY | IN % | FREQUENCY | IN % |
| SOUTHERN/EASTERN SERBIA | 305 | 54.9 | 251 | 45.1 | 556 | 27.7 |
| SUMADIJA/WESTERN SERBIA | 385 | 54.7 | 319 | 45.3 | 704 | 35.1 |
| BELGRADE REGION | 277 | 58.2 | 199 | 41.8 | 476 | 23.7 |
| VOJVODINA | 132 | 48.9 | 138 | 51.1 | 270 | 13.5 |
| TOTAL | 907 | 42.2 | 1099 | 54.8 | 2006 | 100.0 |

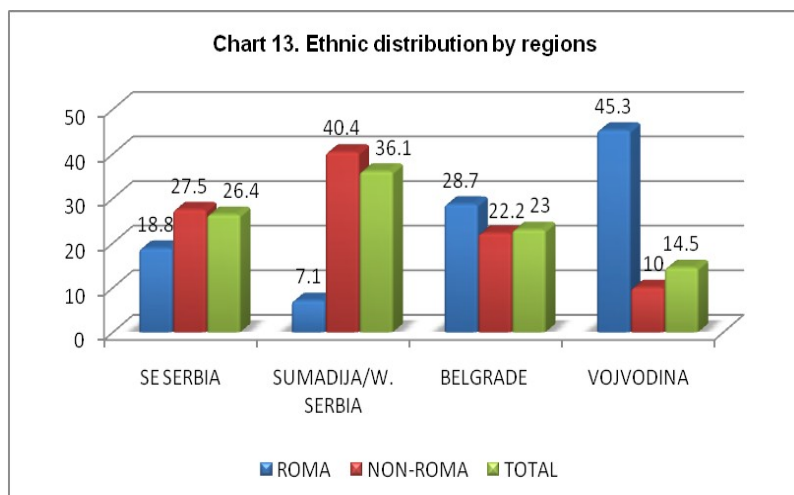
As in the LSMS, the majority of IDP households (81.7%) settled in the urban areas. There is also a somewhat larger number of households in need, given that 85.1% of households in need are located in the cities. This distribution points to the tendency of IDPs to gravitate towards large cities, where market opportunities are greater and more accessible to a variety of services.

Among the IDPs in need, there are 14.1% of those who are not registered as IDPs (11.9% of all IDPs). The vast majority are children under 15 (78.9%), while partners of heads of family or relatives comprise 29% of those without IDP cards in households in need, which is a result of marriages with domicile population. Almost 94% of IDP households in need moved to Serbia in 1999, an additional 5.3% over the next two years. Since then, very few households arrived.

Table 23. IDP ethnic breakdown

| ETHNIC BREAKDOWN | ALL RESPONDENTS | | HOUSEHOLDS HEADS | | HOUSEHOLDS HEADS IN NEED | |
|------------------------|-----------------|--------------|------------------|--------------|--------------------------|--------------|
| | FREQUENCY | IN % | FREQUENCY | IN % | FREQUENCY | IN % |
| SERBS | 6.260 | 77.3 | 1.586 | 80.3 | 621 | 69.7 |
| MONTENEGRIN | 80 | 1.0 | 21 | 1.1 | 12 | 1.3 |
| BOSNIAK/MUSLIMS | 221 | 2.7 | 46 | 2.3 | 33 | 3.7 |
| ROMA | 1.037 | 12.8 | 204 | 10.3 | 152 | 17.1 |
| GORANI | 276 | 3.4 | 63 | 3.2 | 40 | 4.5 |
| OTHERS | 225 | 2.8 | 55 | 2.8 | 33 | 3.7 |
| TOTAL | 8.099 | 100.0 | 1.975 | 100.0 | 891 | 100.0 |

Serbs and Roma are the most numerous among the displaced population, while Gorani, Bosniaks/Muslims, Montenegrins and others make up the minority of the population. With respect to the ethnic breakdown of households in need, there is an evident increase in the share of Roma households (from 10.3% to 17.1%) compared to the general representation in the sample.



The ethnic distribution by region shows the different directions of the settlement of Roma and non-Roma. In Vojvodina, 45.3% of IDPs are Roma, while their number in the most populated region of western Serbia and Šumadija is smallest, amounting to only 7.1%. This finding may be explained by a greater potential for traditional

activities in areas such as Novi Sad, where 27.4% of Roma have settled, Belgrade (28.7%) and Zrenjanin (9.1%).

An average IDP household has 4.16 members, households in need of 4.42 and Roma 5.21. The majority of the households have 4 members - 23.3% of the total sample, and 27.1% of households in need.

Roma households have more members than non-Roma, given that 42.6% of these households have more than 5 members. Their number contributes to a significant share of large families in the displaced population (21.4%). Roma are significantly less educated than other displaced persons. Also, the percentage of Roma children not attending primary school (27.9%) was significantly higher than the rest of displaced persons (7%).

Table 24. IDP by level of education

| EDUCATION LEVEL | ROMA | | NON-ROMA | | PERSONS IN NEED | | IDP TOTAL | |
|---------------------------|------|------|----------|------|-----------------|------|-----------|------|
| | F. | IN % | F. | IN % | F. | IN % | F. | IN % |
| WITHOUT SCHOOL | 192 | 30.4 | 185 | 3.3 | 266 | 9.3 | 403 | 6.3 |
| INCOMPLETE PRIMARY SCHOOL | 172 | 27.3 | 220 | 3.9 | 241 | 8.4 | 401 | 6.3 |
| PRIMARY SCHOOL | 223 | 35.3 | 1553 | 27.6 | 885 | 30.8 | 1814 | 28.5 |

| | | | | | | | | |
|-------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| SECONDARY SCHOOL | 41 | 6.5 | 3047 | 54.2 | 1.296 | 45.2 | 3119 | 49.0 |
| HIGH SCHOOL | 2 | 0.3 | 317 | 5.6 | 104 | 3.6 | 321 | 5.0 |
| FACULTY/ COLLEGE | 1 | 0.2 | 300 | 5.3 | 78 | 2.7 | 303 | 4.8 |
| TOTAL | 631 | 100.0 | 5.622 | 100.0 | 2.870 | 100.0 | 6.361 | 100.0 |

The problem is also a significant percentage of those who do not continue their education after primary school, given that only one in six young Roma attend secondary school (16.8%) compared to 64.3% of non-Roma. The main reasons stated are the lack of financial resources (46.1%), and lack of interest (21.5%) which probably can be attributed to the low priority of education in the everyday life of Roma. However, this finding represents a significant improvement compared to the LSMS, where 52.1% of the Roma stated lack of interest as the main reason for withdrawing from school.

There is 45.2% of households in need. An estimated 22,886 households or 97,286 IDPs in need live in Serbia.

The majority settled in urban areas, western Serbia and Šumadija, while the smallest number of them went to Vojvodina. From the aspect of ethnic affiliation, Serbs are in the majority, followed by Roma. There are 17.1% of Roma households in need.

The average age of IDPs in need is 29.5, which is below the average of the entire IDP population of 32.9, and considerably below the average of domicile population of 41.2. IRL average IDP household has 4.16 members, IDP household in need 4.42 and Roma IDP household 5.21.

4. KEY FINDINGS

Eleven years after the outbreak of the conflict and flight from Kosovo and Metohija, a high number of IDPs still face numerous problems caused by their displacement. The majority of IDPs moved from Kosovo in 1999. The IDPs migrated largely towards the urban areas (81.7%), and thus a high concentration of IDPs in urban centers. The highest numbers of IDPs are concentrated in Šumadija and western Serbia, while the lowest number is situated in Vojvodina, where Roma make up nearly half IDPs population.

The findings of the analysis:

- Households in need make up 45.2% of all IDPs (22,886 households).
- Households with no employed members (in the previous week) - make up 46.8% of all IDPs and 48.2% of households in need (11,043 households).
- Households with an extremely small space per household member - 6.8% of all IDP households live in the units with less than 5m² per member.
- Households living in the facilities not intended for housing - 7.4% for all IDPs and 14.1% of households in need.
- Female heads of households make up 30.6% of the specifically defined vulnerable groups (low-income single parents with minor children, minor children without care, single-person elderly households with and without minor children) among households in need as compared to 6.7% of men household heads, and most of them are single parents and single elderly households.
- 21.6% of IDP households are still willing to return to Kosovo
- The exclusion of Roma is multiple, as they:
 - make up 17.1% of households in need, and 74% of the total number of Roma IDPs is in need
 - have six or more members in 42.6% of cases
 - have a low level of education, because only 7% of Roma completed high school or more, while Roma children less attend primary school (67.2%), and drastically less secondary school (16.8%).
 - Only 8.8% of the IDPs of Roma is ready to return to Kosovo

5. RECOMMENDATIONS

RECOMMENDATION NO. 1. Empower the unemployed IDPs in need through various programmes of the National Employment Service and/or other institutions/organisations

- Continue the practice of donating grants to promote income-generating activities, given that one third of the unemployed, and one fifth of the employed IDPs consider this form of support as the most attractive. Funds should be directed at business start-ups and non-refundable. Provide additional support to the beneficiaries of such assistance with respect to business ideas and administrative procedures, in order to ensure their sustainability.
- Increase awareness of the unemployed IDPs about the programmes offered by the National Employment Service, because this institution continues to be the main channel for job search among unemployed displaced persons (41%).
- Increase the employability of the unemployed IDPs through retraining (9.5%) and the acquisition of additional skills (11.3%). Most of the unemployed have secondary school education, reducing employment opportunities without further specialization.
- Organize meetings with potential employers, in order to acquire contacts and express willingness to work (15%).
- Special attention should be given to households in need, because these households are in the most vulnerable position. Below is an estimate of the required solutions:

| NECESSARY PACKAGES | SUPPORT NEEDED FOR UNEMPLOYED | SUPPORT NEEDED FOR IMPROVING POSITION OF EMPLOYED |
|--|-------------------------------|---|
| RETRAINING | 1.138 | 1.079 |
| ADDITIONAL SKILLS TRAINING | 227 | / |
| BUSINESS/MICRO LOAN UNDER FAVOURABLE CONDITIONS | 481 | 358 |
| START'UP GRANTS | 2.536 | 2.005 |
| LAND SUITABLE FOR STARTING AGRICULTURAL ACTIVITY | 329 | 193 |
| TOTAL | 6.024 | 4.361 |

| NECESSARY PACKAGES | SOUTHERN AND EASTERN SERBIA | SUMADIJA AND WESTERN SERBIA | BELGRADE REGION | VOJVODINA |
|--|-----------------------------|-----------------------------|-----------------|------------|
| RETRAINING | 565 | 1.105 | 468 | 81 |
| BUSINESS/MICRO LOAN UNDER FAVOURABLE CONDITIONS | 45 | 133 | / | 48 |
| START'UP GRANTS | 227 | 446 | 137 | 30 |
| LAND SUITABLE FOR STARTING AGRICULTURAL ACTIVITY | 1.394 | 2.144 | 612 | 390 |
| BUSINESS/MICRO LOAN UNDER FAVOURABLE CONDITIONS | 176 | 227 | 69 | 51 |
| TOTAL | 2.407 | 4.055 | 1.286 | 600 |

RECOMMENDATION NO. 2. Provide continuous support for solving the housing problems of IDPs. This form of support is essential for almost 80% of IDP households in need.

- Direct attention to households living in buildings that were not intended for housing, households with less than 5m2 per household and tenants. Almost 100% of these categories are in need of help.
- Continue distribution of building materials kits for rehabilitation and construction of houses to house owners in Serbia in need of this form of assistance (78.4%).
- Provide additional funds for the construction of social housing units perceived as desirable to resolve the housing problems for all those who do not own housing in Serbia.
- The below assistance is estimated as required for the households in need whose greatest problems are provision of housing:

| | OWNERS, POOR CONDITIONS, INCOMES BELOW 8,526 PER MEMBER | IN FACILITIES UNINTENDED FOR HOUSING INCOMES BELOW 8,526 PER MEMBER | NOT OWNERS INCOMES BELOW 8,526 PER MEMBER | TOTAL HOUSEHOLDS IN NEED |
|--|---|---|---|--------------------------|
| SOCIAL HOUSING APARTMENTS | 98 | 1.840 | 9.881 | 11.819 |
| VILLAGE HOUSES | 61 | 298 | 1.682 | 2.041 |
| PREFABRICATED HOUSES | 101 | 346 | 2.538 | 2.985 |
| BUILDING MATERIALS FOR HOUSING CONSTRUCTION | 57 | 0 | 0 | 57 |
| BUILDING MATERIALS FOR REHABILITATION OF HOUSING | 701 | 10 | 0 | 711 |
| ACCOMMODATION IN A ELDERLY HOMES OR OTHER INSTITUTIONS | 0 | 34 | 155 | 189 |
| SUBSIDISED LOANS | 32 | 10 | 402 | 444 |
| OTHER | 17 | 24 | 475 | 516 |
| TOTAL | 1.067 | 2.562 | 15.133 | 18.762 |

- Forms of assistance by households in need by region:

| | SOUTHERN AND EASTERN SERBIA | ŠUMADIJA AND WESTERN SERBIA | BELGRADE REGION | VOJVODINA |
|--|-----------------------------|-----------------------------|-----------------|--------------|
| SOCIAL HOUSING APARTMENTS | 3.048 | 5.005 | 3.252 | 514 |
| VILLAGE HOUSES | 492 | 957 | 255 | 337 |
| PREFABRICATED HOUSES | 1.019 | 1.410 | 377 | 178 |
| BUILDING MATERIALS FOR HOUSING CONSTRUCTION | 0 | 0 | 0 | 57 |
| BUILDING MATERIALS FOR REHABILITATION OF HOUSING | 168 | 175 | 271 | 98 |
| ACCOMMODATION IN A ELDERLY HOMES OR OTHER INSTITUTIONS | 25 | 27 | 117 | 20 |
| SUBSIDISED LOANS | 151 | 129 | 135 | 29 |
| OTHER | 237 | 148 | 94 | 36 |
| TOTAL | 5.140 | 7.851 | 4.501 | 1.269 |

RECOMMENDATION NO. 3. Direct attention of social welfare institutions (centers for social work) to the vulnerable IDP groups, particularly female heads of households and the elderly.

- Empower social welfare institutions to assist the extremely vulnerable categories, specifically the vulnerable elderly who often lack information about assistance opportunities or are unable to obtain the necessary documentation. Regular visits to these households and taking care of their needs are essential.
- Provide greater access to information on opportunities offered by various social assistance programmes. This information must be easily accessible and understandable.
- Simplify the procedure for applying for social assistance or provide free technical assistance to persons who are in need.

RECOMMENDATION NO. 4. Bearing in mind that all IDPs have the right to repossess houses, land and/or property that they were arbitrarily or unlawfully deprived of, or to receive compensation if restitution is impossible, intensification of activities to support these persons, in cases of restitution of property in Kosovo and Metohija is needed:

- Continue with the programmes such as go-and-see visits, given that 18% of households have no insight into the condition of their property in Kosovo and Metohija.

- Strengthen the free legal assistance provision programmes for IDPs in cases of property restitution or compensation for the property damaged or destroyed in Kosovo and Metohija
- Provide timely feedback to applications that were submitted for the restoration of property and the claims that are submitted regarding the usurpation of property. So far this information is missing in 70% of cases.

RECOMMENDATION NO. 5. Internally displaced persons have the right to voluntary return in dignity. Additional support to households who want to return to Kosovo and Metohija is needed through:

- Enhanced support for the reconstruction of housing for persons who want to return. 12% of all displaced persons, more than half of those who want to return, claim the need for this support.
- Enhanced support for employment and income generating activities to persons who want to return, in order to ensure sustainable return. This support is needed for 60% of persons who want to return.
- Enhanced access to accurate information relating to returns.

RECOMMENDATION NO. 6. Roma IDPs are the most vulnerable part of the IDP population in need and they need special forms of support.

- Include Roma IDPs in Vojvodina and Belgrade, because these regions have the largest number of Roma among the IDP population. Consequently, focus efforts on the inclusion of Roma in local communities, given that very few of them want to return to Kosovo.
- Plan and prepare specific projects for the Roma that are tailored to their traditional lifestyle and customs, bearing in mind their needs and the challenges they face.
- Return 32.8% of Roma children into primary schools and strengthen efforts that 83,2% of Roma youth acquire work skills in secondary schools. Focus efforts to financially empower families with children, the financial problems being the biggest obstacle to continuing education.
- Focus attention on ensuring the conditions for retraining as the essential prerequisite to finding employment for poorly qualified unemployed Roma (92.9% have primary education or less).

- Empower the Roma population in income generating activities, in order to reduce the number of families that rely solely on social assistance, and the number of extremely poor families who make up the majority of Roma.
- Continue with the provision of identity documents, particularly the registration of unregistered minor children. Also, additional support in applying for child allowances and approaching health care institutions is necessary.

The recommendations are aimed at improving the situation of the most vulnerable displaced population. A mitigating factor is that most of the preferred types of support as expressed by IDPs are already implemented through the ongoing programmes of international organizations and the Commissioner for Refugees of Serbia. These programmes need to be expanded so as to enable the IDPs either to integrate locally or to return to Kosovo.

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