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| Zambia | | | | | | | |
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| September 2020 | | | | | | | |
|  | | | | | | | |
| 163 households comprising 805 individuals received one-off COVID-19 relief cash grants of K130 ($6.5) each from UNHCR to help cushion them against the negative impact of the pandemic. |  | A total of 5 teacher houses at Mantapala-B that were constructed by UNHCR, through Plan International, are at roof level. | | | |  | **211** individuals out of **248** submitted by UNHCR and accepted by a Nordic country are expected to depart on resettlement in 2020. |
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| Key indicators  68,699  Refugees and asylum-seekers have been reached with COVID-19 messages since 18 March 2020.  3.72%  of the population of persons of concern during the reporting period were elderly.  38,967  Number of refugees and asylum-seekers reached with SGBV messages | | |  |  | funding (as of 30 SEPTEMBER 2020)  USD 24.6 M  **UNHCR’s 2020 requirements for the Zambia operation:** | | |
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| |  | | --- | |  | | | |  |  | population of concern as of 30 SEPTEMBER 2020 (92,598)  Top 5 Countries of Origin  Other Nationalities include Congo Brazzaville, Eritrea, Ethiopia, Kenya, Liberia, Namibia, Nigeria, State of Palestine, Sierra Leone, South Africa, South Sudan, Sudan, Syrian Arab Republic, Turkey, Uganda, Ukraine, Zimbabwe. | | |

*A UNHCR staff member with refugees and host community members during knitting lessons at Meheba refugee settlement@UNHCR/Zambia Program Unit.*

Unfunded 54%

12.369M

Funded  
46%

12.252 M

Operational Context

The refugee response is led and coordinated by the Government of the Republic of Zambia in order to achieve its commitments toward the Global Compact on Refugees (GCR) and the Comprehensive Refugee Response Framework (CRRF). Under the Refugee Act (Government of Zambia Act No. 1 of 2017), the Office of the Commissioner for Refugees (COR), within the Ministry of Home Affairs, is mandated to deal with refugee matters. Thus, Zambia has since 2018 adopted the mainstreaming approach, which requires that all line Ministries including Agriculture, Health, Education and Community services contribute to key sectors under COR. Coordination of the different sectors and partners is managed through interagency meetings at district and country level, respectively. This is further strengthened through sectoral and bilateral interactions with distinct stakeholders. UNHCR is the primary interlocutor and lead Agency for refugee matters among UN agencies. To respond to the ongoing Congolese refugee crisis in a holistic and coordinated manner, the Government of the Republic of Zambia constituted an Inter-Ministerial Committee (IMC) composed of key line ministries.

Zambia, as of 30 September 2020, hosted 92,598 persons of concern (refugees, asylum seekers and former refugees) comprising 30,711 households in three settlements (Meheba–29,408, Mayukwayukwa – 18,166, Mantapala – 15,231, urban areas (Lusaka/Ndola) – 17,389 and the self-settled (According to Government estimates) – 12,404. In recent months, the country has been receiving a small number of asylum seekers mainly from the Democratic Republic of the Congo (DRC), Burundi and Somalia. The operation in Zambia has four offices: Representation Office in Lusaka, two Field Offices in Solwezi and Kawambwa and a Field Unit in Kaoma. UNHCR had 99 staff throughout the country as of 30 September 2020, consisting of 56 (national), 14 (international) and 29 (affiliate).

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| A Mini rice processing plant has been established within the Meheba refugee settlement. Humanitarian staff holding  sosome bags of rice. At the rice processing plant@UNHCR/Zambia. |

Achievements

protectionpicto_protection.pdf

Achievements and Impact

* In September 2020, there were 819 registered refugees. Of these, 270 arrived in September, 536 arrived between January and July 2020, and only presented themselves for registration in September. The rest, 13, arrived in Zambia in 2019.
* The Government, UNHCR and partners in the north continued to undertake border monitoring missions. From the three missions undertaken since January 2020, a rising trend of new arrivals from 357 between January and April to about 781 between May to September was recorded in all the five reception centres in the north. The reasons for flight were claims of re-emerging of attacks by the pygmy groups (the Mbote, Abatembo or Twa people), and increased fighting between the Mai-Mai and Banyamulenge armed militia groups in the DRC. Meheba refugee settlement continued to receive relocated new arrivals on a weekly basis. To avoid congestion at the transit centre in the settlement, new arrivals were taken directly to their plots upon arrival.
* In Meheba refugee settlement, UNHCR in partnership with Population Council and MCDSS, successfully implemented the Zero Tolerance Village Alliance and mobilized the communities in the settlement, including partners for the roll-out of Safe-from-Start-SGBV Policy.
* Two relocations from Lusaka to the settlements were conducted as follows; 49 refugees to Mayukwayukwa, and 65 refugees to Meheba refugee settlement.
* 163 households comprising of 805 individuals received one-off COVID-19 relief cash grants of K130 ($6.5) each to help cushion them regarding their daily basic needs.
* A Best Interest Determination (BID) panel meeting was held with urban implementing partners were a total of nine BID cases were panelled and decisions made for the children who included relocation to settlements and family reunification.
* Protection Unit held an information session with 13 urban refugee leaders on the Sexual and Gender-Based Violence (SGBV) policy, service referral pathway and referral of identification of cases. The leaders re-assured the project of their commitment to participate in community activities and be ambassadors of SGBV in their communities.

Identified Needs and Remaining Gaps

* Physical mobilization of urban refugees who are scattered around Lusaka city has been challenging as many refugees are opting to stay indoors for fear of contracting the COVID-19 virus, this poses a risk of persons of concern (PoCs) not reporting protection concerns. To mitigate this, an implementing partner, CARE International, has been engaged to conduct remote follow-up through phone calls to persons with special needs (PSNs) in Lusaka and physical home visits by volunteers. Refugee leaders were also provided with airtime to use for dissemination of information on the service referral pathway for PoCs to be aware of available services.

educationpicto_education.ai

Achievements and Impact

* Schools which closed in mid-March 2020 as part of the COVID-19 prevention measures re-opened between 21- 28 September to non-examination classes. UNHCR ensured that schools met the Government established COVID-19 guidelines for re-opening across the three refugee settlements. To this end, UNHCR and partners have accelerated WASH projects, increased school supplies such as thermo scanners, hand-washing facilities and masks.
* In Mantapala settlement, construction of seven teacher houses at Mantapala-A school by UNICEF have been completed. Five teacher houses at Mantapala-B that were constructed by UNHCR, through Plan International, are at roof level. When completed, the 12 government-deployed teachers will be accommodated in those houses.

Identified Needs and Remaining Gaps

* About 30% of children of school-going age in Mantapala have not been enrolled in school because of negative attitude towards education by some families, and intermittent movements by some refugee families from the settlement for various reasons. UNHCR, COR, the community and partners embarked on a Go-Back-to-School campaign through ISIBINDI, a child protection programme to encourage school enrollment and attendance prior to reopening of schools in September. The current classroom to pupil ratio is 1:58. The two classroom blocks under construction will help address this gap.
* Refugees in Mantapala settlement, being from a Francophone country, have had some difficulties to use English language as medium of instruction in the schools. A programme designed by UNHCR to train teachers to effectively deliver the curriculum in English, and consequently the pupils, will be implemented as schools have re-opened.

healthpicto_health.pdf

Achievements and Impact

* In September, a total of 5,536 out-patient consultations were conducted across the three refugee settlements including 1660 (30%) Under-Fives and 830 (15%) host community members.
* A total of 61 deliveries were conducted out of which 54 (89%) were conducted by skilled health personnel.
* In efforts to improve maternal and new-born health, MoH, in collaboration with UNHCR, has intensified community awareness in the past six months through the Safe Motherhood Action Groups (SMAGs), to encourage expectant mothers to deliver at the health facility. The number of skilled deliveries increased by 9% (from 84% to 93%) as a result. This means that there is a reduction of still births and post-partum haemorrhage (PPH) which can be fatal to mothers and new-borns.
* As part of COVID-19 preparedness, training was conducted to prepare refugees on how to respond and care for suspected cases of COVID-19. The first training targeting 261 participants was conducted for block leaders, church leaders, protection volunteers, child protection volunteers, community health workers and health workers from Mantapala health facility and neighbouring health facilities. The second training was conducted for 60 participants from partners, skilled refugee nurses, epidemic preparedness team, and business association executive.

Identified Needs and Remaining Gaps

* The major challenge is lack of essential medicines in the health facilities in all the three settlements. Ministry of Health, through the District Health office has been engaged by UNHCR to mitigate this challenge. Meanwhile Health Sector (with the support of RBSA Public Health Section) is working with Supply and Program Units on annual drug procurement order based on expressed drug needs from the field.
* There is inadequate nutrition support for vulnerable groups across the refugee settlements (this includes malnourished children, pregnant and lactating women, chronically ill and the elderly) evidenced by the increased number of Moderate Malnutrition cases reported from the health facilities. UNHCR is engaging partners (COR, World Vision International, CARE) to ensure adequate coverage for the afore-mentioned groups. Meanwhile Joint Standardized Expanded Nutrition Surveys are envisaged early next year to generate evidence for nutrition programming across the settlements.
* The health facility in the Mantapala settlement does not have a laboratory to provide diagnostic tests and this impacts on the provision of a comprehensive primary healthcare services. Currently, diagnosis is relied on physical symptoms.
* MoH has not yet gazetted the new health centre to enable it benefit from national health resources (drugs and other supplies). The clinic will, however, be gazetted after the licence is issued to the clinic.

food security and nutritionpicto_foodsecurity.pdf

Achievements and Impact

* A total of 8,916 refugees (4,479 females, 4,437 males) received 294.705 MT of food from WFP in August to last for two months (August and September). A further 5,084 individuals (1,055 households) received cash transfers of K155 per person for their food needs for the same period, in a CBI strategy roll-out, using MTN mobile network. A general soap distribution was conducted alongside food distribution. A total of 13, 944 individuals (7063 females and 6881 males) received 1kg double rations for August and September (double ration for 1 month is 500g instead of 250 grams).
* Africa Action Help (AAH) in conjunction with MTN mobile network provider and WFP, conducted a sensitization workshop on Cash Based Transfers and Nutrition for 219 (115 females, 21 males) refugees to teach them the importance of cash management. The sensitization included key nutrition messages on various ways of preparing nutritious foods, promoting maternal, infant and child nutrition and water, sanitation and hygiene (WASH), and promoting household food production through backyard gardens.
* In September, the agency conducted an outcome monitoring at the Mantapala Refugee Settlement to assess the performance of the refugee response during the third quarter of 2020. Data analysis was ongoing.
* WFP continued to implement nutrition education activities targeting the refugees in the settlement, with radio programmes aired on Fridays and Saturdays every week. The programmes are aired in French, Swahili and Bemba.
* In September, WFP, the United Nations High Commissioner for Refugees (UNHCR), the Government and other partners, with support from the Joint WFP/UNHCR Programme Excellence and Targeting Hub, started conducting needs-based assessments at the Mantapala Refugee Settlement in Nchelenge District. The assessment is aimed at developing a common understanding of refugees’ food security and socioeconomic needs to inform needs-based targeting in lieu of status-based targeting. Data analysis is currently ongoing, while preparations are underway to extend the assessment to Meheba and Mayukwayukwa settlements in North Western and Western provinces, respectively. The assessment will provide recommendations to inform the development of a needs-based strategy to target and assist refugees to enhance their self-reliance.

Identified Needs and Remaining Gaps

* Due to the limited number of radio sets among the refugee population, WFP planned to bring the refugees together in small groups on Fridays and Saturdays to listen to the nutrition radio programmes. However, COVID-19 restrictions have made it difficult to bring together the refugees for group listening. Through distribution and post-distribution monitoring activities, the agency plans to get feedback on listenership and sharing of information in the settlement as well as the effectiveness of the messages.

Water and Sanitationpicto_water.pdf

Achievements and Impact

* In Mantapala settlement, a total of 1,137 household latrines were completed with bricks and iron sheet roofing, representing coverage of 34% of the total refugee households in the settlement. A total of 56% of the households have permanent substructures but with superstructure made of plastic sheeting on their latrines, while 10% of the households are yet to have decent household latrines.

Identified Needs and Remaining Gaps

* The settlement lacks a proper drainage system. The current state of drainage system has potential to increase ground water contamination. To address this, the WASH sector conducted an assessment to identify the status of the drainage system and the areas critically affected and plans to mobilize refugees, who were already given some working tools, to work on self-help basis.

Shelter and NFIspicto_shelter.pdf

Achievements and Impact

* As the Mantapala settlement progressively shifts towards development-oriented initiatives, construction of some permanent infrastructure such as the reception centre, three food distribution centres, health centre, Police post, Interagency office and three markets have been completed. Mantapala-A and Mantapala-B schools have seen considerable improvement with additional two (1x3) classrooms under construction. Other infrastructure such as the Safe House and a Vocational School are under construction.

Identified Needs and Remaining Gaps

* A total of 34 kilometres of internal roads in Mantapala remain inaccessible by vehicles which require repairs.

camp coordination and camp managementpicto_camp.pdf

Zambia has since 2018 adopted the mainstreaming approach when dealing with refugee-related matters. The approach requires that all the line ministries (including Agriculture, Health, Education and Community Development and Social Services), among others, operating in the three refugee settlements and urban areas providing services to refugees collaborate with COR as an umbrella interlocutor for UNHCR. This measure is in line with and reinforces Government’s shift from sectoral to multi-sectoral and outcome-based programming as embedded in the 7th National Development Plan. The approach is also in line with the Zambia-United Nations Sustainable Development Partnership Framework, which governs how the United Nations in Zambia aligns with and supports the Zambian Government in delivering development, and aligns with the Comprehensive Refugee Response Framework, as embedded in the Global Compact on Refugees.

community empowerment and self reliancepicto_community.pdf

Achievements and Impact

* The Government of the Republic of Zambia (GRZ) has included 200 refugee households in the Farmer Input Support Programme (FISP). This follows GRZ’s pledge. at the Global Refugee Forum (GRF) in 2019, to improve livelihoods and self-reliance by expanding the FISP to include refugees. During the reporting, against a target of 750 beneficiaries, 200 households (*150 refugees and 50 neighbouring Zambians*) in the Meheba and Mayukwayukwa refugee settlements were included in the FISP. The selected farmers are expected to receive inputs for the farming season 2020/ 2021. 75% of the farmer input support contribution is from the Government while 25% is from UNHCR - as own beneficiary contribution. Holding all factors constant, the inclusion will support and contribute to securing food security at the household level of the supported families (approximately 600 indirect refugee beneficiaries).
* Through complementary funds from the Czech Government, CCR has completed construction works of a technology and design workshop in Mantapala settlement. The workshop will enable facilitation of short- term practical and marketable skills trainings to the many youths in Mantapala. This complements the Education curriculum aimed at providing technical training pathway.
* Through the partnership with Bee Sweet Honey company, 620 new beehives were distributed to 62 persons (*31 Host community and 31 Refugee members)*. The company contributed additional 150 hybrid hives to the beekeeping scheme as its commitment to the joint beekeeping/ honey value chain project. This venture provides opportunity to access alternative livelihoods to the supported persons in Mantapala settlement.

Identified Needs and Remaining Gaps

* Budgetary constraints have hampered Government from enlisting more refugees on the FISP programme.

durable solutionspicto_durable.pdf

**Achievements and Impact**

* The cases of 248 individuals submitted from Zambia for resettlement consideration have been adjudicated by a Nordic country. Among them, 211 individuals accepted by the country are expected to depart on resettlement in 2020. The resettlement departures resumed following the ease of the COVID- 19 restrictions and so far, 10 individuals departed to a Nordic country from Zambia on the 23 September 2020.
* As a result of continued advocacy, an additional quota of 37 vulnerable refugees from Zambia was made available for submission to a resettlement recipient country by mid-October 2020.

Identified Needs and Remaining Gaps

* In view of the COVID-19 working environment, the Resettlement & Complementary Pathways Unit has innovatively conducted interviews with refugees and made headway with processing emergency cases.  With the new protection related developments on the T Cases in Lusaka, a request was made to Senior Management to approve the remote video MS teams/ WhatsApp interviews for some of the refugee applicants who might not be able to show up at the office, due to security reasons. This was approved, particularly for the T- cases as they are potentially at a risk of extradition.

Working in partnership

* UNHCR, the UN Refugee Agency, works closely with the Office of the Commissioner for Refugees (COR) in the Ministry of Home Affairs (MHA) and other key government line ministries. UNHCR also works in partnership with the United Nations Country Team (UNCT) and I-NGOs, such as Action Africa Help, Plan International, Caritas Czech Republic, CARE International and World Vision Zambia.

Most of the international non-governmental organizations (INGOs) and UN agencies provide community-based protection and basic assistance to refugees from the Democratic Republic of the Congo in Mantapala settlement, northern Zambia.

* The Government of Zambia, UNHCR and partners also provide community-based protection and social support to persons of concern in Lusaka as well as the older refugee settlements of Meheba and Mayukwayukwa, in Western and North Western Provinces.
* The coordination and management of refugee settlements is led by the Government as per its mandate under the Refugee Act (Act No. 1 of 2017).

Financial Information

* Total recorded contributions for the Zambia operation in 2020 so far amount to US$12,251,714.
* The financial requirements for Zambia (US$24.6M) include requirements for the Burundi Situation, Coronavirus Emergency and the DRC Situation.
* The percentage funded (50%) and total funding amount ($12,251,714) are indicative. This leaves an indicative funding gap of $12,369,776, representing 50% of the financial requirements.

UNHCR is grateful for the critical support provided by donors who have contributed to the Zambia operation in 2020 with special thanks to: **USA** **(2,200,000)** E**uropean Union (1,196,607.07), Japan (467,927), Czech Republic (862,441), Unilever (UK) - 521,640, Education Cannot Wait (120,000), the United Nations Trust Fund for Human Security (107,171), UN Programme on HIV/AIDS (32,100)** and to all donors giving unearmarked and softly earmarked funds.

Global funding received by UNHCR (in million USD)

Special thanks to donors of unrestricted and regional funds in 2020 to UNHCR’s global operations

Germany 71.1 million | United States of America 46.8 million | United Kingdom 24.8 million | Denmark 14.6 million | Canada 10.2 million | Private donors USA 7.4 million | Private donors Australia 7.4 million | Private donors Germany 5.7 million | Private donors Japan 4.2 million | Sweden 4 million | Spain 3.4 million | Ireland 3.3 million | Finland 3.3 million | France 2.8 million | Private donors United Kingdom 2.2 million

Thanks to other donors of unrestricted and regional funds in 2020 to UNHCR’s global operations

Sweden 76.4 million | Private donors Spain 45.9 million | Norway 41.4 million | Netherlands 36.1 million | Denmark 34.6 million | United Kingdom 31.7 million | Germany 25.9 million | Private donors Republic of Korea 23.9 million | Switzerland 16.4 million | Private donors Japan 15.2 million | France 14 million | Private donors Italy 10.8 million | Italy 10.6 million

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