



**UNHCR**  
The UN Refugee Agency

**Zambia**

## Mantapala Refugee Settlement



## Achievements' Report

January - December 2021

## Overview

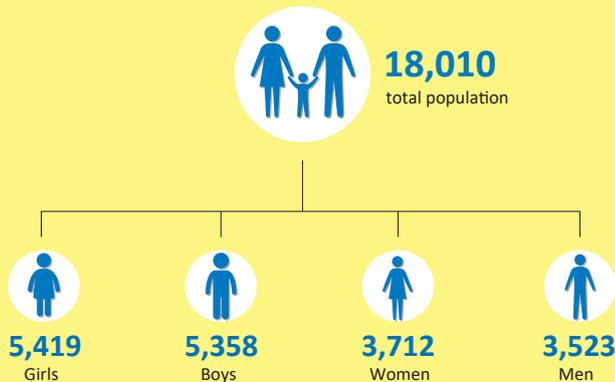
- Set up in early 2018 as an integrated settlement in Nchelenge district, Luapula Province.
- The settlement covers an area of 87 km<sup>2</sup>.
- Basic services in the settlement include one rural health centre, two schools (offering early childhood, primary and secondary education), one police station, five child-friendly centres, a One Stop Centre and one safe haven for GBV survivors.

## Strategic objectives

- Foster and sustain a favourable protection environment and inclusive assistance for persons of concern (PoCs).
- Promote access to and provision of quality education for both PoCs and host community.
- Facilitate inclusion of refugees in development programmes provided by government, development actors and private sector.
- Promote self-reliance and empowerment through access to livelihoods.
- Expand opportunities to promote durable solutions.



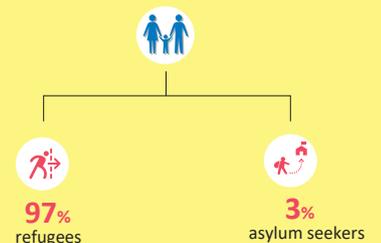
## Population



### OF WHICH ARE:



### BY LEGAL STATUS



### BY COUNTRY OF ORIGIN



Kalle Silwimba / UNHCR, November 2021

Two additional 1x3 Classroom blocks at constructed Mantapala B.

## Interventions and partners presence

| Sectors   | Partners  | Link to Sustainable Development Goal (SDGs)  |
|---|---|--|
| Education    | Ministry of General Education, UNICEF, UNHCR  |  4 QUALITY EDUCATION   |
| Livelihoods  | Ministry of Agriculture, UNHCR, World Vision, Caritas Czech Republic, Good Neighbours/Tribal Textiles, Bee Sweet Company.               |  8 DECENT WORK AND ECONOMIC GROWTH   |
| Protection   | Commissioner for Refugees (COR), UNHCR, Ministry of Community Development and Social Services, UNICEF, Childline/Lifeline, World Vision |  5 GENDER EQUALITY  10 REDUCED INEQUALITIES  16 PEACE, JUSTICE AND STRONG INSTITUTIONS |
| Health       | Ministry of Health, UNHCR   |  3 GOOD HEALTH AND WELL-BEING  |
| Shelter      | Commissioner for Refugees (COR), UNHCR, Plan International  |  11 SUSTAINABLE CITIES AND COMMUNITIES   |
| WASH         | Ministry of Local Government, World Vision, UNICEF, UNHCR   |  6 CLEAN WATER AND SANITATION  |

## Key highlights

- A return intention survey to identify refugees willing to return to their home country reached 86% of the total population of concern.
- From January 2021 through January 2022, UNHCR assisted 302 refugees living in Mantapala with voluntary repatriation to DRC.
- With support from MoH, COR, UNICEF and , UNHCR successfully conducted the standardized expanded nutrition survey (SENS) in Mantapala Settlement to improve efforts in the reduction of malnutrition.
- The Government of the Republic of Zambia (GRZ) issued refugees in Mantapala with documentation of which 441 birth certificates. Refugees led 21 community service projects from inception to completion by identifying their own protection needs, making decisions, planning, designing, and implementing activities.
- Of the 5,669 learners enrolled in Mantapala schools, 54% were girls, and 10% were Zambians.
- Mantapala B school opened its first senior secondary class on 1st March 2021 while a third school for early childhood education will become operational from the first term of 2022.
- Mantapala Schools A and B were both granted examination centre status for grade 7, while Mantapala B was further granted same status for grade 9.
- UNHCR and Plan International completed two WASH blocks at the newest school centre, while UNICEF and World Vision Zambia constructed 69 latrines in schools and 59 in other institutions, bringing the sanitation coverage to 100% in public institutions. A portion of the latrines are accessible for persons with disabilities as well as suitable for menstrual hygiene management.
- The Mantapala rural health centre was gazetted in October 2021, a commendable step for the centre to be supplied with government resources such as medicines, medical supplies/equipment and human resources
- ShapeGovernment line ministries, UNHCR and partners provided various forms of support for livelihoods and economic inclusion to about 30% of persons from the ages of 18-59 years old.
- 65 waterpoints supplied over 20 litres of water per person per day to families within an average distance of 200 meters or less.



## Key achievements by sector



### Durable solutions

- Between 1-9 October 2021, a Return Intention Survey (RIS) reached 4,404 families comprised of 17,078 individuals across all 19 Blocks in Mantapala refugee settlement. Among the respondents, 66% did not intend to return, 27% intended to return within different timeframes, and 7% were undecided.
- From January 2021 through January 2022, a total of 302 refugees living in Mantapala were assisted to voluntarily return to Democratic Republic of Congo (DRC), their country of origin.
- The Ministry of Health, in collaboration with COR and UNHCR, conducted a general medical screening and administered 302 Rapid Diagnostic Test (RDT) COVID-19 tests to 302 individuals in their separate return convoys at Mantapala Rural Health Centre in preparation for their return to DRC. Emergency medications were also distributed by the Ministry of Health for persons suffering from chronic ailments.
- Of the 302 returnees to DRC, 119 were school children who wanted to continue their education in their country of origin. They were given documents by the Ministry of Education, in coordination with COR and UNHCR, to allow them to continue their education in DRC.
- UNHCR, WFP, COR, and AAH provided food and core relief items including kitchen sets, sleeping mats, blankets, and water buckets for 302 returning refugees in their separate return convoys, for their journey. UNICEF constructed WASH facilities at Chienge transit centre. Of the 302 repatriated, 36 were persons with special needs.
- ShapeA delegation from the DRC government led by the Commissioner for Pweto territory, the local traditional leader and UNHCR DRC received the 302 returnees (86 households) who arrived in Pweto, DRC. The government representative assured the returnees that the DRC government, in collaboration with traditional leaders, would help them settle down by assuring peace, security, and land for those interested in agriculture, while UNHCR assured the returnees that they would be considered in humanitarian- development initiatives .

*"I arrived in Mantapala settlement three years ago after fleeing conflict in Pweto, DRC," says Bernard Pweto (68), a returning refugee in Mantapala settlement. "Today is one of the most thrilling days of my life because I have the option of returning home. As I begin my journey from the settlement to my home, I'd like to express my gratitude to the Zambian government, UNHCR, other UN agencies, and non-governmental organizations (NGOs) for welcoming me when I arrived in Mantapala in 2018 and providing me with basic necessities such as water, sanitation, food, shelter, and security. I'm finally returning home, carrying with me the fondest memories from Mantapala settlement to DRC. My eyes are welling up with tears of delight because I can't handle the glorious fact that I will soon be going home to unite with my relatives."*

The returning refugees on board the bus wave to the crowd of friends as the journey to DRC begins.



A bridge, about 10km from Chiengi reception centre, is eroded by heavy rains in the area. With more rains continuing to fall, repair work on the bridge is promptly needed from government authorities.

The returning refugees were sheltered at Chiengi reception centre for a one day stop over to obtain immigration and security clearances by the Zambian authorities.



## Key achievements by sector



### Protection

#### Documentation

- With the support of UNHCR, the Government of the Republic of Zambia (GRZ) issued refugees in Mantapala with 504 birth notices (251 boys, 253 girls) as the first step in receiving birth certificates, 441 birth certificates, and 1,223 national registration cards (562 men, 661 women) for aliens residing in Zambia.

#### Gender based violence

- The men and women networks organized and led community outreach and awareness raising to address the most prevalent GBV issues. At least 1,216 individuals were reached with messages to prevent child marriages, adolescent pregnancy, and domestic violence related to family management of cash assistance.
- 78% of survivors (139 female, 38 male) of the 215 GBV incidents reported during 2021, received psychosocial counselling and services provided at the One Stop Centre.
- Under the 'Safe from the Start' project, 250 youths (155 female, 95 male) attended psychosocial sessions as well as discussion on GBV, SRH, life experience and coping strategies.

#### Child protection

- 30 community workers conducted 84 best interests procedures – 71 Best Interest Assessments (BIA) and 13 Best Interest Determination (BID) – for vulnerable children. Following a BIP led by UNHCR, and family tracing by the Zambian Red Cross, ICRC supported the voluntary return and reunification of a 15-year-old refugee boy residing with relative in Mantapala with his biological father in Kalemie, DRC. BIPs also ensured the monitoring of UASC in alternative care arrangements and when needed the revision for alternative care arrangement with new refugee foster families within the settlement.
- INSIBINDI care workers conducted family conferences, safe park sessions, and home visits to enhance the children protection environment.

#### Community Empowerment

- Through open refugee leadership elections, the community elected 73 leaders (55 male, 18 female) who were subsequently trained on leadership, protection principles and refugee leaders' code of conduct to build their capacity to function as community leaders.
- Through 21 community service projects, unpaid refugees volunteers organized sensitization campaigns on GBV and child marriage, cleaned a marketplace, constructed roads in 5 blocks, and assisted persons with specific needs through building 7 fuel efficient clay stoves, providing maintenance for 6 toilets and houses, and cultivating vegetables to improve their nutrition. They also repaired and rebuilt 70 desks for the schools in Mantapala and made 10 desks for a community- led literacy centre.

#### Spotlight on a Community Service Project for Access to Services

*"For our first community service project, through various consultations among community members, we decided to work on a road that facilitates ambulances to access us in emergencies such as when mothers give birth. We have organized ourselves to work from 06:00 hours until 09:00 for 2 days a week through a well-managed recording system. We are proud of ourselves to complete the road and collaborate with neighbours for the completion of this project. The project has united our block members and we are discussing the next protection issue we want to address."*

**Mr. Kombe Katulushi, Block 3 Refugee Leader**

#### Persons with Specific Needs

- A total of 1,798 PSNs were supported through home visits by trained community workers, community networks, and referrals to services for their specific needs; a further 1,006 PSNs were assisted with targeted distributions of CRIs. These included 180 elderly refugees and 17 refugees with disabilities who receive services for their specific needs. Approximately 17% of the refugee population were identified as PSNs and included unaccompanied and separated children, single head of households, serious medical conditions, elderly persons, persons with disabilities, children-at-risk, and women-at-risk inclusive of specific legal and physical protection needs. A total of 1,798 PSNs were supported through home visits by trained community workers, community networks, and referrals to services for their specific needs; a further 1,006 PSNs were assisted with targeted distributions of CRIs. These included 180 elderly refugees and 17 refugees with disabilities who receive services for their specific needs. Approximately 17% of the refugee population were identified as PSNs and included unaccompanied and separated children, single head of households, serious medical conditions, elderly persons, persons with disabilities, children-at-risk, and women-at-risk inclusive of specific legal and physical protection needs.

## Key achievements by sector



### Livelihoods and self-reliance

- Good Neighbours, Tribal Textiles and UNHCR with technical support from MADE51 empowered 50 Artisans (33 female, 17male) in product development and sale of various crafts. Over 160 artifacts valued at about ZMW 49,000 were exhibited and or sold at the Africa Private Sector Forum in Kigali, Geneva, Lusaka trade shows, and Christmas deco.
- UNHCR, Caritas Czech Republic (CCR), Caritas Mansa, WVZ, Good Neighbours, and line ministries in livelihoods supported over 1,200 refugees and hosts with access to productive assets, technical and vocational trainings.
- Bee Sweet Honey Company and 10 trained mentors from the refugee and host communities harvested 4,265 kilograms of honey. About 34 female and 73 males' farmers from the two communities benefitted and were paid a sum of ZMW 71,658. Moreover, 1,000 beehives were transported to Mantapala to support 90 beekeepers.
- CCR and UNHCR empowered 38 male and 12 female from the refugee and host communities through capital grants amounting to ZMW 5,000 per beneficiary, to expand their business through ILO certified business trainings and open bank accounts.
- UNHCR in collaboration with implementing and operational partners, supported 151 women and girls at risk with cash assistance for livelihood and COVID-19 recovery.
- Under UNHCR's Youth Initiative Fund, 219 youths (155 females, and 64 males) organised in 16 groups received support towards self- reliance and empowerment in the areas of agriculture production, trading, small livestock, village savings groups and arts.
- AAH, with support from WFP, facilitated the formation of 50 savings groups aiming to promote financial inclusion in Mantapala.

#### Spotlight on Entrepreneurial Livelihoods

*Puunza Katumba arrived in Mantapala in 2018 from DRC with nothing but a few belongings. Since then, he has been a multi-year beneficiary of livelihood support from Caritas Czech Republic and UNHCR. He is the head of a household of 5. He received support to open a phone and accessories shop in 2019 but the business did not flourish due to several challenges including the cost of business and COVID-19 related restrictions in early 2020. CCR, later in 2020, provided him with support to revamp his business, which he did by opening a mobile money service. He has since built a brick thatched house for his family. He has also diversified his sources of income by venturing into agricultural production in 2021. He has bought 15 hectares of land in the host community, 15 kilometres from the refugee settlement, where he has cultivated 2.5 hectares of maize, 0.5 hectares of groundnuts, 0.25 hectares of bananas and another of sugar canes. Katumba said, "I am happy here because I never used to do any business in Congo DR but now after receiving seed capital and targeted trainings, I am productive and have more than one source of income." Katumba is also a member of a Village Savings Group where members save money and borrow at a 10 percent interest rate.*



©UNHCR/Kakoma Kakoma, November 2021.



New Artisan Centre to promote production and export of artefacts in Mantapala. UNHCR/Kakoma, November 2021.



Soap making in Mantapala by refugees under the Refugee for Refugees initiative. UNHCR/ Kakoma, October 2021.



Harvesting of Honey in Mantapala by bee keeping mentors. CCR/Ephraim Mulenga, September 2021.

## Key achievements by sector

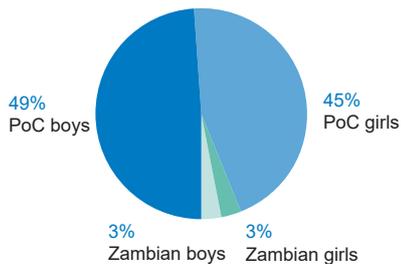
### Education

- Total enrolment for Mantapala schools was 5,669 students (2,753 girls, 2,916 boys); of which 5,099 (90%) were refugees (2,441 girls, 2,658 boys) and 570 (10%) were Zambians (312 girls, 258 boys).
- Three refugee students received the DAFI Scholarship for tertiary education to attend Cavendish University. Four refugee students received UNHCR sponsorship to attend Nchelenge Secondary and Kawambwa Boys Technical schools. Other 14 students (10 refugees, 4 Zambians) also benefitted from educational sponsorship (free boarding and lodging, medical coverage, and counselling) from UNHCR and Pestalozzi Education Centre - a Cambridge, IB and ECZ authorised school.
- A Student and Community Journalism initiative in Mantapala was launched in December with the first cohort of 14 students (6 girls and 8 boys) being equipped with journalism and story-writing skills to champion community development through writing.
- Plan International with funding from LEGO trained 18 ECE' teachers (12 female and 6 male) in education, health, hygiene and nutrition, child protection and positive parenting.
- To facilitate learning continuity under COVID-19 measures, UNHCR provided schools with, handwashing facilities, facemasks and thermo scanners. UNHCR further delivered 229 educational tablets, 2 solar-powered TVs, equipment for a science lab, and textbooks for all grades to raise education standards and improve learning outcomes. The MoGE also equipped the schools with 10 desktop computers.

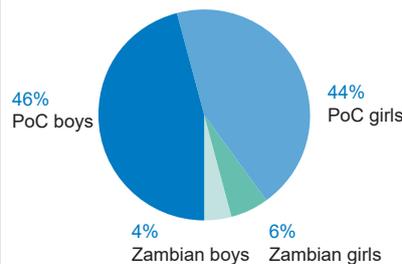
#### Spotlight on opening a senior secondary school in Mantapala settlement

*"I am delighted that the government, with the help of UNHCR and other partners, has opened a senior secondary school in Mantapala settlement this year," says Joyce (20), who qualified for grade ten. "The school has got a laboratory and computer classrooms, and some equipment are installed in the laboratory. The government is providing some textbooks to the school. I will now enroll in senior secondary school and continue my education. When I finish school, I want to be a doctor."*

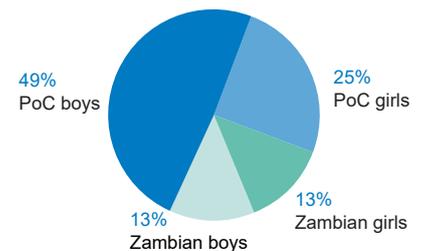
No. of students enrolled in early childhood



No. of students enrolled in primary education



No. of students enrolled in secondary education



## Key achievements by sector



### Health

- The Ministry of Health (MoH) immunized a total of 1,140 refugees against COVID-19 of whom 779 have been fully immunized and 361 have received the first dose.
- To support COVID-19 prevention efforts among refugees and hosts, UNHCR provided the District Health Office with 200 hand sanitizers (75ml), 200 liquid soap (500mls), 200ltr of Disinfectant (20ltr), COVID-19 materials including 50,000 surgical masks, 50kg of granular Chlorine, 30 pieces of infrared thermometers, 10 pieces of digital thermometers, 80 pieces of goggles, 10 fingertip pulse oximeters, five Automatic soap dispensers, 34 foot-operated hand washing sets and 5,000 pieces of disposable gowns.
- UNHCR also supported MoH with 2,000 RDTs test kits to be used at Mantapala Rural Health Centre for routine screening, spontaneous new arrivals and public areas respectively recording a total of 53 refugees who tested positive to COVID-19. The aim was to increase accessibility to COVID-19 testing among the refugees and host community.
- UNHCR further supplied the Rural Health Centre with 550 IEC materials on COVID-19 to facilitate the awareness campaigns which reached 11,578 refugees and hosts, of whom 59% females, to promote infection prevention at household level as well as to promote community awareness and involvement in the management of COVID-19 pandemic in the settlement.
- A total of 33,807 OPD consultations were carried out with 15% being from the host community and 44% being children under five. 33% of malaria cases, - the most prevailing ailment represented 33%, followed by respiratory tract infection 16%, and other ailments, 51%.
- With support from COR, MoH achieved a vaccination coverage of 104% for cholera to prevent an outbreak. Pregnant and lactating women as well as infants were excluded.
- MoH with support from UNHCR offered specialised services including mental health, physiotherapy, and dental care, eye screening, male circumcision and cervical cancer reaching to 588 refugees and hosts of whom 47% females for early detection, treatment and/or referral.
- UNHCR in partnership with MoH and WVI supported 156 U5 malnourished children, out of which 84 have been cured and discharged from the supplementary feeding program at Mantapala health centre.
- With support from MoH, COR, UNICEF and , UNHCR successfully conducted the standardized expanded nutrition survey (SENS) in Mantapala Settlement to improve efforts in the reduction of malnutrition. The survey revealed that the combined GAM prevalence (cGAM) was 7.6 % (4.6 - 12.1 95% C.I.) and the combined SAM prevalence (cSAM) was 3.5 % (1.7 - 7.1 95% C.I.) both results are classified as emergency or critical by WHO.
- During the peer educator's outreach campaigns, 21,448 pieces condoms were distributed to increase adherence levels and 11,470 people were reached with message to prevent stigma and related discrimination against people living with HIV/AIDS.
- To enhance primary health care, UNHCR provided medical and COVID-19 supplies including two delivery beds, eight hospital mattresses, seven hospital beds with mattresses, four domestic brooms and 20 pairs of hospital linen. The medical supplies were handed over to the District Health Office who has not received any material since 2018.
- UNHCR and MOH equipped and operationalised the Mantapala isolation centre to manage moderate COVID-19 cases within the settlement.
- The Mantapala rural health centre was gazetted in October 2021, a commendable step for the centre to be supplied with government resources such as medicines, medical supplies/equipment and human resources. The Zambia Medicines and Medical Supplies Agency (ZANMA) visited the centre to assess the average consumption rate for essential medicines for planning and allocation purposes for 2022.

*"I'm delighted the clinic is close by, and the government is supporting it with employees and drugs," says Agnes Manda (18), one of a group of Zambian pregnant women waiting for a check-up at the clinic. "Because the clinic was over 30 kilometers away, we only went to the doctor when we were severely ill. People frequently doubted your ability to succeed but it is now in close vicinity. We are grateful that this clinic is serving both refugees and residents from the local villages. It is equipped to immunize individuals and treat life-threatening diseases such as malaria that are prevalent to this area. A 24-hour ambulance service is available to transport the most urgent cases to the hospital. The coming of refugees makes Mantapala a beautiful place to live in."*

## Key achievements by sector



### Core relief items

- A total of 6,583 refugees received various CRIs (jerry cans, buckets, sleeping mats and solar lamps). Menstrual hygiene materials reached 2,296 women and 972 girls (total 3,268) during distributions conducted in the year, which is 75% of all women and girls between 13-49 years of age (total 4,356).



### Food

- WFP provided cash transfers to approximately 94% of the refugees in Mantapala for their food assistance. The transfer value was raised from K155 to K187 in January 2021. To accompany the refugees to transition to cash, UNHCR and WFP set up mitigation measures to counter the negative effects of cash through GBV and PSEA activities, creation and training of 50 saving groups, and fraud and theft trainings. Due technical problems experienced during the registration of asylum seekers, some new arrivals were not immediately enrolled in the cash transfer scheme but received in-kind food assistance while the refugee status determination procedures were being followed. Each of the 100 asylum seekers eligible for such support received 12kg of maize meal, 3.6kg of CSB, 1.8kg of beans and 0.15kg of salt per month.



### Shelter

- Households shelter coverage stood at 51.9% structurally durable bricks, covered with grass or plastic and 1.4% structurally durable bricks covered with iron sheets; 28.4% transitional shelters (mud hut or wood structure, material covered with grass or plastic); 10.4 % supported with refugee housing units; and 7.9 % temporary/emergency shelter (plastic sheeting).
- A total of 149 solar streetlights have been installed all-round the settlement to provide security at night and ease the movements of people of concern.



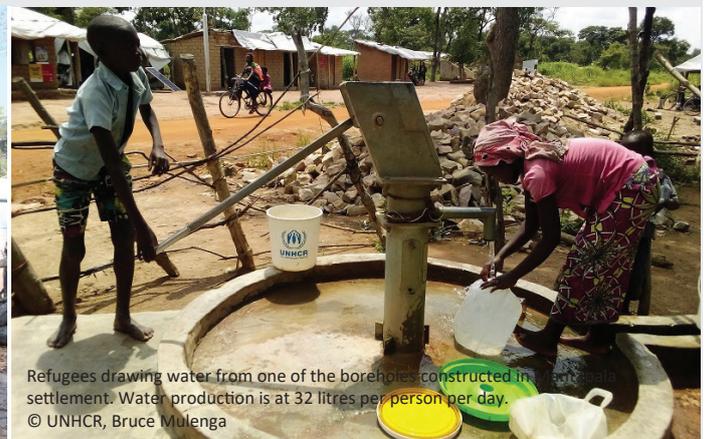
### WASH

- 100% households have access to family latrines and bathing facilities.
- 100% of people of concern received soap throughout the year.
- 100% of population sensitized on critical hygiene messaging including COVID-19 prevention information.

*"The government commends the support received this year from cooperating partners, some of which include over 100 refugees in cleaning of some 40 borehole water points in Mantapala settlement," says **Courageous Monta**, the Chair of Nchelenge Town Council. Other projects include Block committees that gathered community members to clear clogged drainage channels that trap used water around water points, reducing the risk of borehole contamination and the spread of water-borne diseases. As a step to ensure proper cleanliness, shelters were built at ten water sites."*



One of the household permanent latrines constructed for refugees to enhance hygiene and sanitation in Mantapala settlement.  
© UNHCR, Bruce Mulenga, Mantapala settlement, 2020.



Refugees drawing water from one of the boreholes constructed in settlement. Water production is at 32 litres per person per day.  
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