

### UNHCR RESPONSE IN MOZAMBIQUE, MALAWI AND ZIMBABWE

May 2019

UNHCR distributed relief items to 648 households resettled in Buzi, Dondo, and Nhamatanda Districts in **Mozambique**. In addition, 52 vulnerable families received tents.

UNHCR will provide additional relief items to support the return package for IDPs in Chikwawa, Nsanje, Phalombe and Zomba districts in **Malawi**.

UNHCR will provide additional 68MT of shelter and relief items to people affected by the cyclone in **Zimbabwe**. Items are scheduled to arrive to Mutare on 29 May.



*UNHCR staff is conducting detailed protection monitoring with women and children displaced by the Tropical Cyclone Idai in Dondo District in Mozambique ©UNHCR*

## Update On Achievements

### Operational Context

On 14 March 2019, Tropical Cyclone Idai became one of the deadliest storms ever recorded to hit Southern Hemisphere. The cyclone caused catastrophic flooding, landslides and large number of casualties across Mozambique, Malawi and Zimbabwe. In **Mozambique**, the hardest hit by the cyclone, nearly 240,000 houses were damaged and over 111,000 totally destroyed. Approximately 1.85 million people are in need of assistance, over 27,000 people are still sheltered in accommodation centres and more than 42,000 people are in permanent relocation sites across the four affected provinces of

Manica, Sofala, Tete and Zambezia. While Mozambique was still recovering from Tropical Cyclone Idai, even stronger Tropical Cyclone Kenneth made landfall in Cabo Delgado Province on 25 April causing loss of life and extensive damage to infrastructure and housing. Nearly 200,000 people have been affected in northern Mozambique. In **Malawi**, nearly 870,000 people were affected including some 87,000 people who were displaced from their homes. The most affected districts include Chikwawa, Machinga, Nsanje, Phalombe and Zomba. In addition, some 1,900 Mozambican nationals, forced to seek safety in Nsanje District, still remain in Malawi. In eastern **Zimbabwe**, heavy rains and strong winds caused riverine and flash flooding. Over 270,000 people were affected, 122,000 in Chipinge and 115,000 in Chimanimani districts. In addition, approximately 5,300 refugees and asylum-seekers living in Tongogara Refugee Camp were severely impacted as 1,060 houses, latrines and water boreholes were completely or partially damaged.

Tropical Cyclone Idai caused extensive loss of life, large-scale destruction of infrastructure and a surge in humanitarian needs far exceeding the response capacities of governments and humanitarian actors. On 22 March 2019, the Emergency Relief Coordinator activated an [IASC Humanitarian System-Wide Scale-Up](#) in Mozambique for an initial period of three months. UNHCR joined the collective UN system response in all three countries. As UNHCR's response needed to be scaled up significantly, the UN High Commissioner for Refugees Filippo Grandi activated UNHCR emergency procedures covering all three countries in order to facilitate the delivery of the Office's commitments under the IASC system-wide Scale-Up protocols. This allowed UNHCR to take the necessary actions to scale up its operational capacity, including mobilizing and/or re-allocating human, financial, material and other relevant resources. The close involvement in the joint humanitarian response also demonstrates UNHCR's solidarity with the people in the region who have for decades generously hosted refugees and shared their limited resources with them.

UNHCR also deployed emergency teams, consisting primarily of protection staff, to the three affected countries to support the response as well as to lead the [Protection Clusters](#) that have been activated by the Inter-Agency Standing Committee to protect people with specific needs coping with the aftermath of the disaster. UNHCR is particularly concerned about the safety and well-being of women and girls, unaccompanied or separated minors, disabled and elderly people living in overcrowded conditions in multiple makeshift displacement sites. Many female-headed households are also facing heightened risk of exploitation and abuse as their sources of income and livelihoods were destroyed by the cyclone.

UNHCR is coordinating closely with the authorities and partners, including UNICEF and UNFPA, to ensure that protection is mainstreamed throughout the response, including through preventing and responding to gender-based violence as well as sexual exploitation and abuse. In Mozambique, Malawi and Zimbabwe, some people have reportedly lost their

identity documents when their homes were destroyed or damaged by heavy winds and flooding. As protection cluster (co) leads, UNHCR is working closely with relevant authorities and partners to assess the situation and provide the support needed by the three governments.

As UNHCR was already implementing refugee operations in Mozambique, Malawi and Zimbabwe, the Office was able to join the collective UN system wide response in all the three countries promptly. UNHCR swiftly airlifted approximately 240 MT of shelter and relief items from global stockpiles to the three countries affected to assist initially some 36,000 most vulnerable cyclone survivors. In particular, family tents and plastic tarpaulins were delivered to shelter those who had lost their homes, mosquito nets to protect from malaria, jerry cans and water buckets to store clean water to prevent cholera and other waterborne diseases, solar lanterns to provide light during the night and to recharge mobile phones, as well as sleeping mats and blankets to keep warm. UNHCR will be providing additional relief items for persons affected by the cyclone in coming days.

On 14 May, the Government of Mozambique deactivated the national emergency for the Tropical Cyclone Idai situation and initiated the reconstruction phase. Mozambique will host an International Pledging Conference to secure support for reconstruction following the devastation caused by cyclones Idai and Kenneth. The event will be held on 31 May and 1 June in the city of Beira. In Malawi, the Government launched the Return and Relocation Strategy, which aims to decongest the sites for displacement. In Zimbabwe, long-term settlement planning remains a concern. It is expected that temporary camps will be required until end of 2019. Early recovery assessment and planning is nearing completion. The World Bank estimates that the recovery cost will be US\$ 640 million.

## Achievements



### PROTECTION

#### MOZAMBIQUE

##### Achievements and Impact

- UNHCR supported the OCHA-led inter-agency **Return, Relocation and Resettlement Working Group** to develop 'Guiding Principles' outlining conditions and principles for humanitarian partners to engage in the return, relocation and resettlement process. The paper was endorsed by the Humanitarian Country Team in Maputo and shared with the government authorities. UNHCR and partners continue to advocate for an advanced notice and a clear relocation plan by the authorities to ensure that key protection

safeguards, basic services and facilities are in place before, during and after relocating affected persons.

- **UNHCR co-leads the Protection Cluster with the Provincial Director for Gender, Children and Social Action (PDGCAS).** The Protection Cluster approved a strategy and implementation plan for six months (March to September 2019). Monthly meetings to report progress, gaps and challenges will be held per district and chaired by PDGCAS. As part of the strategy, a Protection Mainstreaming Checklist was issued at inter-cluster coordination level to promote protection-sensitive response by all clusters.
- The **Provincial Directorate of Education and Human Development** and UNHCR, in collaboration with the Education Cluster partnered to ensure reopening of schools, which constitutes an essential child protection intervention. UNHCR delivered to the authorities 300 plastic tarpaulins (50mt. x 4 mt.) for emergency roofing of schools and educational buildings across Sofala Province.
- In Beira, a total of 98 families relocated from IFAPA temporary accommodation centre to Mutua permanent resettlement site in Dondo District. Prior to the movement, UNHCR in consultation with partners, **identified 39 persons with specific needs to provide support in reception and plot allocation at new site.** IFAPA centre has been closed.
- In Picoco temporary accommodation site in Beira, **UNHCR identified 97 persons with specific needs.** In addition, IOM, UNICEF and UNHCR, in cooperation with the National Institute for Disaster Management (INGC), conducted consultations with IDPs on relocation intentions. The majority of IDPs are gradually resettling to Savane, a new permanent site in Dondo District, or are in the process of returning to safe areas of origin.
- The Protection Cluster has assigned focal points from the **Disability Working Group** to participate in other cluster meetings to mainstream disability related issues in the response plans of all clusters.
- Successful **family tracing and reunification** activities were carried out in different areas in Sofala Province with 10 children reunified with family members and others placed in temporary foster care arrangements. Solutions are being sought for the remaining 60 children.
- **Women Friendly Spaces and integrated Protection Desks** were opened in Metuchira and Cura resettlement sites in Nhamatanda District. These are to serve the communities that were relocated from Agua Rural and Jasse Mangureira temporary accommodation sites which are now decommissioned.
- UNHCR trained 40 **community-based protection focal points**, comprising a pool of trained volunteers from IDP and host communities acting as link between affected populations and service providers, and to conduct awareness-raising activities in Dondo, Nhamatanda and Buzi Districts.

- Immediately after Cyclone Kenneth made landfall in April 2019, UNHCR ensured a **short-term presence for coordination and protection monitoring in Cabo Delgado.**

#### Identified Needs and Remaining Gaps

- The authorities continue relocating at a fast pace households from accommodation centers to resettlement sites that are not always adequately prepared to receive IDPs as experienced in IFP temporary site in Dondo District and IFAPA in Beira. Shelter, demarcation of plots and basic facilities are generally provided after IDPs are relocated contrary to the Guiding Principles. There is a need to continue advocating for a more coordinated and well planned activity to minimize protection-related risks.
- Following a joint mission to Guara Guara in Buzi District on 11 May with authorities, the following key points were noted: need to upscale protection interventions particularly for children, women and disabled groups in resettlement sites; improve coordination during delivery of services at site level; enhance information dissemination and communication with communities; map initiatives in resettlement sites; ensure that critical partners are present or reachable to address legal-related matters; persons living with Albinism are considered as persons with specific needs for purposes of the assistance.

### MALAWI

#### Achievements and Impact

- **UNHCR co-leads the Protection Cluster** with the Ministry of Gender, Children, Disability and Social Welfare (MoGCDSW) which was activated on 19 March. UNHCR has developed the Protection Cluster's TORs (adopted by the cluster), Protection Strategy, the Protection Cluster structure and a training matrix. Meetings of the Protection Cluster at the national level will be fortnightly, while regional meetings are held weekly in Blantyre.
- UNHCR is focusing its response on Chikwawa, Nsanje, Phalombe and Zomba districts as the needs in these areas are particularly high.
- Some 40 IDP camps were decommissioned in Nsanje District (two camps remain) and 33 camps were decommissioned in Chikwawa District (four camps remain). UNHCR continues to advocate for the rights of IDPs to return safely and voluntarily.

#### Identified Needs and Remaining Gaps

- Partner Plan International Malawi, with the support from UNHCR, completed protection monitoring in IDP camps on 15 May. Lack of food and the forced sharing have been identified as main concerns. Forced sharing takes places when families are forced to share their food or relief items with village chiefs. Female-headed households are particularly vulnerable and are targeted for sex-for-food.



- Based on the protection monitoring, the lack of privacy is a key concern in IDP camps which has reportedly increased the domestic violence. Child abuse and exploitation are also key protection concerns.
- UNHCR is working with UNDP to ensure that those who have lost their documentation during the floods are able to replace their ID cards at no extra cost.
- Mozambicans (1,900) in Bangula Camp would prefer to remain in Malawi particularly if they would receive land. However, they would consider returning to Mozambique if assisted with a return package (household items, seeds, food and shelter materials) to rebuild their houses and restart farming activities. In the absence of a return package, displaced Mozambicans have indicated that they will remain in the camp in Malawi in order to continue receiving humanitarian assistance.
- In relation to the Mozambican population, the Protection Monitoring exercise highlighted the discrimination as a key challenge. Women have reported that they do not feel safe in the camps. Children do not have access to education due to language constraints and lack of school uniforms or proper clothing.

## ZIMBABWE

### Achievements and Impact

- **The Protection Cluster co-led by UNHCR** and UNFPA is undertaking the protection mainstreaming in the cluster response such as protection sensitive standard setting for beneficiary selection and aid distribution as well as guidance on relocation of IDPs and PSEA (prevention against sexual exploitation and abuse) roll-out. Plan International and World Vision have been designated as the Protection Cluster co-chairs.
- UNHCR has established a presence and an effective coordination in Chipinge and Chimanimani districts for TC Idai response. UNHCR will support the district administration, in line with Protection Cluster ToRs, in needs assessment, documentation, guidance, training, advocacy, partnerships, monitoring and reporting.
- UNHCR, UNICEF and District Administration have agreed to coordinate the Protection Cluster support through the existing District Psychosocial Services Committee (Sub-Committee of Civil Protection Unit). UNHCR has shared the global protection cluster assessment tools and guidance to all partners in the districts to ensure harmonization of data collection, assessment and reporting.
- In order to identify and respond to particular challenges faced by the IDPs, the **Displacement Working Group** has been set up to address issues such as conditions of collective sites, assistance to the host community and community consultations.

### Identified Needs and Remaining Gaps

- The conditions in the newly created IDP settlements Garikai, Arboretum and Nyamatanda located in Chipinge and Chimanimani district, remain a concern. The District Administration has not provided clear information to the affected population on

the mid-term plan beyond the initial emergency phase creating confusion and anxiety. The lack of protection partners in the IDP camps has created major gaps. Vital services such as cooking areas and security are lacking.

- Protection of elderly persons and persons with disabilities has been identified as a gap needing response. Partners to be engaged in these responses are being identified.
- The inclusion of persons with specific needs including persons living with disabilities, unaccompanied and separated children and the elderly should be systematically integrated in the planning and implementation of all humanitarian sector interventions including food distribution, WASH, health, nutrition and shelter.
- The loss of documentation as a result of the flood is one of key protection concerns expressed by the affected population. UNHCR is liaising with the Provincial Administrator's Office to provide support to the district authorities in re-issuing documents, to advocate for special measures and work with legal NGOs to provide counselling and referral.
- IRC conducted focus group discussion in Chimanimani District attended by 442 women and girls. The preliminary findings include lack of dignity kits, need for psychosocial support and livelihood opportunities, risk of sexual exploitation and abuse during aid distribution and gaps in PSEA training and protection mainstreaming among the key government officials and NGOs.



## SHELTER AND NFIS

### MOZAMBIQUE

#### Achievements and Impact

- UNHCR, through its partner World Vision International, distributed relief items to 148 households living in GuaraGuara permanent site on 8 May, and to 161 household permanently resettled in Cura site in Nhamatanda District on 14 May. In addition, 52 vulnerable families received tents in Cura site. On 22 May, distribution of relief items benefitted 339 families permanently resettled in Mandruzi site in Dondo District.

### MALAWI

#### Achievements and Impact

- On 27 April, the Government of Malawi launched the Return and Relocation Strategy, which aims to decongest the camps. To this end, the Department of Disaster Management Affairs and Malawi Red Cross are distributing return packages in Chikwawa, Mulanje, Nsanje, Phalombe and Zomba districts prioritising to the most vulnerable IDPs. UNHCR will be receiving additional relief items from Nairobi to support the return package.

### Identified Needs and Remaining Gaps

- In relation to the relocation package launched in Chikwawa, UNHCR noted during a recent field visit that shelter kits are incomplete. Site planning is also a challenge as families have been relocated without the necessary community infrastructure including schools, hospitals and WASH facilities. In addition, the elderly in the community are not receiving any support for the construction of their new homes. To ensure effective site management, UNHCR will send a Site Planner to Chikwawa.

## ZIMBABWE

### Achievements and Impact

- UNHCR will provide additional 68 metric tons of relief items to people affected by Cyclone Idai in Zimbabwe. Relief items are scheduled to reach Mutare on 29 May. Items will be stored in a warehouse of UNHCR's partner GOAL and distributed jointly with the Government of Zimbabwe.
- GOAL distributed relief items to affected Zimbabweans in Buhera, Chipinge and Chimanimani districts in collaboration with Zimbabwean authorities.
- UNHCR shelter expert visited IDP settlements in Chimanimani District to assess the progress and needs. So far, 57 households have relocated to Arboretum Settlement and 30 households to Nyamatanda Settlement. Total of 31 tents have been pitched in Garikai settlement pending the relocation of affected persons.
- UNHCR and GOAL are coordinating closely with Shelter and NFIs Cluster, protection partners and district civil protection unit sub-committees to identify the gaps in emergency shelter and relief item assistance, particularly for persons with specific needs.
- The training on the post-distribution monitoring (PDM) of emergency shelter and relief items took place on 20 May targeting district civil protection sub-committees, cluster partners and GOAL staff in Chipinge and Chimanimani districts. The PDM data collection, data analysis and reporting will start immediately after the training.
- Tongogara Refugee Camp will be expanded to accommodate new arrivals, those currently staying in transit/reception centres, decongest some camp sections, and to relocate refugees from flooded areas. The total area will cater for 604 households (241,600m<sup>2</sup>). Total of 288 Refugee Housing Units, a self-standing and sustainable shelter, have been received for the new section of the Tongogara Refugee Camp.

### Identified Needs and Remaining Gaps

- Coordination at the district level remains a challenge. District Administration Office does not have the capacity and training to receive, analyse and disburse information.
- UNHCR visited Kopa, a spontaneous site in Chimanimani District, where displaced persons are still staying in tents. The site is congested and tents are pitched too close



to each other. People are cooking too close to their tents causing a fire hazard. IDPs in Kopa reported lack of relief items, shelter, and food; inadequate WASH facilities; and protection risks faced by vulnerable persons.

- Relocation of internally displaced Zimbabweans has been initiated from schools and other public structures. The conditions in the newly created IDP camps of Garikai, Arboretum and Yamatanda located in Chipinge and Chimanimani districts remain a concern due to the absence of protection partners on the ground. Furthermore, coordination between camp management partners and provision of information to affected persons in IDP camps remains a challenge.
- The inclusion of persons with specific needs including persons living with disabilities, unaccompanied and separated children and the elderly still needs to be systematically integrated in the planning and implementation of humanitarian response including food distribution, WASH, health, nutrition and shelter.



## WATER AND SANITATION

### ZIMBABWE (TONGOGARA REFUGEE CAMP)

#### Achievements and Impact

- A 500-meter extension of water supply system is being finalized to serve the new camp extension. Four tap stands will also be constructed.
- Participatory Health and Hygiene Education (PHHE) kits were distributed to all the nine Health Promoters. Six PHHE sessions were conducted in six sections reaching 120 people.

#### Identified Needs and Remaining Gaps

- A WASH assessment was conducted in the section for new arrivals. A total of eight emergency latrines are required for 32 households and construction has already started. Eight pits have been dug and plastic slabs will be installed shortly.
- GOAL has identified a contractor to upgrade 206 latrines that were completely damaged by the cyclone.

## Working in partnership

As part of inter-agency Tropical Cyclone Idai response, UNHCR cooperates closely with the governments, the UN Agencies, NGOs and affected communities in Mozambique, Malawi and Zimbabwe.

## Financial Information

At the start of the emergency response, UNHCR offices in Mozambique, Malawi and Zimbabwe received appropriation from the Organisation's Operational Reserve to meet the immediate requirements. Overall requirements are being discussed in close cooperation with partners.

The **Central Emergency Response Fund (CERF)** has allocated a total of 20M for humanitarian response in the three countries. UNHCR is grateful for the financial support of **99,876** for life-saving emergency response to cyclone affected person in Mozambique, **343,409** for life-saving emergency response to Cyclone Idai affected person in Malawi and **250,020** for Cyclone Idai response in Zimbabwe.

Special thanks to the **Government of Norway** for the contribution of **576,967** to UNHCR protection activities under the humanitarian response plan for Mozambique.

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UNHCR is also grateful to **International Humanitarian City (IHC)** for contributing two relief flights from Dubai to Harare as well as to the **UPS Foundation** for contributing a relief flight from Dubai to Lilongwe.

UNHCR also thanks donors of flexible funding which have allowed the organization to quickly scale up its response. Donors of flexible funding include:

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