

# Zambia

June 2020

UNHCR collaborated with Good Neighbours - Zambia to support production of **23,533** cloth face masks in the Mantapala settlement.

Zambia registered **393** new refugees during the month of June. **293** came from the DRC, **73** from Burundi, **18** Somalia and the rest from other states.

During the month of June, Zambia submitted **248** cases of individuals to Finland for resettlement consideration.

## KEY INDICATORS

**11,086**

individuals reached with SGBV messaging linked to COVID-19 since 18 March 2020.

**46.28%**

of the population of persons of concern during the reporting period were women.

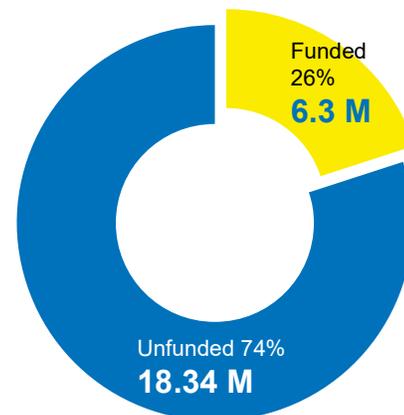
**76,437**

Projected population of refugees from the Democratic Republic of the Congo by the end of 2020.

## FUNDING (AS OF 30 JUNE 2020)

**USD 24.6 M**

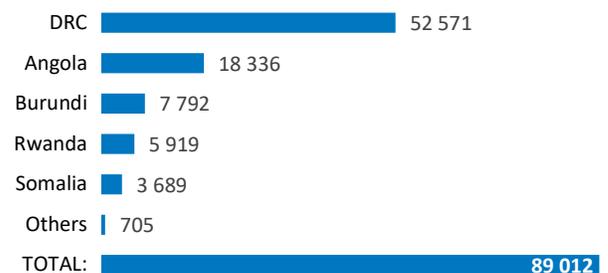
UNHCR's 2020 requirements for the Zambia operation:



*Pupils in examination classes at Mantapala A Primary School in Zambia's Mantapala Settlement. The pupils learn in a COVID-19 compliant environment.*

## POPULATION OF CONCERN AS OF 30 JUNE 2020 (89,012)

### 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.*

## Operational Context

The refugee response is led and coordinated by the Government of the Republic of Zambia in order to achieve the Sustainable Development Goals (SDGs), the Seventh National Development Plan (SNDP) 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 field and country level, respectively. This is further strengthened through sectoral and bilateral stakeholder interactions. UNHCR is the primary interlocutor and lead agency for all refugee matters among UN agencies. To respond to the Congolese refugee emergency in a holistic and coordinated manner, the Government of the Republic of Zambia constituted an Inter-Ministerial Committee (IMC) composed of key line ministries. The Committee remains active, post Congolese emergency phase.

The country currently hosts 89,012 persons of concern (refugees, asylum seekers and former refugees) in three settlements (Meheba – 27,639, Mayukwayukwa – 17,201, Mantapala – 14,339, urban areas (Lusaka/Ndola) – 17,429 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 97 staff throughout the country as of 30 June 2020.



*A UNHCR Health and Nutrition Officer attending to mothers who brought their children to Mantapala Health Post.  
@UNHCR/Kelvin Shimoh*

# Achievements



## PROTECTION

### Achievements and Impact

- One-off cash-assistance as part of the COVID-19 response was disbursed to eligible refugees, asylum seekers and others of concern in Lusaka and Meheba. 12,823 people of concern benefitted from the programme with 1,475,118.50 ZMW disbursed in Meheba and 23,800 ZMW disbursed in Lusaka.
- In Mantapala, 20 Protection Community Workers were trained in basic mental health by the Mwanawasa University Teaching Hospital psychiatrist, in order to effectively locate, identify and refer psychiatric-related cases to the health facility in the settlement. The training was part of a follow-up mission to strengthen the capacity of clinicians, protection workers, protection and community health workers in mental health management in the settlement.
- From June, UNHCR is fully included in the Education Working Group and the Protection Working Group (SGBV and child protection sub-groups) at the UN level, which are chaired by various mandated line ministries. The COVID-19 response has enhanced the communication with other stakeholders and has provided UNHCR with an opportunity for advocacy on inclusion of refugees in various UN and Government interventions. Examples include refugees being included in Child Protection information dissemination via radios, cash assistance to vulnerable persons by the Ministry of Community Development and Social Services (MCDSS), amongst others.
- Youth groups in Lusaka and the three refugee settlements have been mobilised to benefit from the funding from Headquarters meant to build a youth centre in Mayukwayukwa and provide capacity building for UNHCR staff, youths, partners in all locations, as part of the expanded Youth Initiative Fund,

### Identified Needs and Remaining Gaps

- Due to restrictions in travel as a result of the COVID-19 pandemic, relocations of new arrivals could not take place from Lusaka to the refugee settlements, creating overcrowding at Makeni refugee transit centre in the Zambian capital.
- The Refugee Status Determination (RSD) Committee has not been able to travel to North-western Province, Solwezi to adjudicate pending RSD cases of first instance and appeals due to budgetary constraints and more recently COVID-19 related travel restrictions.



## EDUCATION

### Achievements and Impact

- After the closure of schools in March 2020 due to the COVID-19 pandemic, classes resumed for examination classes on 1 June country-wide, including the three refugee settlements. In terms of enrolment of persons of concern in schools in Lusaka and the three refugee settlements, this included 3,500 Early Childhood Education (ECE) learners, 10,177 primary school learners, and 5,097 secondary school learners.

### Identified Needs and Remaining Gaps

- Schools are still closed to learners in non-examination classes, who are facing serious challenges to access distance learning in the three settlements as the electronic tools and materials that would enable access are yet to be distributed by Government to District Education Board Secretaries, especially in the refugee hosting districts. Other types of learning is also pending as material has not been finalised for radio broadcasting and due to the issue of the settlements not being connected to the national grid, while TV broadcasting signal is also not possible.
- Mantapala School experienced a high number of learners not returning to school when examination classes opened following the decision made by Government. The reasons are unclear and discussions will be sought with the District Education Board Secretary office.
- There is still a significant need to invest in expanding and refurbishing classroom infrastructure, teacher housing, WASH facilities, energy supply, teacher training, teaching materials, and internet

connectivity, more so in the light of COVID-19 to improve remote learning opportunities in the three refugee settlements.



## HEALTH

### Achievements and Impact

- A mission on mental health capacity reinforcement amid COVID-19 was conducted in June across the three refugee settlements. Activities included: on-the-job mentoring of 21 clinical staff, training of community volunteers, psychosocial counsellors, caregivers of mentally ill people, spiritual leaders, as well as mentoring of community support groups. UNHCR shall continue to integrate mental health and psychosocial support (MHPSS) within its health and protection activities, including through community messaging about coping with distress, capacity building of MHPSS community-based staff, training first responders in psychological first aid, and ensuring care for and protection of people of concern with severe protection risks and mental health conditions through remote and direct support.

### Identified Needs and Remaining Gaps

- There have been significant delays in procurement of COVID-19 drugs, Personal Protective Equipment and supplies due to limited availability of supplies in the local market, price increases and a decrease in the quality of available goods. International supply chains are facing difficulties as well due to restrictions at the borders, while locally, shops are often closed, delivery services are limited, and cross - country trucking is unavailable. UNHCR Headquarters is currently facilitating these procurements.



## FOOD SECURITY AND NUTRITION

### Achievements and Impact

- In June 2020, 193.07 metric tonnes of food commodities was distributed to 12,261 refugees (50.6 percent of them women and girls), out of the 12,614 refugees targeted for food distribution, with 353 refugees missing the food distribution (They missed due to the fact that they may have been outside the settlement for various reasons). Each refugee received a food basket consisting of maize meal, corn, soya blend, yellow split peas and salt.
- 117 refugee food distribution volunteers who included food committee members, block leaders, loaders, scoopers and Action Africa Help (AAH) staff were trained in Prevention of Sexual Exploitation and Abuse (PSEA) and COVID-19 prevention measures to empower them with skills to reinforce the preventive measures during distribution exercises.
- For the second consecutive month, 1,518 refugees received Cash Based Transfers (CBT) from WFP, after distributing USD 11,400, with each beneficiary paid K134 (USD 7.35).
- As part of the Cash-Based Transfer (CBT) scale-up to reach 5,000 beneficiaries by July 2020 in Mantapala settlement, WFP together with UNHCR facilitated the registration of additional 3,500 refugees (395 households) for cash assistance. All the targeted households were issued with SIM cards by the contracted mobile network operator. All the registered refugees will be transitioned to CBT by January 2021.
- Partners operating in the Mantapala settlement continued providing intensive nutrition messaging to the refugees to promote the choice and consumption of nutritious and diverse food for a healthy diet among CBT beneficiaries. Messages were translated into different local languages spoken by the beneficiaries to ensure maximum reach.
- Cooking demonstrations targeting households with moderately malnourished children under the age of five years continued to be held with support from CARE International. In the reported period, mothers of 106 moderately malnourished children participated in a six-week intensive nutrition education training and cooking demonstrations, to enhance their ability in preparing healthy diets for their families
- The first one-off COVID-19 related CBI payment in Meheba refugee settlement, covering 12,823 individuals comprising 3,339 households, was processed for payment and beneficiaries received K115 each from UNHCR.

### Identified Needs and Remaining Gaps

- During the month of June, vegetable cooking oil was not distributed in Mantapala settlement due to long procurement lead times exacerbated by disruption of supply chains caused by COVID-19.
- Some refugees are not satisfied with the monthly food rations, stating that they are not adequate to last a full month.
- UNHCR continued to advocate for more livelihood partners to support and engage refugees to support increased livelihood opportunities



### WATER AND SANITATION

#### Achievements and Impact

- After an assessment of the needs a few months ago, UNHCR's WASH partners, Norwegian Church Aid (NCA), World Vision International (WVI) and the New Apostolic Church Relief Organization (NACRO) commenced constructing 923 permanent household latrines for all households in the Mantapala settlement. WVI also started sinking 10 additional boreholes for households living further from the existing water points in the settlement.
- In Meheba refugee settlement, drilling of 35 water points was successfully completed by UNICEF. Furthermore, a water point was rehabilitated, and 20 water points repaired.

### Identified Needs and Remaining Gaps

- The land fill, including the system for managing solid waste in the Mantapala settlement are not yet fully developed. UNHCR is engaging the district council and UNICEF to re-plan the solid waste management in the settlement.



### SHELTER AND NFIS

#### Achievements and Impact

- Using funds from UNHCR and European Union (EU), Plan International, a partner, resumed rehabilitating five Child Friendly Spaces, constructing two classroom blocks and five teacher houses in Mantapala settlement, making a total of 12 houses for 12 government salaried teachers in the settlement. Once the five houses are completed, all the 12 Government teachers will have accommodation. However, to reduce the pupil-teacher ratio, the two schools in Mantapala settlement require additional teachers (150 – trained and community combined), hence more houses are needed.

### Identified Needs and Remaining Gaps

- In Mantapala settlement, one per cent of households continued to live in permanent shelters while 99 per cent are either in temporary or transition shelters owing to inadequate resources to construct permanent shelters.



### CAMP COORDINATION AND CAMP MANAGEMENT

Zambia has since 2018 adopted the mainstreaming approach when dealing with UNHCR regarding 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 interlocutor for UNHCR. This approach represents a paradigm shift in the way Government works and collaborates with UNHCR.

This shift 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.

**ACCESS TO ENERGY****Achievements and Impact**

- All the three refugee settlements in Zambia remain unconnected to the national grid and are energy poor. The operation is taking steps to scale-up capacity with the view to improve access to energy for persons of concern. This includes engaging a deployee to both provide technical advice and help design new projects and proposals to address critical gaps in the sector

**Identified Needs and Remaining Gaps**

- Connecting the refugee settlements to the national grid remains a big priority and so does the need for alternative energy for institutional and household use. However, a comprehensive needs assessment has to be undertaken, and at the same time funding remains a critical gap.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE****Achievements and Impact**

- UNHCR facilitated and coordinated a multi-stakeholder rapid assessment to quantify and determine measurable impact of COVID-19 on the livelihoods of refugees and host populations in Zambia.
- Installation of a rice value addition machinery, through the support of UNHCR funds, was completed and handed over to a local farmer cooperative in Meheba refugee settlement. UNHCR, through Caritas Czech Republic, an implementing partner, is supporting more rice farmers to enhance production. While market linkage efforts are underway, the facility requires more support for additional machinery.
- In Meheba refugee settlement, 60 Congolese refugees (34 male and 24 female) have been selected for Diversification of Farming Production training under the International Labour Organization (ILO) certified Start Your Business Programme.
- 340 vulnerable people were selected out of a group of 5,451 in Mantapala settlement, to receive livelihood assistance including 20 in conservation rain-fed agriculture, 200 in farming, 50 in agrobusiness (Start Your Business in Agriculture), 20 in rice farming, 25 in small business and entrepreneurship, and 25 in Vocational and Entrepreneurship.

**Identified Needs and Remaining Gaps**

- Findings from the multi-stakeholder survey on the impact of COVID-19 on persons of concern, conducted in all the refugee-hosting locations and triangulated with data from secondary sources, present the unprecedented negative impact of the pandemic on the food situation and livelihoods including supply chains and markets. Access to other services, including health and education have also been negatively impacted. 83 per cent of the respondents voiced the need for support to enable them to recover their lost businesses, jobs and engagement in farming. Commodities in the settlement continued to be scarce and prices were increasing because traders could not travel to purchase more goods for fear of contracting COVID-19.

**DURABLE SOLUTIONS****Achievements and Impact**

- The operation, in collaboration with the Government of the Republic of Zambia has broken down each of Zambia's seven pledges made at the Global Refugee Forum (GRF) last year into actionable activities and milestones and has since collected baseline data. This is expected to aid and ease implementation, monitoring and reporting at country and global level.
- The cases of 248 individuals submitted from Zambia for resettlement consideration have been adjudicated by a Nordic country.
- As a result of the continued advocacy, an additional quota of 100 vulnerable refugees from Zambia has been made available for submission to a settlement recipient country in the last quarter (October – December) 2020 for resettlement consideration.
- In the month of June, one Somali national repatriated. The total departures for the year 2020 stand at seven. Returns were to Burundi, Rwanda and Somalia with two of them being spontaneous returns. In 2019 eight individuals repatriated back home to Somalia, Burundi, and the DRC.

### Identified Needs and Remaining Gaps

- The operation lacks resources to effectively support the Zambian government with implementation of the GRF pledges.
- Individual repatriation and resettlement departures remain slow because of the global COVID-19 related travel restrictions.

### 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 basic 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 all refugee settlements is led by the Government, specifically COR, which takes the lead in coordinating and managing the settlements, including efforts of the Government, UNHCR and other partners directed at addressing refugee needs. This mandate is inscribed in the Refugee Act (Act No. 1 Of 2017).

## Financial Information

- Total recorded contributions for the Zambia operation amount to **US\$ 6.3 million**.
- The financial requirements for Zambia include requirements for the Burundi Situation, Coronavirus Emergency and the DRC Situation.
- The percentage funded (26 per cent) and total funding amount of \$6,282,525 are indicative. This leaves an indicative funding gap of \$18,338,965 representing 74 per cent of the financial requirements.

UNHCR is grateful for the critical support provided by donors which have contributed to the Zambia operation in 2020 with special thanks to **European Union (1,196,607.07)**, **Japan (467,927)**, **Czech Republic (862,441)**, **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.

### Funding received (in million USD)

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

Germany 47.6 million | United Kingdom 24.8 million | United States of America 21.9 million | Denmark 14.6 million | Canada 10.3 million | Private donors USA 7.4 million | Private donors Germany 5.1 million | Private donors Australia 4.6 million | Sweden 4 million | Private donors Japan 3.9 million | Spain 3.4 million | Ireland 3.3 million | Finland 3.3 million | France 2.8 million | Private donors United Kingdom 2 million

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Sweden 76.4 million | Norway 41.4 million | Private donors Spain 39.8 million | Netherlands 36.1 million | Denmark 34.6 million | United Kingdom 31.7 million | Germany 25.9 million | Private donors Republic of Korea 20.5 million | Switzerland 16.4 million | France 14 million | Private donors Japan 11.7 million

### CONTACTS

**Pierrine Aylara**, Representative, [aylara@unhcr.org](mailto:aylara@unhcr.org), +260 977862000/1 or +260 977471613

**Kelvin Shimoh**, Public Information Associate, [shimo@unhcr.org](mailto:shimo@unhcr.org), +260 97786200/1 or +260979585832

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