

Zambia

July 2020

Distribution of **30,000** facemasks produced by refugee and Zambian tailors started in Mantapala settlement.

Zambia registered **522** new refugees in July. **437** came from the DRC, **62** from Burundi, **11** from Somalia and the rest from other countries.

211 refugees accepted by a Nordic country have been informed and counselled, and are expected to depart in 2020.

KEY INDICATORS

485

Health personnel in the three refugee settlements trained to handle COVID-19 since 18 March 2020.

47.55%

of the population of people of concern during the reporting period were children.

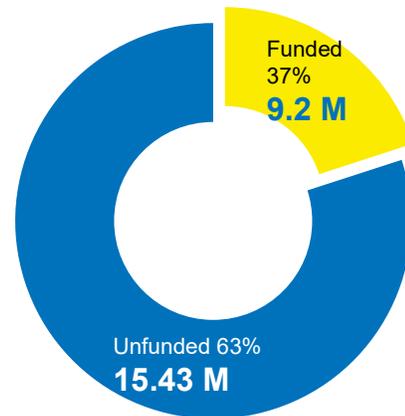
51,980

Refugees and asylum-seekers reached with messages on COVID-19 risk reduction and response.

FUNDING (AS OF 22 JULY 2020)

USD 24.6 M

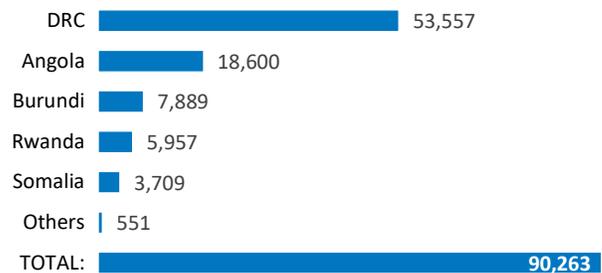
UNHCR's 2020 requirements for the Zambia operation:



Rice processing and packaging has commenced in Meheha refugee settlement involving refugees and hosting community ©UNHCR/Zambia Program Unit

POPULATION OF CONCERN AS OF 31 JULY 2020 (90,263)

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 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.

The country currently hosts 90,263 people of concern (PoCs) - refugees, asylum seekers and former refugees) comprising 29,889 households in three settlements (Meheba – 28,386, Mayukwayukwa – 17,698, Mantapala – 14,473, urban areas (Lusaka/Ndola) – 17,302 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 100 staff throughout the country as of 31 July 2020, consisting of 56 national staff, 16 international staff and 28 affiliate workforce.



A person of concern at Meheba refugee settlement receiving cash assistance at a mobile money booth within the settlement. ©UNHCR/Zambia.

Achievements



PROTECTION

Achievements and Impact

- In July 2020, there were 522 new arrivals, 309 in-situ and 304 births registered. Between 1 January and 31 July 2020, there have been 2,978 new arrivals (437 from the DRC, 62 Burundi, 11 Somalia, 8 Republic of the Congo, 1 Cameroun and 3 Central Africa Republic) to Zambia and 815 births.
- 32 individuals with specific needs (PSNs) in Lusaka were assisted with a one-off cash grant to help cushion their daily basic needs due to the COVID-19 pandemic.
- Using a hotline run through mobile phones, counselling and guidance to PoCs who wanted information from the office on various issues continued. 99 people (56 female and 43 male) received counselling in Lusaka and 150 in the three settlements.
- COVID-19 awareness activities continued to be conducted in Lusaka and the settlement areas, targeting both refugees and the host community.
- The new sexual and gender-based violence (SGBV) model by Zero Tolerance Village Alliance Project was conducted, with 40 refugee and host community members, to orient the stakeholders' forum on SGBV, classification of cases and referral pathways to provide checks and balances in the response services.
- General distribution of 30,000 faces masks produced by 50 tailors supported by Caritas Czech Republic (CCR), started with supervision of World Vision in Mantapala settlement and lasted up to the end of the month.
- Four days of training for foster parents was conducted in Meheba settlement targeting identified family heads to mitigate challenges of finding families willing to provide foster care.
- Vulnerability assessments and validation exercises within the scope of local integration was conducted in some Blocks (G, H, E and F) of Meheba, with 74 PSNs identified. Needs ranged from non-food items, mental health support, cash-based interventions (CBI), and shelter.

Identified Needs and Remaining Gaps

- Frequent visits to prisons were restricted by Government due to COVID-19 and, as such, Protection workers were unable to visit detention centres in Lusaka.
- Some refugees in the three settlements were unable to seek guidance and information on Protection through the hotline because they lacked access to mobile phones or lacked airtime.



EDUCATION

Achievements and Impact

- 7,000 potential candidates were submitted to COURSERA, an online education platform for Bachelor and Masters degrees, following the request by the online institution to support refugee education in the three settlements at tertiary level.

Identified Needs and Remaining Gaps

- There are insufficient personal protective equipment (PPE), thermo-scanners and sprayers to ensure full conformity with Ministry of Education guidelines for managing COVID-19 in schools. UNHCR procured thermo-scanners yet to be delivered to the field offices.



HEALTH

Achievements and Impact

- From 15 -17 July, training was organized by UNHCR through Kaoma Field Office targeting 185 health care workers, community workers and community leaders in Mayukwayukwa refugee settlement as well as the surrounding host community. The aim was to empower participants with knowledge and skills in preparedness and readiness to respond to the COVID-19 pandemic. The trainees were also expected to share the knowledge with peers and members of the community in order to prevent and protect the community from contracting COVID-19.

- 74 people in the local integration area of Meheba were identified through a vulnerability assessment conducted by the Health Sector, in collaboration with other departments. Among them, 14 required psychiatric drugs, one was a severe acute malnourished (SAM) child who was referred to Solwezi General Hospital for further management, 30 required supplementary feeding, four required walking aids such as wheelchairs and crutches and 25 required comprehensive medical and mental assessment by a specialist and clinical officer.
- Routine monthly child immunization including vitamin-A supplement and de-worming continued to be administered to post-natal babies from the refugee community and their hosts in Mantapala settlement.

Identified Needs and Remaining Gaps

- Stock-outs of essential medicines and supplies across the settlements persisted. To stem the stock-outs, the Health Sector is working with Supply and Program Units on annual drug procurement order based on expressed drug needs from the field.



FOOD SECURITY AND NUTRITION

Achievements and Impact

- In July, WFP targeted 9,071 refugees in Mantapala settlement with direct food assistance, with 9,071 receiving, while 5,043 were prioritized for cash-based transfer (CBT) following a scale-up of cash assistance.
- WFP expanded its CBT programme in Mantapala from the initial 1,518, to 5,025 refugees, distributing US\$ 38,100, with each refugee receiving approximately US\$ 7.40. The CBT to each refugee was equivalent to the value of the food basket distributed to the remaining 9,071 refugees who continued to receive food transfers amounting to 142.65 metric tons. The scale up of CBT is part of WFP plans to transition all the refugees from food commodities to cash assistance by early 2021.
- 157 PSNs including the chronically ill, physically challenged, the elderly, and unaccompanied children were assisted to receive their food rations as part of protection measures.
- 142 refugees in Mantapala missed the food assistance, believed to have gone outside the settlement in search of livelihood opportunities, while others were believed to have returned to the DRC, however this has not been confirmed.
- Results of the outcome monitoring exercise conducted by WFP in June in Mantapala settlement revealed improved food security among most of the refugee households in the second quarter of 2020 compared to the first quarter. Importantly, it was established that a majority of households receiving CBT had better food security outcomes than those receiving in-kind food assistance, with 99 percent of the cash-assisted households more frequently consuming diverse foods for healthier diets.

Identified Needs and Remaining Gaps

- According to the outcome monitoring exercise conducted by WFP at Mantapala settlement, many households, especially those receiving in-kind food assistance, experienced food shortages because they either sold or exchanged for other non-food essentials, thereby compromising intake of the recommended 2,100 calories.
- The outcome monitoring further revealed limited awareness and utilization of the established complaints and feedback mechanisms (CFM) among refugees, while response rates to the raised complaints or feedback were low. WFP, in coordination with UNHCR and partners, embarked on raising awareness among refugee leaders on the role of CFM, so that they may share this information across refugee communities to trigger use of the protection systems. WFP and UNHCR will respond to complaints soon after receipt, during and after the distribution of food and CBT.



WATER AND SANITATION

Achievements and Impact

- To resolve the ongoing water shortage at the three border reception centres in the north of Zambia, new boreholes were sunk at Mpulungu, Nsumbu and Kaputa reception centres, with support from UNICEF.

Identified Needs and Remaining Gaps

- The girls boarding facility at Meheba-B school still requires WASH facilities and menstrual hygiene materials. These challenges were highlighted during the mid-year review and will be immediately addressed.



SHELTER AND NON-FOOD ITEMS

Achievements and Impact

- Construction of 12 shelters for unaccompanied minors and a dormitory at transit center-36 in Meheba, is progressing well after an assessment in partnership with COR, Ministry of Works and UNHCR Supply Unit, was carried out.
- Refugee Housing Units for use as dormitories for pupils coming from distant places at Meheba-F School have been installed.

Identified Needs and Remaining Gaps

- Both dormitories for men and women at the Transit Centre in Meheba have broken windows and will be repaired.



CAMP COORDINATION AND CAMP MANAGEMENT

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.



ACCESS TO ENERGY

Achievements and Impact

- All three refugee settlements in Zambia remain unconnected to the national power grid and are energy poor. The operation is taking steps to scale-up capacity with the view to improving access to energy for people of concern. This includes engaging a deployee to both provide technical advice and help design new projects and strategies to address critical 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 must be 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 for green energy.



COMMUNITY EMPOWERMENT AND SELF-RELIANCE

Achievements and Impact

- Through complementary funding, Caritas Czech Republic (CCR), UNHCR's livelihoods partner, provided scholarships to 75 refugee youth from Meheba, Mantapala and Mayukwayukwa refugee settlements to pursue a minimum of six months practical vocational skills training at various national institutions within the refugee hosting Districts.
- Through CCR, UNHCR facilitated market linkages for rice produced in Meheba refugee settlement. CCR has identified Kalota Cooperative to manage the mini rice processing plant recently established by

UNHCR. The value-added rice is also being supplied to local retailers in nearby markets and Kalumbila Mine, through Allterrain Catering Services.

- In an effort to promote market value chain-based approaches, UNHCR engaged Bee Sweet Honey Limited, a key market actor, in supporting development and up-scaling of beekeeping and honey production in the Mantapala settlement. During the reporting period, UNHCR jointly with CCR and Nchelenge District Agriculture and Forestry offices undertook a learning and familiarisation mission to the company's honey production schemes in Luanshya District, Copperbelt Province. The mission team set to learn and assess the business model used by the company, successes recorded by the communities and suitability of the model in Mantapala settlement and the hosting areas.
- With complementary funds, CCR commenced construction works of a technology and design workshop in Mantapala settlement. The workshop will facilitate short-term practical and marketable skills training to youth in Mantapala. This complements the education curriculum aimed at providing technical training pathways.
- UNHCR facilitated linkage to MPower Ventures, an international company commercializing small-scale solar solutions, to a matching fund opportunity under the Innovation Against Poverty (IAP) initiative managed by SNV-Zambia. MPower Ventures proposes to implement MPower Energy Hubs in the three refugee settlements in Zambia. The hubs, already successfully tested in Zambia and Togo, were easily deployable solar containers that acted as business hub where a range of services were offered.
- Following a successful pilot engagement with Jewel of Africa in providing apprenticeship opportunities to refugee youth in Lusaka, a mapping exercise of artisanal skills amongst refugees in the capital city was launched. The mapping sets to identify the pre-existing artisanal skills that would be necessary for the introduction and promotion of the UNHCR MADE 51 model in Zambia. The model involves development of artisanal skills amongst refugees, linking the skills to identified local social enterprises for production of unique and marketable product lines and inclusion of the new product into existing market strategies.

Identified Needs and Remaining Gaps

- Limited funding has continued to hamper initiation of livelihood activities in the three refugee settlements and urban areas.



DURABLE SOLUTIONS

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.
- As a result of continued advocacy, an additional quota of 100 vulnerable refugees from Zambia was made available for submission to a resettlement recipient country in the last quarter (October – December 2020). Further, a proposal for a quota of 800 individuals to a key resettlement partner state was under consideration for 2021.
- A two-day refugee status determination workshop took place in Kitwe targeting 33 participants from the Zambia Army, Office of the President Special Division, Zambia Police, Immigration, Commissioner for Refugees and Social Welfare, to enhance their skills in Refugee Status Determination process.

Identified Needs and Remaining Gaps

- Individual repatriation and resettlement departures continued to beslow and, in some cases, very difficult, because of the global COVID-19 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 and other key government line ministries. UNHCR also works in partnership with the United Nations Country Team and international NGOs, such as Action Africa Help, Plan International, Caritas Czech Republic, CARE International and World Vision Zambia. Most of the international NGOs 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 people 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 amount to **US\$ 9.2 million** as of 22 July 2020.
- The financial requirements for Zambia include requirements for the Burundi Situation, Coronavirus Emergency and the DRC Situation.
- The percentage funded (37%) at a total of \$9,195,912 is indicative. This leaves an indicative funding gap of \$15,425,578, representing 63% 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 (as of July 2020): USA (2,200,000), Czech Republic (862,441), Japan (467,927), the United Nations Trust Fund for Human Security (107,171), and UN Programme on HIV/AIDS (32,100), and to all donors giving unearmarked and softly earmarked funds.

Thanks to the major donors of other softly earmarked contributions in 2020. Due to their earmarking at the region or sub-region, or to a related situation or theme, the other softly earmarked contributions are those which can potentially be used for Zambia.

OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 47.6 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 Germany 5.6 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 | Private donors United Kingdom 3.2 million | France 2.8 million

Special thanks to other donors of unearmarked contributions in 2020. Contributed without restrictions on its use, unearmarked funding allows UNHCR critical flexibility in how best to reach refugees and other populations of concern who are in the greatest need and at the greatest risk.

UNEARMARKED CONTRIBUTIONS | USD

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 12 million

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