

Zambia

September 2021

At the end of September, **UNHCR had submitted 163 cases comprising 624 refugees for resettlement consideration.** Most of the cases were submitted to the Nordic countries.

A total of **5,231 people of concern (PoCs)** have had access to **COVID-19 testing in Zambia.**

Some **254 refugee business holders** benefited from **Cash-based Intervention (CBI)** for livelihoods amounting to **over US\$ 58,000** in September.

KEY INDICATORS

626

New asylum-seekers (were registered in Zambia during the month of September).

5,231

PoCs accessed COVID-19 testing in Lusaka and the three refugee settlements.

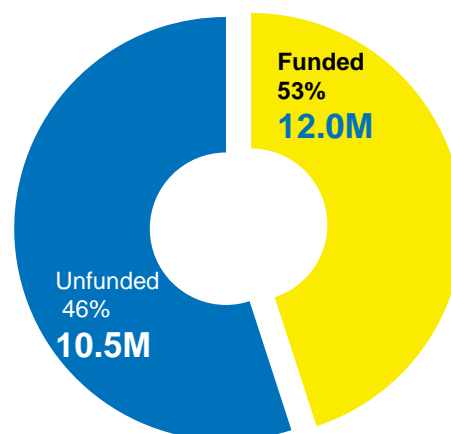
16,902

PoCs **comprising 4,414 households** received Cash-Based-Transfer (CBT) from UNHCR's operational partner World Food Programme (WFP) in Mantapala settlement.

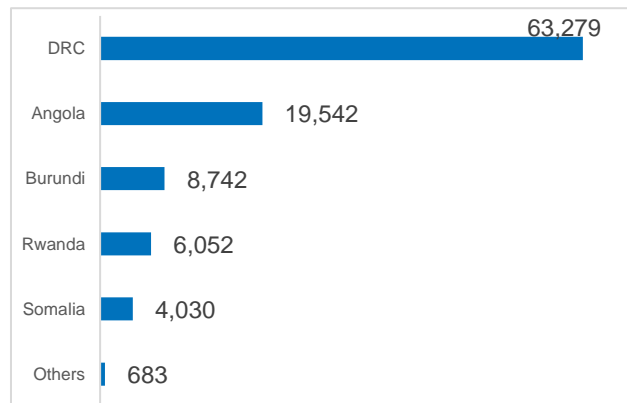
FUNDING (AS OF 30 SEPTEMBER 2021)

USD 22.5 million

UNHCR's 2021 requirements for the Zambia operation:



PEOPLE OF CONCERN: 102,328 INDIVIDUALS/ 33,930 HOUSEHOLDS AS OF 30 SEPTEMBER 2021



Survey enumerators participate in a training to prepare for the interview phase of Return Intention Survey of the Congolese refugees in Mantapala settlement ©UNHCR/Bruce Mulenga

Operational Context

The Government of the Republic of Zambia leads and coordinates the refugee response in line with its commitments under the Global Compact on Refugees (GCR) and the Comprehensive Refugee Response Framework (CRRF). Under the 2017 Refugee Act, the Office of the Commissioner for Refugees (COR), within the Ministry of Home Affairs, is mandated to deal with refugee matters. UNHCR supports the Government in the protection and assistance of refugees. The response to the arrival of refugees from DRC is coordinated by a committee composed of key line ministries, the UN Resident Coordinator's Office and UNHCR. The Ministry of Home Affairs chairs the Committee.

- Zambia was hosting **102,328** PoC's including **72,075** refugees, **5,479** asylum-seekers and **24,774** others of concern as of 30 September 2021. A total of **626** new arrivals, **238** new births and **344** In-Situ were registered in the database.
- The PoCs comprise **33,930** households, 47% women, 47% children and 4% elderly.

UNHCR has four offices in Zambia: Representation office in Lusaka, field offices in Solwezi and Kawambwa, and a field unit in Kaoma. UNHCR Zambia had **106** staff throughout the country including **54** national, **24** international and **28** affiliate staff.

Achievements



PROTECTION

Achievements and Impact

- Some 333 alien cards were issued to refugees by the Department of National Registration, Passports and Citizenship.
- Information sessions on UNHCR's policy on the prevention, risk mitigation and response to gender-based violence (GBV) as well as referral pathways and available services for GBV survivors were conducted in the three refugee settlements.
- On 23 September, UNHCR conducted a visit to the detention facilities in Lusaka. Seven refugees had been detained for immigration related offences and UNHCR engaged COR to facilitate their release from detention the centre.
- UNHCR in Kaoma Field Unit organized a live GBV radio awareness programme as part of the Safe from the Start Project. The activity focused on the UNHCR GBV policy on prevention, risk mitigation and response. The live broadcast took place on 17 September at a local community radio Cheke located in Kaoma. Panel members consisted of UNHCR, COR, Ministry of Community Development and Social Services (MCDSS) and two refugee representatives (male and female).

Identified Need and Remaining Gap

- Due to COVID-19 pandemic and restrictions, no mass physical gatherings related to the World Refugee Day were held in Lusaka and in the field.



EDUCATION

Achievements and Impact

- Learners and teachers in schools in the three refugee settlements received orientation on how to use the 500 learning tablets (study packs) procured under funding from Education Cannot Wait (ECW). During the COVID-19 pandemic, the tablets are helping in distance learning.
- Thanks to funding from LEGO fund, UNHCR's implementation partner World Vision conducted a three-day capacity building workshop for early childhood education (ECE) teachers in Mayukwayukwa refugee settlement. Total of 21 teachers participated from the settlement, local integration area and host community schools.
- Learners from Mantapala-B school organized a community service project called "Umoja" (Unity) which involved cleaning up a market space in Block-12 after school with support from UNHCR. The unclean

environment where food is sold increases the risk of communicable disease. Therefore, they decided to help the traders to clean up the market as a service project and provide a good example how to keep the market clean.

- For the first two terms of the 2021 academic year, Brave Heart (the operational partner) has sponsored 560 students from the Meheba refugee settlement and the local integration area by providing school fees and other pre-requisites, such as uniforms, in schools within the settlement.

Identified Need and Remaining Gap

- Limited funding and scholarships, coupled with other legal requirements such as study permits and other factors continue to hamper the access of refugees to higher education, thereby rendering them vulnerable to exploitation and abuse.



HEALTH

Achievements and Impact

- By end of September, a cumulative number of 5,231 PoCs had access to COVID-19 testing.
- UNHCR distributed 12,000 Panbio COVID-19 Antigen Rapid Test kits to all refugee settlements, thereby increasing access to COVID-19 testing. A total of 410 PoCs were tested in the three refugee settlements.
- COVID-19 related risk communication and community engagement were undertaken reaching a total of 3,186 individuals in three settlements.
- UNHCR supported the Ministry of Health with different medicines and medical supplies in health facilities benefitting a total of 8,122 refugees in three settlements and host communities (M:3,717; F:4,405).
- UNFPA, in collaboration and UNHCR, supported Ministry of Health to increase sexual and reproductive health services for both refugees and hosts at Mantapala Rural Health Centre. The support included provision of sanitary pads, promotion of birth control among women and promotion of male involvement in reproductive health and the prevention of premature maternal deaths. Other support included distribution of 5,271 condoms to refugees and hosts (1,976 adults and 3,295 adolescents) during routine HIV/AIDS awareness campaigns by peer educators to reduce sexually transmitted diseases, enhance family planning and reduce unwanted pregnancies including among teenagers.

Identified Needs and Remaining Gaps

- Vaccine uptake hesitancy among the PoCs and host community continued as a challenge.
- Lack of adherence to the public health guidelines including social distancing and wearing masks was a challenge.



FOOD SECURITY AND NUTRITION

Achievements and Impact

- UNHCR's operational partner, WFP, in coordination with other partners, distributed cash for food to 16,902 refugees (4,414 households) through its Cash-Based Transfer (CBT) platform in Mantapala settlement. A total of 234 refugees (105 females and 129 males) received food rations consisting of maize meal, cereals, beans and salt because they were not yet registered on CBT.
- MoH, jointly with the CoR Office supported the recruitment of 30 enumerators under UNHCR to conduct the Standardized Expanded Nutrition Survey (SENS), which has been planned for October. The survey will provide data on the nutrition status of PoCs in the Meheba refugee settlement.

Identified Needs and Remaining Gaps

- There are limited resources to cater for a large population in need of supplementary feeding in the Meheba refugee settlement.



WATER, SANITATION AND ENERGY

Achievements and Impact

- In Mantapala settlement, out of 14 household latrines, which remained from the 723 in 2020 implementation plan, seven progressed to superstructure level and the other seven to installation of plastic SanPLATs. The latrines are implemented by UNICEF through World Vision with funding from the German Government through KfW.
- Construction of sanitation facilities in all institutional offices and houses for Government and partners in the Mayukwayukwa refugee settlement and host community under KfW WASH project has advanced, with sanitation facilities at Transit Centre, ECE, Police station, Clinic I and Clinic II remaining with only final finishes. Once completed, provision of safe and decent sanitation in all institutions will be achieved.
- A total of 2,229 (20L) water storage containers were distributed to refugees (a total of 624) and others of concern (a total of 1605) in Mayukwayukwa refugee settlement through World Vision International to improve safe storage of drinking water as well as to prevent water contamination and water borne diseases.
- To improve sanitation at household level in the Meheba refugee settlement, a total of 305 sanitation platforms were distributed by World Vision International and will be mounted on the household pit latrines.

Identified Needs and Remaining Gaps

- In Mayukwayukwa refugee settlement, rehabilitation and emptying of septic tanks at Safe Haven and staff houses as well as the rehabilitation of main piped water supply network in the settlement remain critical.
- In Meheba refugee settlement, the current water system in Block D that supplies water to the staff houses and the administration block is causing bad quality of water due to old and galvanised pipes. To improve the water quality, there is need to replace these pipes with polythene pipes.



SHELTER, INFRASTRUCTURE AND NFIS

Achievements and Impact

- The general distribution of Core Relief Items to all refugees (buckets, soap and jerry cans) and to persons with specific needs (buckets, soap, jerry cans, mats, mosquito nets and blankets) in Mayukwayukwa refugee settlement. A total of 2,711 persons (594 households) were reached during the distribution through support from COR and partners.
- World Vision International conducted a bi-monthly distribution of soap in Mantapala settlement provided by UNHCR and UNICEF to 15,078 refugees out of the planned 17,985 as September and October rations.
- The construction of two 1x3 classroom blocks at Mantapala-A and B primary schools was completed by Plan International with support from the ECW Project and CARE International supported by Ipsos foundation respectively. The Ministry of General Education will conduct the final inspection and generation of the snag list which are the requirements for certification.
- Plan International, with funding from LEGO Foundation and in collaboration with UNHCR, commenced the construction of a third primary school in Mantapala settlement with the site cleared for construction of a 1x2 classroom block.
- Construction of the COVID-19 Isolation Centre in Meheba refugee settlement by UNHCR has been completed and handed over to CoR.

Identified Need and Remaining Gap

- Poor internet connectivity in Mayukwayukwa refugee settlement resulted in slow processing of PoCs during the Core Relief Items (CRIs) distribution exercise using online Global Distribution Tool (GDT). However, the distribution team managed to successfully conclude the exercise within the expected timeframe.



CAMP COORDINATION AND CAMP MANAGEMENT

In 2018, Zambia adopted the mainstreaming approach to address refugee-related matters. The approach requires that all the line ministries (Agriculture, Health, Education and Community Development and Social Services) operating in the three refugee settlements and urban areas providing services to refugees collaborate with COR, the main interlocutor for UNHCR. This measure is in line with and reinforces the 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 the Comprehensive Refugee Response Framework (CRRF) as embedded in the Global Compact on Refugees (GCR).



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

- In the context of COVID-19 livelihoods recovery support, a total of 243 women and youth owned businesses in Lusaka as well as Meheba, Mayukwayukwa and Mantapala settlements were supported with business grants via mobile money transfer. The support came in addition to 704 beneficiaries already supported with recovery grants by UNHCR since 2020.
- Bee Sweet Honey Company and 10 trained mentors from the refugee and host communities completed harvesting of 4,265 Kgs of honey in Mantapala settlement in September. Total of 107 refugee and host farmers benefitted, including 34 women who were paid ZMW 71,658 (US\$ 4,200). More harvesting of the honey is anticipated in December 2021.
- An inputs fair was held for Meheba refugee settlement for farmers where agro dealers and seed companies show-cased their products. A voucher system was used through which livelihoods beneficiaries could purchase agriculture inputs from the dealers. This activity was aimed at helping farmers access agricultural inputs without them having to travel to out of the settlement, it also strengthened linkages between the farmers and suppliers. The farmers also received technical support from the companies on how to correctly use their products.
- Through UNHCR support, all 400 selected household beneficiaries under the 2021 Government supported Farmer Input Support Programme (FISP) have been paid seed funds to receive agricultural input support from the Ministry of Agriculture (MoA). The 25% mandatory contribution per individual was remitted through project partner, CCR, to Ministry of Agriculture. 75 per cent of the total cost is covered by the Government. The 400 FISP beneficiaries include 279 refugees and 121 members of the host community. This is a key milestone amongst the pledges implemented by the Government.

Identified Need and Remaining Gap

- Beehive vandalism is a challenge in Mantapala where some hives were found to have been burnt, others broken to pieces. UNHCR, CCR, COR and community leaders are in discussion to find solutions to the problem
- 87 identified beneficiaries are still yet to be supported to receive COVID-19 economic recovery support owing to reduced funding due to exchange rate fluctuation.



DURABLE SOLUTIONS

Achievements and Impact

- At the end of September 2021, UNHCR submitted 163 cases comprising 624 refugees for resettlement consideration. Most of the cases were submitted to the Nordic countries. Resettlement quotas for 1,250 individuals have been allocated to UNHCR Zambia by key resettlement partner states. 119 cases consisting of 401 individuals travelled to resettlement countries by the end of the month.
- UNHCR Field Office in Kawambwa, Zambia and the Sub Office in Kalemie, the Democratic Republic of the Congo (DRC), conducted a virtual meeting to plan the immediate voluntary repatriation of a registered family in Mantapala settlement.

- COR and UNHCR observed considerable level of refugee participation in the launch of the Return Intentions Survey as a prelude to voluntary repatriation of the refugees who will express the wish to return to their country of origin, DRC.
- UNHCR established a joint task team with IOM to draft a voluntary repatriation plan for approximately 5,000 Congolese refugees country-wide who had expressed an intention to return to the Democratic DRC. A Return Intention Survey (RIS) has been formulated to ascertain the return interest among Congolese refugees across Zambia.
- In Mantapala settlement, COR and UNHCR launched the Return Intentions Survey (RIS) by holding awareness sessions with refugee community, and a four-day training for 40 enumerators (20 Zambian and 20 refugees), recruited by COR to conduct the data collection fieldwork.
- An increased interest in voluntary repatriation has been noted from the Burundian community in Meheba refugee settlement due to the belief of the community that the security situation in Burundi has improved. Three families, comprising 12 individuals, received counselling and tracing of their relatives was conducted by UNHCR in Lusaka.
- Officials from the Republic of Angola continued to issue documentation to their nationals, including identity cards, in Meheba refugee settlement. The total number of ID cards issued will be available after the final mission report is compiled.

Identified Needs and Remaining Gaps

- To mitigate the effects of COVID-19 with regard to the resettlement case processing, the office has procured video conferencing equipment and laptops to set-up remote workstations for resettlement case processing in field locations – Mayukwayukwa/Kaoma, Meheba/Solwezi and in Lusaka for urban refugees. The video conferencing equipment for Lusaka is set-up and is operational – the set-up for Mayukwayukwa and Meheba is ongoing. Additionally, with approval from the Regional Bureau for Southern Africa – some resettlement interviews are conducted by phone.

Partnerships and Refugee Inclusion

- 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. 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).
- UNHCR also works in partnership with the United Nations Country Team and the international non-governmental organizations (I-NGOs) including Action Africa Help, Plan International, Caritas Czech Republic, CARE International and World Vision Zambia.
- The Government of Zambia, UNHCR and partners provide community-based protection and social support to people of concern in Lusaka as well as in Meheba (Western Province), Mayukwayukwa (North Western Province) and Mantapala (Luapula Province) refugee settlements.

Financial Information

Total recorded contributions for the Zambia operation as of 30 September 2021 amount to **US\$ 12 million** (47% funding gap). Total financial requirements for Zambia of **US\$ 22.5 million** include requirements for the regular programme, Coronavirus Emergency, and the DRC Situation.

UNHCR is grateful for the support provided by donors for the Zambia operation in 2021:

Education Cannot Wait | European Union | Japan | Lego Foundation | UN Programme on HIV/AIDS | United Nations Trust Fund for Human Security | USA

Other Softly Earmarked Contributions (in US\$)

Germany 43.7 million | United States of America 33 million | Private donors Australia 8.7 million | Canada 5.6 million | Private donors Germany 4.6 million

Unearmarked contributions (in US\$)

Norway 80 million | Sweden 66.9 million | Private donors Spain 62.6 million | Netherlands 36.1 million | Denmark 34.6 million | Private donors Republic of Korea 28.5 million | United Kingdom 28.4 million | Germany 26 million | Private donors Japan 23.6 million | Japan 23.4 million | France 20.2 million | Switzerland 16.4 million | Private donors Italy 14 million | Private donors Sweden 13 million | Ireland 12.5 million | Belgium 11.9 million | Italy 10.7 million

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