



**UNHCR**  
The UN Refugee Agency

Zambia

## Lusaka and urban areas Refugees



## Achievements' Report

January - December 2021

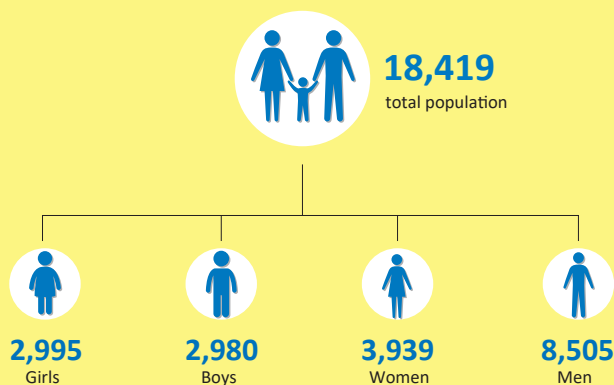
## Overview

- Urban refugees hold a valid urban residency electronic card issued based on employment, self-employment, security, family unity or compelling medical grounds, and are authorized to reside in urban areas, such as the capital, Lusaka, and other urban centers.
- The refugees live within the communities and majority take care of themselves with some receiving protection assistance from UNHCR and partners.
- The Lusaka urban project has 4 community outreach centres in George, Chawama, Kanyama and Chipata compounds where refugees have access to protection services through Zambian and refugee community volunteers.

## Strategic objectives

- Foster and sustain a favourable protection environment and inclusive assistance on PoCs.
- Access and provision of quality education
- Facilitate inclusion of refugees in development programmes provided by government, development actors and private sector.
- Promote self-reliance and empowerment through access to livelihoods

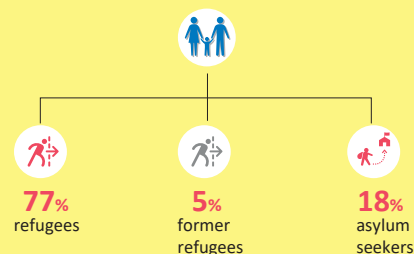
## Population



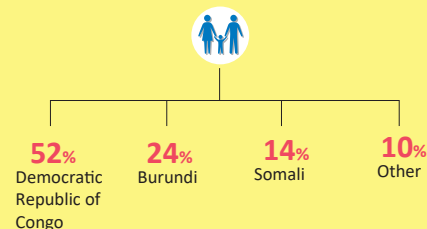
### OF WHICH ARE:



### BY LEGAL STATUS



### BY COUNTRY OF ORIGIN





## Interventions and partners presence

Sectors	Partners	Link to Sustainable Development Goal (SDGs)
Education 	Ministry of General Education, UNHCR, UNICEF, CARITAS Czech Republic	 4 QUALITY EDUCATION
Livelihoods 	UNHCR, CARITAS Czech Republic	 DECENT WORK AND ECONOMIC GROWTH
Protection 	Commissioner for Refugees (COR), UNHCR, Ministry of Community Development and Social Services, World Vision	 5 GENDER EQUALITY  10 REDUCED INEQUALITIES  16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Health 	Ministry of Health, UNHCR, Action Africa Help (AAH)	 3 GOOD HEALTH AND WELL-BEING
WASH 	Department of Water Resource Development, Office of the Commissioner for Refugees, UNICEF, UNHCR	 6 CLEAN WATER AND SANITATION

## Key highlights

- 16 individuals (5 Rwandans, 11 Burundians) voluntarily returned to their countries of origin with assistance from UNHCR. Assistance rendered to the individuals included one way air tickets, Voluntary Repatriation Grant (150USD each) and facilitation of COVID 19 tests before departure through Kenneth Kaunda International Airport (KKIA).
- 395 individuals supported with livelihood interventions that included entrepreneurship training, tailoring and vocational skills training.
- With support from UNICEF, the program constructed washing facilities and rehabilitated ablution blocks at makeni transit center.
- UNHCR signed an memorandum of understanding with Cavendish University to sponsor 200 students at half the cost of tuition.
- The United States of America approved 475 individuals for resettlement consideration under the United States Refugee Admissions Programme.



## Key achievements by sector



### Durable solutions

#### Resettlement

- 752 persons from UNHCR Zambia were submitted to resettlement countries, with 74 cases consisting of 261 persons from the urban caseload.
- The 2021 allocated Sweden quota was met! Against a quota of 200 individuals, Zambia submitted 218 individuals for resettlement consideration by the Swedish Migration Agency. The Swedish Migration Agency adjudicated the cases on dossier basis – all the cases were accepted for resettlement to Sweden by the SMA and, the refugees were expected to arrive in Sweden by December 2021.
- The 2021 allocated Finnish quota was met! Against a quota of 250 individuals, Zambia submitted 356 individuals for resettlement consideration by the Finnish Immigration Service. The Finnish Immigration Service adjudicated on the cases on dossier basis on 22 – 24 September 2021 and, 04-06 October 2021; awaited is some of the final decisions by the Finnish Immigration Service.
- In 2021, the United States approved 475 individuals for resettlement consideration under the United States Refugee Admissions Programme, USRAP. IOM Zambia confirms that most of the approved cases already travelled to the United States by the end of September 2021.

#### Statelessness

- Consultations between UNHCR, UNFPA and Zambia Statistical Agency (ZAMSTATS) regarding the request by UNHCR to include questions on statelessness in the census template resulted in an agreement to include some targeted questions by ZAMSTATS. Once the questions are included in the census template, ZAMSTATS plans to conduct a pre-test in an identified location and share a sample of the data analysis with UNHCR. UNHCR will continue to participate in the national stakeholder consultative meetings.
- UNHCR attended a multi-stakeholder meeting on the draft Refugee Policy which also includes a statelessness component related to civil documentation. In attendance were officials from different sectors of government such as Office of the Commissioner for Refugees, Zambia Police, Department of Immigration, Ministry of Education and Ministry of Health. The next steps to push the Refugee Policy forward include provincial consultations.



### Protection

#### Reception centre

- 636 refugees and asylum seekers were accommodated at makeni transit center and provided with basic needs that included dry food rations, CRI's, health care and psychosocial support.
- 546 refugees were relocated to the settlements (305 Meheba and 241 to Mayukwayukwa).

#### Gender Based Violence

- 33 incidents of GBV were reported and recorded, all survivors received appropriate GBV services which included Health, legal assistance, and psychosocial support.
- Information sessions with communities were held to disseminate information on the GBV policy, referral pathway and available services for GBV survivors reaching to 2,800 individuals.
- Three GBV cases proceeded to the courts of law, seeking justice for survivors.

## Key achievements by sector

### Child protection

- 28 Best Interest Determination (BIDS) for UASC were conducted with 17 being panelled and recommendations made in the best interest of the children, decisions included resettlement, relocations to the refugee settlements, temporal care arrangements.
- Successfully conducted a training to 66 district stakeholders in contact with children on the move in 3 districts namely Kaoma, Solwezi and Nchelenge. The trainings helped to highlight the alternative care arrangements in the settlements found in the 3 districts namely Mayukwayukwa, Meheba and Mantapala and how separated and unaccompanied children are handled in each of the settlements.

### Community Based Protection

- In collaboration with the Government (COR) and all urban implementing partners in Lusaka, A participatory assessment with urban refugees and asylum seekers was conducted in December 2021, the approach is made to ensure that UNHCR's planning, and programming is based on the real needs of persons of concern from diverse backgrounds, focus group discussions were conducted with POCs of different ages, gender, and specific characteristics such as disability and the LGBTQI .
- Cluster community sensitizations were conducted with communities on different protection issues affecting the POCs reaching to 1,400 individuals.
- To ensure that PoCs receive the right information from UNHCR and its partners, and to create effective communication channels between UNHCR and the POCs, the innovation project was launched in 2021. The project is being implemented in the 3 settlements namely Mayukwayukwa, Meheba and Mantapala. The aim of the project is to create effective communication channels between UNHCR and its PoCs, to help dispel misinformation about services being offered by UNHCR and its partners, and to help ensure that the correct and right information gets to reach the PoCs. In November 2021 focus group discussions were held in all the 3 settlements with the youths, refugee leaders, sector leaders, pupils, men's, and women's representatives and incentivised CDWs to discuss the challenges that they face when it comes to obtaining information, ways in which information sharing can be improved and the channels of communication that they feel is the most effective when it comes to information sharing between UNHCR and the PoCs. In total over 90 persons were part of these discussions. In December 2021, after the selection of the information administrators in all the 3 settlements, trainings were conducted to equip them with the knowledge regarding the services being offered by UNHCR and its partners, the types of these services and their limitations, and the importance of their role in helping to ensure that the right information is distributed to the PoCs and on time.
- Conducted meetings with 20 Refugee leaders to disseminate information on the GBV policy and other GBV issues that affect the community.





## Key achievements by sector



### Livelihoods and self-reliance

- 50 'at risk women' supported with both entrepreneurship and technical skills training in different areas including hair salon running, grocery and market trading and food production. The women were further provided with cash grants of K4,000 each to engage in IGA's.
- 45 PoCs supported with sewing machines after undergoing training in tailoring skills.
- 97 POCs whose businesses were negatively impacted by the Covid-19 pandemic supported with livelihoods business recovery grants.
- 145 youths supported with business mentorship, vocational skills training as well as startup capital.

#### Success story

37-year-old Ireen Mutambaya Ngoya is a refugee woman who was identified by UNHCR partner Caritas Czech Republic for empowerment under the Women at Risk Initiative, one of the livelihoods programmes for 2021. Ireen who has been in Zambia for some time now, was engaged in business of selling water sachets and roasted groundnuts as a mobile hawker. This was until her marriage collapsed and life became quite difficult for her and her family. After being shortlisted for the programme, Ireen was taken through trainings on how to manage a business and was also assisted by Caritas staff to develop her business plan. With the business capital grant which she received on the programme, Ireen was able to set up a business of selling baby ware in COMESA market in Lusaka. She makes enough to rent a stall within the market and from her earnings, can adequately provide for her 5 children.

*"I have never been trained on how to properly run a business, I am grateful for the teachings and the capital because now I have shop" – Ireen*



### Cash-Based Interventions (CBI)

- To cushion on daily basic needs, 198 urban refugees received CBI support.
- 15 families were supported with funeral grants to aid in dignified burials.
- Four vulnerable expectant mothers were supported with cash grants to procure baby layettes.

#### Success story

Congolese refugee Bujimbi Aaron lives in 10 miles. He is married to a Congolese woman with three children. Due to ill health, Bujimbi lost his income as proceeds from his grocery shop were spent on treatment and buying prescribed drugs. The situation heightened his family's vulnerability and could not afford to put his children in school. Through the UNHCR CBI program, Bujimbi was supported with cash assistance for 2 quarters. The support enabled Bujimbi to enrol his 2 children back in preschool and to stock items in his grocery shop.

*"I am happy that my children are back in school, which I believe is a safe space for children, said a happy Bujimbi".*



Family of a CBI beneficiary after paying for nursery fees for their children.

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## Key achievements by sector



### Health and Nutrition

- 135 referrals from the settlements and 208 from urban were facilitated with access to health services totaling 343 (M:141; F:202) patients.
- Chalala infirmary managed by AAH hosted 124 Persons of concern referred from the settlements.
- 99 POCs were assisted with medical investigation fees at various tertiary health institutions in Lusaka. Based on the GCR and CRRF, the programme continued advocacy and strengthening the solidarity of the concept of leaving no one behind to inclusion of refugees and others of concern in all government healthcare program. Refugees and Asylum seekers accessed healthcare services at the same level with the nationals.
- Home visitations to vulnerable and chronically ill POCs within Lusaka were conducted reaching a total of 61 patients residing in various compounds. The purpose was to provide timely mental health and psychosocial support and promote early medical seeking behavior among POCs.
- 40 (M:15F:25) POCs living with HIV were facilitated access to ART services in Lusaka .
- 51 couples were reached with HIV counseling and training.
- 2,160 Male condoms were distributed.
- 220 (M:85 F:135) beneficiaries were supported with food supplements which included 5Kg groundnuts, 5Kg Kapenta (Sardines), 5Kg Beans, 1Kg sugar and 750ml of cooking oil.
- The operation supported Makeni Transit Centre Health Post with supplementary essential medicines and medical supplies including assorted Covid-19 medicines, PPEs including Surgical face masks (10,200), Gloves (1,700). In addition, 200 Covid-19 Rapid Diagnostic Test kits and assorted IPC hygiene materials were supplied.



Couple training in HIV facilitated in collaboration with Ministry of Health



Refugee Beneficiary of supplementary feeding receiving food items

## Key achievements by sector



### Education

- A total of 2,093 refugee children were enrolled in school in 2022. Of these, 1009 children were enrolled primary (546 M, 463 F). About 508 were in lower secondary (269 M, 239 F) while 576 were in upper secondary (300 M, 276 F).
- In total, Education Support was provided to 174 pupils for the year 2022. About 10 pupils from Makeni Transit Centre Safe House received Education support: 85 regular pupils from Primary School; 29 regular pupils from Lower Secondary School (grade 8 and 9); 34 Pupils in Upper Secondary, 9 pupils with special needs and 7 pupils in the Transit Centre.
- Access to tertiary education has continued to be a challenge in Zambia and globally. There are only 3% of eligible refugee children in tertiary education:
  - A total of 61 known students on the DAFI scholarship attending tertiary education in various institutions.
  - UNHCR also managed to sign an MOU with Cavendish University to sponsor 200 students at half the cost of tuition. The development will increase the number of young refugees by 200 which will be a great contribution to refugee access to tertiary education globally.



### WASH

- To promote hygiene and Infection Prevention and Control during Covid-19 pandemic, UNHCR supported MOH at Makeni Transit Centre Health Post with assorted material including 100 Hand Sanitizers, 100 bottle of 500ml liquid soap, 05 Handwashing facilities and 5x20lt Disinfectant.