



UNHCR
The UN Refugee Agency

Annual Results Report

2022

Zambia

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Section 1: Context and Overview

1.1 Changes to the Operational Context

In 2022, the population in Zambia, according to the National Census, was 19,700,000 people, a significant rise from the 13,100,000 in 2010. The country's peaceful and politically stable operational context, its central location on the African continent, and proximity to the Great Lakes region has led to various flows of refugees into and through its territory – in a regional humanitarian situation characterised by ongoing conflict. As of December 2022, the total refugee population in Zambia was 81,098 people, a reduction of 22 per cent from 104,416 in January 2022, with the host community around the settlements estimated at 156,000 people

Zambia's economic performance has stalled over the past few years due to high inflation, fiscal deficits, and unsustainable debt levels, worsened by the effects of the COVID-19 pandemic and the economic and political situation around the globe. Approximately 58% of the population is living in poverty, worsened by high inequality levels. Majority of the poor live in rural parts, including refugee hosting districts. Politically, Zambia experienced a change of Government, with the 2021 elections, which ushered in the opposition. The new Government has upheld the country's open-door policy, allowing refugees to settle in Meheba, Mayukwayukwa and Mantapala settlements, as well as in urban areas (for identified special cases). The new administration remains committed to attaining macro-economic stability, through debt restructuring, resulting in an IMF Extended Credit Facility (US 1.4 billion over the next 3 years) and improved donor goodwill (\$750m from the World Bank), also facilitated by the recent re-classification to a low-income country. Zambia is also implementing the Decentralization Policy, which entails increased funding at ward/constituency levels and an opportunity for lower level refugee inclusion. Zambia is categorized as security level 1 – generally safe, with some petty crime.

Zambia has continued to maintain 4 reservations to the 1951 Refugee Convention, affecting freedom of movement, access to education, the labour market and business opportunities, hindering self-reliance and enjoyment of human rights. In addition, the new 2017 Refugees Act has some conflict with other legislation such as the Immigrations Act. Hence, the Government, with support from UNHCR and other stakeholders, has drafted a National Refugee Policy and Implementation Plan, which is pending submission for Cabinet approval. If approved and implemented, the Policy has potential to create an enabling legal and protection environment for refugees to achieve self-reliance and for the provision of durable solutions to those displaced.

Zambia is a Comprehensive Refugee Response (CRR) model, pursuing refugee inclusion in health, education, sports, protection and agriculture, in line with the Seven (7) Global Compact for Refugees (GCR) pledges made by the Government in 2019. Zambia is implementing its Eighth National Development Plan, where refugees are more broadly recognised under vulnerable persons, hence the ongoing advocacy for more recognition and inclusion.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

People of concern in Zambia enjoy dignified lives, attain socio-economic inclusion and have access to durable solutions

Indicators	Population Type	Baseline (2022)	Actual (2022)
1.1 Proportion of individuals seeking international protection who are able to access asylum procedures.	Refugees and Asylum-seekers	50.00%	53.05%
1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Refugees and Asylum-seekers	5.87%	6.00%

The Government of Zambia has acceded to both the 1951 Convention relating to the Status of Refugees and its 1967 Protocol and has ratified the 1969 Convention Governing Specific aspects of Refugee Problems in Africa. The Government has progressively improved the protection environment by repealing the restrictive 1970 Refugee Control Act and replacing it with the Refugees Act of 2017. However, in this new Act, Zambia maintained reservations to international frameworks, including restrictions to freedom of movement (Sections 63 and 71), access to education (Section 41), access to wage-earning employment (Section 41), and access to business and investment opportunities (Sections 41 and 42). These reservations continue to adversely impact refugees' rights and freedom as well as their ability to attain self-reliance and enhance socioeconomic inclusion. In response, UNHCR and other stakeholders supported the Government in 2022 to develop the Refugee Policy, which is expected to provide clarity and harmonize the Refugees Act of 2017 with other existing legislation, as well as ease reservations.

Overall, notable efforts were made to improve the quality of protection services in 2022, beginning with a country-wide registration and verification exercise (after a 5-year hiatus) to address the challenges of outdated and inaccurate data for planning and reporting purposes. UNHCR continued to extend technical and capacity-building support to the Office of the Commissioner for Refugees to improve reception arrangements and Refugee Status Determination processes, enhance equipment and technology, and boost registration and documentation, mainly through the digitalisation project. Different interventions were tailored to suit the circumstances of targeted beneficiaries: Persons with Specific Needs (including the elderly, persons with serious health conditions and unaccompanied children) were targeted for cash assistance (over 4,000 people, approximately 34 per cent of the total vulnerable) and Core Relief Item distribution (over 14,000 persons, approximately 52 per cent of the total vulnerable and new arrivals); in addition, more than 10,000 refugees were assisted to repatriate and 1,600 refugees were supported to resettle, while progress on local integration was pursued despite legal challenges

Other Core Impact Indicators

Country	Indicator	Population Type	Baseline (2022)	Actual (2022)
Zambia	2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	72.91%	100.00%
Zambia	2.3 Proportion of PoC with access to health services	Refugees and Asylum-seekers	100.00%	100.00%

Zambia	3.2a Proportion of PoC enrolled in primary education	Refugees and Asylum-seekers	71.00%	94.75%
Zambia	3.2b Proportion of PoC enrolled in secondary education	Refugees and Asylum-seekers	41.00%	37.16%
Zambia	3.3 Proportion of PoC feeling safe walking alone in their neighborhood (related SDG 16.1.4).	Refugees and Asylum-seekers	100.00%	100.00%
Zambia	4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin. [RF/GCR 4.2.1]	Refugees and Asylum-seekers	200	10,215
Zambia	4.2a Number of PoC who departed on resettlement. [GCR 3.1.1]	Refugees and Asylum-seekers	1,000	1,650
Zambia	4.2b Number of PoC who departed through complementary pathways	Refugees and Asylum-seekers	0	6
Zambia	4.3b Number of refugees for whom residency status is granted or confirmed.	Others of Concern	10	22

1.3 Challenges to Achieving Impacts

Limited resources to respond to the increased demand for protection and assistance in all sectors was the major challenge in 2022. The protracted refugee situation in Zambia demands increased support, including from development actors, in the face of increasing poverty and limited opportunities for durable solutions.

The above is worsened by policy and legal barriers grounded in the reservations made by the Government to the 1951 Convention mainly related to freedom of movement, access to tertiary education, access to wage-earning employment, and access to business and investment opportunities, which continue to limit prospects for refugees, asylum-seekers and others of concern to enjoy their fundamental rights and achieve self-reliance.

Refugee's ability to engage in livelihood activities is further inhibited by the lack of adequate financial resources and limited access to credit facilities, which also affects socioeconomic inclusion, when refugees remain perpetually dependent and have nothing to contribute to the Zambian economy.

Local integration of former Angolan and Rwandan refugees remains challenging due to the requirement that refugees possess a passport from their countries of origin.

Zambia has not ratified the provisions of the 1954 Convention on the Status of Stateless Persons and is yet to accede to the 1961 Convention on the Reduction of Statelessness. The Refugee Act of 2017 and Immigration and Deportation Act of 2010, both applicable to refugees, offer different treatment—under the later, refugees are treated as any other foreigner seeking to live and invest in Zambia, while the former seeks to recognize them as vulnerable persons in need of asylum.

1.4 Collaboration and Partnerships

Zambia is a Refugee Coordination Model (RCM) country. Throughout 2022, UNHCR coordinated other stakeholders to support the host Government (which is in the lead). Monthly interagency meetings were conducted in all refugee locations, involving both funded and non-funded partners, chaired by UNHCR and co-chaired by COR, which are further enhanced by sector level interaction and coordination. Sectors or working groups included Education, Livelihoods, WASH, Protection, food security and health. Consultations were also held with donors as required – notably on the implementation of the DAFI scholarship and advancing local integration.

UNHCR had 2 NGO partners, which supported the Government in service delivery in 2022, namely;

Caritas Czech Republic implementing livelihoods in all locations and education in Lusaka and Action Africa Help responsible for warehousing and logistics in all locations and health in Lusaka,. Other non-UNHCR funded partnerships in 2022 included; Caritas Czech Republic, which from own resources supported 1,725 refugees & hosts in various livelihoods activities. World Vision International provided support to 60 refugees under the Ultra Poor Graduation (UPG) approach. Outside the UPG the refugees were also supported with livelihoods related activities. Good Neighbours/Tribal Textiles/MADE51/FREE sponsored 91 people in crafts and artisanal activities in Mayukwayukwa and Mantapala and linked them to buyers. Bee Sweet Company distributed beehives to support 200 farmers in honey production in Mantapala. Agora Microfinance (AMZ) supported at least 114 individuals who received loans from Meheba. Caritas Mansa in partnership with Caritas Zambia also empowered 150 PWS with farming inputs such as seeds. UNFPA and the Young Women Christian Association in Zambia (YWCA) provided dignity kits. Similarly, AFRI Pads conducted menstrual hygiene training and donated sanitary items to 200 women and girls in all settlements.

UNHCR's active participation and advocacy in the United Nations Country Team (UNCT) resulted in the inclusion of refugees in the 2023-2027 UN-Zambia Sustainable Development Cooperation Framework during the period under review, which was a progressive achievement towards increasing prospects for the integration of the people we serve in programmatic interventions. Furthermore, refugee inclusion in the country programme documents for executive agencies such as United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), and United Nations Development Programme (UNDP) for the period of 2023 to 2027 will also help to provide better entry points and a stronger foundation for systematic refugee inclusion in their interventions.

Advocacy for inclusion by UNHCR and its partners in line with the Global Compact for Refugees (GCR) pledges resulted in the Government's recruitment and deployment of 65 additional teachers to public schools in refugee settlements, which has reduced the pupil-teacher ratio and increased prospects for better education outcomes. The Government has also introduced free secondary education in public schools, including those in refugee settlements, benefitting refugee learners. Possible inclusion of refugees and former refugees in the contributory National Health Insurance Scheme, in partnership with the National Health Insurance and Management Agency (NHIMA), is in process. UNHCR signed a tripartite Memorandum of Understanding (MoU) with the Office of the Commissioner for Refugees and the Rural Electrification Authority to facilitate the expansion of the national electricity grid to the three refugee settlements. Under the MoU, the partners undertook scoping and a feasibility study, developed designs for phase one of the project to cover parts of Meheba refugee settlement, and commenced the tendering process for contractors to undertake the work. A possible partnership with the Arab Bank for Economic Development in Africa (BADEA) was also being explored to leveraged US\$ 500,000 to support public lighting and solarization of education and health facilities in the three refugee settlements, benefitting both the host communities and refugees.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

People of concern access to enhanced protection and durable solutions

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
1.1 Proportion of refugees and asylum seekers registered on an individual basis.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority. [SDG 16.9.1 - Tier 1]	Refugees and Asylum-seekers	22.96%	23.00%	100.00%
1.3 Proportion of PoC with legally recognized identity documents or credentials [GCR 4.2.2].	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

Over 81,000 people were recorded as of the end of December 2022, representing a 22 per cent decrease from the 104,000 recorded in January. This is attributed to the verification exercise and voluntary repatriation. During the verification exercise, 8,984 Alien cards were issued (representing a 16 per cent increase from 2021) and 2,475 birth certificates were issued, a 4 per cent increase from 2021.

In 2022, the Government deployed the Integrated National Registration Information System (INRIS) to digitalize the issuance of identity documents. A total of 5,729 asylum-seekers (the majority from the Democratic Republic of the Congo, DRC) underwent RSD (52 per cent of the 10,800 new arrivals). Notably, at the end of 2022 there were 41 people seeking international protection based on Sexual Orientation and Gender Identity (SOGI) – 2 were recognized, 3 rejected, 11 are ongoing, and 25 are at different stages (interviews, assessments, or pending review). UNHCR supported the Commissioner for Refugees in increasing its human and technical capacity and provided material and logistical support.

The move towards permit fees and the migration to digital card-based residence permits have negatively impacted the progress made to integrate over 17,000 former refugees (13,000 Angolans and 4,000 Rwandans), as some recipients of paper permits are required to start the process afresh. While Rwandan passports can now be obtained in Zambia, Rwandan refugees cite protection concerns related to obtaining a passport from their country of origin. Thus, only 27 self-sponsored residence permits were submitted for processing in 2022, 22 of which were completed and given to the beneficiaries. In unlocking the challenges that have slowed down local integration progress, two high-level multi-stakeholder forums involving senior officials from the Government, donors, UN agencies, and representatives from Embassies of the countries of origin were organized, in collaboration with the Embassy of the United States of America and the Japan International Cooperation Agency. The fora concluded with recommendations which have since been passed on to relevant authorities.

UNHCR submitted 490 cases for resettlement (2,175 individuals): 46 per cent were survivors of violence and torture and 16 per cent were women and girls at risk. Of this total, 390 cases (1,634 individuals) departed in 2022. On complementary pathways, six individuals departed for Italy through the University Corridors for Refugees (UNICORE) scholarship programme. Following an intention survey conducted in I Mantapala in 2020 in which over 11,000 refugees expressed interest in returning to the Democratic Republic of Congo (DRC) over 10,000 (91 per cent) were supported to repatriate to Pweto, DRC, from Mantapala in 2022, adding to the 13 individuals (1 from the DRC and 12 from Burundi) that were facilitated to return from Lusaka and 9 DRC returns from Meheba.

Cumulatively, there has been a 15 per cent increase in Gender-based Violence (GBV) cases between 2021

and 2022 (from 493 to 517) in Lusaka urban and Meheba and Mantapala refugee settlements. This increase can be attributed to enhanced awareness after the COVID-19 lockdown. Some two cases in Meheba and six cases in Mantapala settlements made it into the courts for legal proceedings (with one Meheba case concluded in favour of the victim). Survivors in Meheba (116) and Mantapala (108) were engaged in empowerment activities.

Child protection coordination with UNICEF and Social Welfare authorities resulted in enhanced capacity-building of actors, with 97 NGO and government staff trained in child-friendly procedures. The registration exercise conducted in 2022 revealed approximately 11,000 persons with special needs, not all of whom could be supported due to limited resources. Major support in terms of cash assistance and Core Relief Items (CRIs) only reached approximately 4,000 (34 per cent of the vulnerable population) and 14,000 people (52 per cent of the vulnerable population and new arrivals), respectively.

Challenges to Achieving Outcome

There is a lack of resources to adequately address complex cases and capacity to identify vulnerable cases for resettlement. The change in the Government of Rwanda's policy on issuing national passports in Zambia – a pre-requisite for local integration – was underutilized. The increase in resident permit fees negatively impacted the limited available resources and therefore access as UNHCR did not pay for any resident permits. Providing interpreters in different languages, such as Luganda, was a challenge in 2022. Lack of a reviewer for RSD assessments and rejection appeals led to delayed processes.

Poor and inadequate road infrastructure from Mantapala refugee settlement to Chienge, near the border with the DRC, caused significant wear and tear to the vehicles used during the repatriation exercise, contributing to frequent breakdowns. Refugees with expired urban cards were restricted in their engagement with cash assistance. Survivors of GBV often opted to withdraw cases from legal proceedings, citing delays in the judicial system and preferred mediation with perpetrators. Lack of community child protection volunteers in the first half of the year affected community programming. UNHCR's limited control of registration processes led to data quality and integrity issues.

3. Outcome Area: Protection Policy and Law

Support to the Government to actualize the refugee-related pledges and include refugee in national systems is provided

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol.	Refugees and Asylum-seekers	Adequate	Adequate	Adequate
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness.	Refugees and Asylum-seekers	Not Adequate	Not Adequate	Not Adequate

Progress Against the Desired Outcome

The Government made seven pledges to the 2019 Global Refugee Forum (GRF) related to pursuing refugee inclusion in health, education, sports, protection, and agriculture. Zambia also made five statelessness pledges, committing to facilitating naturalization procedures.

In 2022, UNHCR supported the formulation of the National Refugee Policy and its attendant Implementation Plan. By the end of the year, the draft Policy had been finalized, provincial consultations had been undertaken, and national validation, ahead of submission to the Policy to Cabinet for approval. Once approved, the policy is expected to trigger several legislative reforms to improve the protection environment and enhance access to livelihood opportunities and durable solutions.

In the education sector, the Government introduced a policy to provide free secondary education, which also benefits refugee learners in public schools. As part of a large-scale teacher recruitment exercise, the Government deployed 65 trained teachers to the three refugee settlements. UNHCR secured 200 scholarships, at 50 percent of the fees, from Cavendish University, with the first cohort enrolled in 2022. Furthermore, 30 new learners were selected to receive the DAFI scholarship, bringing the total number to 91 scholars. Some six learners were supported under the UNICORE initiative to pursue post-graduate studies in Italy and nine were issued with UNESCO Qualifications Passport, bringing the total number to 44.

A Tripartite MoU involving UNHCR, the Commissioner for Refugees, and the Rural Electrification Authority was signed, providing a formal basis for collaboration in resource mobilization and cost-sharing for electrification of the settlements. Meheba refugee settlement was prioritized, with scoping and feasibility studies undertaken and designs concluded in readiness for tendering the work. A possible partnership with the Arab Bank for Economic Development in Africa (BADEA) was at the end of 2022 being explored to leveraged US\$ 500,000 to support public lighting and solarization of education and health facilities in the three refugee settlements, benefiting both the host communities and refugees

To promote local integration of former Angolan and Rwandan refugees, two high-level multi-stakeholder forums involving senior officials from the Government, donors, UN agencies, and representatives from Embassies of countries of origin were organized, in collaboration with the Embassy of the United States of America and the Japan International Cooperation Agency. The fora concluded with recommendations which have since been passed on to relevant authorities.

The Government admitted 402 farmers from Meheba and Mayukwayukwa refugee settlements on the Farmer Input Support Programme (FISP) in response to the pledge on inclusion in agriculture, against a target of 433 (93 per cent of the total). UNHCR and Caritas Czech Republic (CCR) provided funding to meet 25 per cent of the contribution requirement on behalf of the target population. Other supported areas of the pledges included capacity building and equipment for registration and civil documentation as well as logistics for refugee participation in sports activities at district and national levels.

Challenges to Achieving Outcome

New staff required time to settle, own and engage with the commitments with the change in administration in 2021 and personnel at the Office of the Commissioner for Refugees,. This process was further made complex by the lack of an active platform to facilitate the Whole of Government approach. As a result, there was a justifiable loss of implementation and advocacy momentum.

The challenging fiscal situation and the global political and economic situations affected the Government's ability to allocate more resources to refugee response, slowing down pledge implementation. Reduced funding to the UNHCR operation in Zambia limited its ability to support pledge implementation.

The process to develop the Refugee Policy was lengthy, resulting in a longer waiting time for other legal and policy reforms anchored on this Policy.

8. Outcome Area: Well-Being and Basic Needs

Support to meet humanitarian and development needs of refugees and their hosts is provided

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Refugees and Asylum-seekers	19.02%	20.00%	34.34%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	Refugees and Asylum-seekers	0.00%	5.00%	0.00%

Progress Against the Desired Outcome

Over 14,000 vulnerable and new arrivals (approximately 52 per cent of the vulnerable and new arrival population) in all refugee settlements were provided with Core Relief Items (CRIs) which included water buckets, blankets, mosquito nets, cooking sets and sleeping mats. Out of this total, over 9,000 persons (approximately 64 per cent) were women of reproductive age who benefited from dignity kits, in line with the High Commissioner's Commitment. and During the period under review, 18,264 school-age children (51 per cent of the population, of which 9,097 were girls), were enrolled across 23 schools from pre-primary to secondary levels. This figure includes 2,238 children (971 girls) who are members of the host community. Early Childhood Education had 1,882 enrolments (1,427 girls); primary education accounted for 12,618 enrolments (6,377 girls); and secondary education recorded 3,764 enrolments (1,857 girls). This represented a 4 per cent reduction and 24 per cent increase in primary and secondary enrolment, respectively between 2021 and 2022. Some 87 refugee children at Pestalozzi Education Center received support. A total of 283 teachers (127 women), including 120 UNHCR- incentivized professionals and 163 government-paid teachers, have been deployed across schools in the settlements. In addition, 2,941 primary school pupils (approximately 23 per cent of the total) and 635 secondary school pupils (approximately 17 per cent of the total) were supported to attend school.

In 2022, UNHCR worked with three scholarship schemes to improve access to tertiary education. The Cavendish scholarship supported 200 students from all locations, out of a pool of 228 applicants. The DAFI scholarship supported 86 (46 male and 40 female) refugee students from all locations with registration and tuition fees, books and a subsistence allowance. Moreover, six (four female and 2 male) refugees were selected by the University Corridors for Refugee (UNICORE) scholarship programme to pursue a Master's degree in Italy and were supported with obtaining travel documents.

Zambia offers free primary healthcare for both refugees and the local population, thus 100 per cent of the people UNHCR serves had access to these services, which should be differentiated from specialised health care, which attracts a fee. UNHCR continued to support all 11 health posts in refugee locations with medical supplies and technical assistance to ensure improved healthcare service delivery to refugees and their hosts. A total of 131,106 people (57 per cent women and 44 per cent men) received consultations, out of which 2,251 cases (approximately 2 per cent of the total) were referred to secondary or tertiary healthcare for further management, subsidised by UNHCR, especially for the most vulnerable. Global Acute Malnutrition (GAM) prevalence in children aged 6 to 59 months was maintained at 5 per cent, while the proportion of births attended by skilled health personnel increased from 80 per cent to 87 per cent.

Through collaboration with UNICEF, the water and sanitation project funded by Germany, continued throughout 2022, albeit at a smaller scale, as this was the final year of implementation. A total of 19 new boreholes were constructed, with 7 being mechanized. In addition, 1,545 household and 57 institutional latrines were constructed. Consequently, 100 percent of the population had access to basic drinking water, with the average amount of safe water available per person per day being maintained at 24 litres, while access to a safe toilet increased from approximately 80 percent before the project to 90 percent. Health and hygiene sensitization reached 22,138 persons. Cash assistance only reached approximately 4,000 persons (approximately 34 percent of the vulnerable population), which was higher than the target, attributed to more accurate data on vulnerability levels from the registration and verification exercise. Primary reliance on clean fuels remained at 0 percent (no progress) due to lack of funding as all funding in the energy sector was devoted to the electrification project, coupled with lack of data on refugees that have self-sponsored initiatives.

Challenges to Achieving Outcome

There was limited funding to fully cover the required costs for the Cavendish scholarship programme. Similarly, due to restricted budget in 2022, the UNHCR operation was unable to enrol more children under the education support scheme and to adequately support more children with specific needs. Close to 50 per cent of school-age children in Zambia are out of school and have limited access to learning alternatives. Although more scholarship schemes have been introduced, access to tertiary education is still limited considering the number of children completing secondary school every year. Despite having free primary healthcare and access to secondary and tertiary healthcare, many vulnerable

refugees have issues obtaining prescription medication at public institutions.

Negotiations with the Government were underway at the end of 2022 to integrate refugees into the National Health Scheme. Primary reliance on clean fuels remained at 0 percent (no progress) due to lack of funding as all funding in the energy sector was devoted to the electrification project, coupled with lack of data on refugees that have self-sponsored initiatives. Digitalisation of the cash assistance distribution process has greatly increased efficiency, although complaints regarding the amount being insufficient and limited coverage continue to emerge from Post Distribution Monitoring. The Zambia operation also needs to set up systems to monetise Core Relief Item (CRI) distribution.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Human capital development, sustainable livelihoods and economic inclusion of refugees and their hosts are promoted

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
13.3 Proportion of PoC (working age) who are unemployed.	Refugees and Asylum-seekers	70.00%	70.00%	70.00%

Progress Against the Desired Outcome

Zambia operation does not have accurate data on poverty levels among the refugees as no reliable and comprehensive economic assessment has been undertaken. In the absence of reliable data, the national statistic of 58 percent of persons living in poverty has been used for reporting, although refugees have less opportunities and access to credit facilities than the local people and the poverty levels are usually higher among them.

Despite its prioritization, the livelihoods sector experienced a further decline in funding. Notwithstanding, the operation endeavored, through several activities and leveraging on existing partnerships, to empower people we serve to become resilient and attain self-reliance. Interventions were focused on Lusaka urban and Meheba refugee settlement and were deliberately designed to target the vulnerable but viable. UNHCR's livelihoods implementing partner Caritas Czech Republic (CCR) uses a special Vulnerability and Viability Assessment (VVA) tool to identify beneficiaries with input and referral from protection and community services. The percentage of people UNHCR serves of working age who were unemployed was maintained at an estimated 70 per cent during the period under review, while the percentage of people we serve included in livelihoods and economic inclusion services remained at 3 per cent, below the target of 5 per cent.

All 35 persons targeted to receive business grants for start-up and expansion costs were supported. Another 42 targeted refugee women and girls at risk were also provided with business grants to start/improve/expand their businesses, following a five-day Start Your Business workshop and a three-day technical training, which included courses on tailoring and knitting, grocery trading, cosmetic and hair dressing, and livestock management. All 77 persons were able to sustainably establish and expand their businesses as a result of this intervention, although the % of PoC included in livelihoods and economic inclusion services and development programmes provided by government, development actors or private sector reduced from 3 to 1 percent, attributed to the overall reduction in funding to the livelihoods sector.

Working with the Government, UNHCR supported 402 farmers out of the projected 433 (93 per cent of the total) to benefit from the Farmer Input Support Programme (FISP). In addition, four women groups in Meheba refugee settlement were provided with 11 goats each through the Safe from Start Programme, which has the goal of preventing GBV and promoting women's empowerment.

UNHCR funded its livelihoods partner CCR to facilitate seven market linkage opportunities for tailors and

craftsmen in Lusaka, higher than the target of two. CCR liaised with Makeni Mall and Foxdale Court for free slots to display refugee products. In Meheba refugee settlement, one seed fair was conducted where five seed companies (offering various seeds and chemical inputs) were introduced to farmers. UNHCR directly supported two savings groups comprised of 34 people in Mayukwayukwa with stationery and cash storage boxes. In Meheba, 61 members of a local Village Savings Groups were able to save and share out approximately USD 5,478.

Beyond its funding, UNHCR worked with other operational partners to expand opportunities for refugees, especially considering that its internal resources are decreasing. Livelihood assets were provided to an additional 1,200 people in Meheba and Mantapala refugee settlements; another 1,725 farmers in Meheba and Mayukwayukwa settlements and Lusaka urban were supported to engage in the production of nutrient dense crops through home gardens and small livestock; 150 individuals were provided with farming inputs in Mantapala and 200 beehives and market space provided to 39 farmers. Furthermore 114 members of four Savings Groups in Meheba refugee settlement received loans, while 91 refugees were supported in artisanal in Mayukwayukwa and Mantapala refugee settlements.

Challenges to Achieving Outcome

Funding to the sector continued to reduce in 2022, affecting the type and extent of interventions and demanding compromises on targets. Some globally recommended but costly interventions, such as the Graduation Approach, had to be forfeited. Only Meheba refugee settlement and Lusaka could be covered from UNHCR resources, although activities were still fragmented. Nonetheless, UNHCR worked with partners to extend interventions to other locations.

Reservations on access to employment for the people UNHCR serves created significant obstacles. Refugees must have an investor's permit to run businesses outside settlements, but the document is beyond what most can afford.

Livelihood and economic inclusion activities have been greatly affected by the lack of reliable data for planning and reporting purposes. Most of the required data is obtained through surveys, which are very costly.

Proper infrastructure that is key for livelihood activities, such as electricity, roads, and banks, is not available in the refugee settlements.

2.2. Age, Gender and Diversity

Age, Gender, and Diversity-Inclusive Programming

The UNHCR operation in Zambia used an Age, Gender, and Diversity (AGD) approach to programming by ensuring that all data collected was disaggregated. Strengthened collaboration with the Government's Social Welfare department and UNICEF in the refugee settlements and Lusaka saw an improvement in the identification of children at risk and protection of children on the move. The community-based child protection model Isibindi implemented in Meheba and Mantapala refugee settlements continued to enhance the protection of children at risk through working with the communities and the strengthening of child protection systems. In addition, the operation supported four (two boy and 2 girl) children with special education needs, which included school requisites and fees for special education.

Some 41 members of the LGBTQI+ community and their guardians (35 adults and 6 children) were provided with housing, food, and healthcare, while hosted at Makeni Transit Centre, pending determination of their cases. However, psychosocial support services for this population are still needed.

In 2022, UNHCR ensured equal participation of all groups in events such as leadership engagement, youth activities, selection of community workers, focus groups and needs assessments. Using the Comprehensive Refugee Response approach, all surveys, needs assessments and consultations included host populations. Focus group discussions were held on regular basis in all locations with persons with specific needs, men, women and children.

Accountability to Affected Populations

To ensure accountability to affected populations (AAP), participatory assessments and needs assessments were held in all locations, giving an opportunity to the persons we serve to participate in programming and provide feedback on available services. Relevant consistent findings across the various locations were the lack of livelihood opportunities; restrictions on freedom of movement and the right to work and reduced targeting for services, which exacerbate protection risks. These findings were incorporated in programming through work on the Refugee Policy to ease reservations. In addition, funding to the livelihoods sector was increased in 2023, despite the overall reduction in the total resources allocated to Zambia. To ensure the quality of service delivery and accountability to the persons we serve, post monitoring distribution of cash assistance was conducted in all locations.

The existing community leadership structures and various other committees also facilitate accountability as, through these structures, the people UNHCR serves can deliberate on matters of relevance and make recommendations for improvement.

In all locations, community workers played a critical role in ensuring continued service delivery and referral of cases to UNHCR. Other feedback mechanisms such as complaints boxes in settlements and the protection hotline in urban areas were fully operational throughout 2022.

Gender Equality

In 2022, a total of 601 GBV incidents were reported and managed in Mantapala, Meheba, and Mayukwayukwa refugee settlements and in the Lusaka urban area, indicating an increase of 8 per cent when compared to the 553 cases reported in 2021. The increase can be attributed to increased awareness post COVID 19 lockdown and ongoing implementation of the Safe from the Start GBV project, which disseminates information on the 2020 UNHCR GBV Policy, encourages reporting of GBV cases, and promotes programming that involves strengthened response services for survivors. Women accounted for 71 per cent of the GBV survivors; therefore, there is a need to continue engaging men and boys in GBV prevention.

To promote safe menstrual hygiene, UNHCR provided over 14,000 women and girls of reproductive age with sanitary pads in the refugee settlements and Lusaka urban area, in coordination with partners. In addition, about 200 refugee women and girls in the three refugee settlements received trainings in menstrual and hygiene health facilitated by AFRI Pads

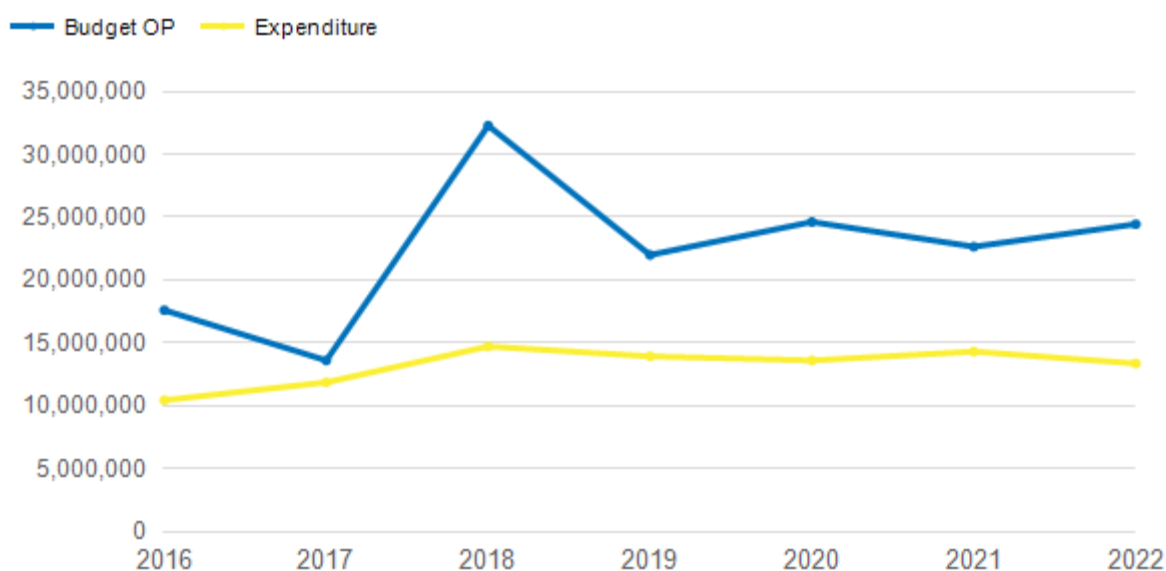
Section 3: Resources

3.1 Financial Data

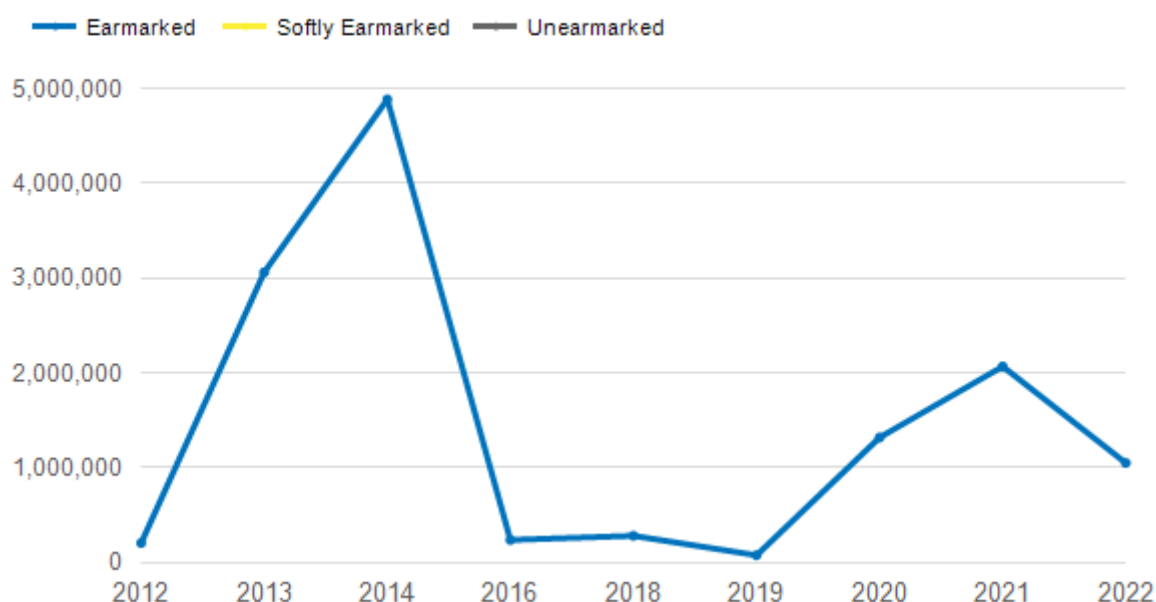
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	24,446,648	13,383,186	54.74%	13,372,149	99.92%
Total	24,446,648	13,383,186	54.74%	13,372,149	99.92%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	7,370,933	5,402,882	73.30%	5,402,882	100.00%
OA3: Policy/Law	2,336,075	1,204,246	51.55%	1,204,246	100.00%
OA8: Well-being	7,839,415	4,738,264	60.44%	4,969,724	104.88%
OA13 Livelihood	6,900,226	1,795,298	26.02%	1,795,298	100.00%
All Outcome Areas		242,496	0.00%		0.00%
Total	24,446,648	13,383,186	54.74%	13,372,149	99.92%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

The operation had a budget of \$24.4 million in 2022, and it was 55% funded, largely by unearmarked and other flexible funding. The effects of the limited funding were worsened by consequences of the COVID-19 pandemic. Consequently, the operation had to prioritize from among priorities and hence gaps in service delivery were experienced in almost all sectors, particularly in terms of coverage and intensity of interventions.

Thus, the operation hastened to leverage on every available funding opportunity from very early in the year, to mitigate the funding pressure. Internally within UNHCR, appeals for increased funding were submitted, while also responding to donor calls for expression of interest, resulting in addition funding for HIV/AIDS/CV19 assessments and the Results Monitoring Survey. Additional funding was also provided by the UNHCR Regional Office/Headquarters for resettlement scale up, repatriation and RSD, although some funding for repatriation and energy was deferred to 2023.

Other operational partners such as UNICEF, WFP, World Vision, Caritas Mansa also continued to supplement and implement activities in WASH, food/cash assistance and livelihoods, which alleviated the burden on UNHCR.



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