

# Annual Results Report

**2023**

**Zambia**

## Acknowledgements

UNHCR would like to thank all the stakeholders that contributed data and evidence to this report and reviewed their progress against the joint results of the strategy, including forcibly displaced and stateless people, host communities and host governments, United Nations agencies, and international and national non-governmental organizations, civil society and private sector. Their contributions enable us to create positive changes in the lives of the people we serve.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

The Zambian economy grew by 5.2 per cent in 2023 while poverty remained high, with 60 per cent of the population living below the poverty line, and inflation grew to 13 per cent. Increased food and fuel prices and the decline of the Zambian Kwacha worsened the situation for the most vulnerable. Despite the increased cost of living, Zambia registered 11,605 new asylum-seekers, comprising both new arrivals and individuals already in the country, with most entering via northern border points, compared to 10,815 in 2022. The comparative rise can be largely attributed to the lead-up to the national elections in the Democratic Republic of Congo (DRC) on 20 December 2023 for which UNHCR, the Government and other stakeholders prepared a contingency plan targeting 15,000 individuals in case of influx into Zambia. 2023 was the first full year of leadership by the newly elected President Hakainde Hichilema and his liberal United Party for National Development (UPND). The momentum and stable political landscape resulted in the Cabinet Office, representing the highest administrative office in the public service, approving Zambia's first ever National Refugee Policy, paving the way towards harmonization of legal and policy frameworks to facilitate increased access to rights and durable solutions for both refugees and former refugees. In 2023, UNHCR supported the Government during the run-up to the official launch of the policy in early 2024, as well as supporting the Government to reiterate specific commitments to the implementation of this policy at the Global Refugee Forum in December 2023.

2023 also represented the first year of implementation of the UN's 2023-2027 Sustainable Development Cooperation Framework which seeks to align and support the Government's own 8th National Development Plan 2022-2026.

Significantly, due to the closure of UNHCR's office in Mayukwayukwa settlement at the end of 2022, activities were more limited in 2023. UNHCR was forced to rely more heavily on partners and community structures with reduced its ability to monitor and evaluate activities.

## 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	Strategy Baseline	Actual (2023)
1.1 Proportion of people seeking international protection who are able to access asylum procedures	Refugees and Asylum-seekers	50.00%	99.99%
1.2 Proportion of people who are able to move freely within the country of habitual residence	Refugees and Asylum-seekers	5.87%	2.84%

In 2023 the Government of Zambia moved a step closer to a more favourable protection environment when the Cabinet Office approved the first ever National Refugee Policy in August 2023, which UNHCR had a strong hand in influencing. The policy is progressive and inclusion-focused and seeks to create an enabling legal and administrative environment towards increased rights for refugees and former refugees. The commitments in the policy were reiterated on the global stage via 10 pledges made at the Global Refugee Forum in December 2023 where Zambia was represented by Vice President Madame Mutale Nalumango. These commitments can be considered as continuing to move Zambia towards helping to ensure more dignified lives, provision of socio-economic inclusion and access to durable solutions for refugees.

Following the completion of a country-wide verification exercise in 2022, UNHCR, the Government and other partners worked in a context comprising a better understanding of the population and its needs during 2023. This facilitated stronger continuous registration by the Government, thereby ensuring access to asylum procedures for the vast majority of people seeking protection, while also noting that challenges remain. While, in general, the authorities continued to respect the principle of non-refoulement, one possible incident of refoulement was reported during the year.

In the context of scarcity of funds and reduced staffing, UNHCR strengthened and increased the number of operational partnerships with a view to ensuring that more actors, especially development actors, are aware of refugee issues and working to resolve them. In the early part of the year, UNHCR and the World Bank, representing one important new partner, jointly undertook a protection assessment required to assess Zambia's eligibility for the International Development Association (IDA) 20 Window for Host Communities and Refugees (WHR) financing facility, followed by close coordination on the design of the project for the full grant of US \$30 million that Zambia is expected to receive.

UNHCR facilitated 772 individuals to voluntary return to the country of origin, 882 individuals for resettlement and 4 individuals through complementary pathways .

### Other Core Impact Indicators

Country	Indicator	Population Type	Strategy Baseline	Actual (2023)
Zambia	2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	72.91%	50.00%
Zambia	2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	100.00%	75.00%
Zambia	3.1 Proportion of people who have the right to decent work	Refugees and Asylum-seekers	0.00%	0.00%
Zambia	3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	71.00%	76.59%

Zambia	3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	41.00%	40.81%
Zambia	3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	100.00%	50.00%
Zambia	4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin	Refugees and Asylum-seekers	200	772
Zambia	4.2a Number of people who departed on resettlement	Refugees and Asylum-seekers	1,000	878
Zambia	4.2b Number of people who departed through complementary pathways	Refugees and Asylum-seekers	0	4
Zambia	4.3b Number of refugees for whom residency status is granted or confirmed	Others of Concern	10	0

## 1.3 Challenges to Achieving Impacts

Most of the challenges to achieving impact in 2023 comprised revisions to policies and new commitments, which were not yet implemented in practice. This can be partially attributed to lack of Government capacity and genuine commitment across all Government teams, as well as limited resources to realize the commitments promised. In addition, some commitments require complicated and extensive legal reform to effect change, which can involve a long process requiring political will and agreement among all Government stakeholders.

UNHCR observed practices on the ground – particularly with regard to the functioning of the District Joint Operations Committees (security bodies at district level) – suggesting that their lack of knowledge and awareness of protection matters may in fact be hindering access to asylum without UNHCR or the Commissioner for Refugees (COR) being fully aware. Unfortunately, both COR and UNHCR’s limited budget, staffing and operational reach does not allow for effective monitoring to a sufficient level to be certain of the actual practices, or to target training/capacity building to effect change. This is also true of the police and immigration authorities in the country, who have more power and authority and are better resourced than protection actors. Protection and detention monitoring, where feasible, highlights a gap for which UNHCR lacks the human and financial resources to address, either through partners or directly. While partnerships are being pursued, the financing/operating models and priorities of some would-be-strategic partners (e.g., IOM) mean that such strategic partnerships are not easily formed and thus hinder impact.

A further challenge to achieving impact is the conflict between expressed policies and commitments that aim to foster inclusion and increased access to rights by refugees, while at the same time limitations on their freedom of movement and access to work remain in place. This also hinders access to quality services such as education, healthcare and legal assistance.

Finally, the resettlement upscale and processing heightens the risk of fraud, corruption, and sexual exploitation and abuse.

## 1.4 Collaboration and Partnerships

In 2023, UNHCR continued to play its catalytic and coordination role through strategic stakeholder engagement in close collaboration with the Commissioner for Refugees (COR), the main government entity responsible for refugees and other displaced persons in Zambia. In turn, COR mobilized and UNHCR coordinated other appropriate line ministries to deliver basic services for refugees, former refugees and asylum-seekers residing in Zambia. The operation provided technical and financial support to strengthen multi-stakeholder national arrangements through contributing towards the GRF inclusion pledges towards

access to electricity and sustainable clean energy for the Meheba extension (phase 1- public institutions.

Under the framework of One UN, through the leadership of the Office of the UN resident coordinator in Zambia and its 2023 - 2027 UNSDCF, considering the huge unfunded priorities, strategic directions and resource limitations, UNHCR actively participated in the planning, development of the 2023 UN Joint Workplan under the 4 results Groups of People, Peace, and Prosperity and Planet to ensure that refugees and other forcibly displaced persons, former refugees and asylum-seekers are included in planning, monitored implementation and reporting.

Other partnerships maintained during the reporting period included the UN Joint programme on Gender and Women Empowerment implemented in Mantapala settlement, a livelihood project with WFP that benefitted 1200 beneficiaries, the collaborating with Mansa Teachers college on deployment of teachers for teaching practice in the settlement. UNHCR Pestalozzi partnership supported 10 vulnerable children to access primary and secondary education and the UNHCR Cavendish University MOU that caters for 171 refugee youths in tertiary education whilst the DAFI scholarship supports 73 tertiary students.

UNHCR collaborated with the Zambia Civil Liberties Union (ZCLU) on engagement of Parliamentarians to informatively discuss the Citizenship of Zambia (Amendment) Bill No. 23 of 2023. If enacted, this bill will facilitate naturalization of refugee children born in Zambia and “former refugees” and streamline the citizenship application process for constitutionally eligible refugees, stateless individuals, and non-citizens, by removing the requirement for a residence permit in order to apply for citizenship. Other interventions implemented by ZCLU were aimed at increasing public awareness and discussion to help foster social coexistence among nationals and refugees.

Co- chaired by COR and UNHCR, monthly partner interagency coordination meetings were conducted at settlement and national level on the refugee response to inform stakeholders on prioritization and achievement, highlight gaps and jointly identify recommendations and solutions. In addition, more technical working groups e.g., WASH, Health, Protection and Education were conducted in parallel and are more active at settlement level. In 2023, UNHCR and partners continued to provide updates on priorities and consequences of underfunding, calling for action and support whenever necessary.

## 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	Strategy Baseline	Target (2023)	Actual (2023)
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	Refugees and Asylum-seekers	22.96%	30.00%	35.22%
1.3 Proportion of people with legally recognized identity documents or credentials	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

#### Progress Against the Desired Outcome

During 2023, an individual registration rate of 95,518 was recorded. While some challenges exist, registration by COR is consistent and backlogs are rare. As of the end of the year, the total population registered on UNHCR's proGres database comprised 95,518 individuals, representing an increase of 14,420 since 2022 (81,098 individuals). This can be attributed to increased arrivals as a result of elections held in the Democratic Republic of Congo (DRC) in December 2023, as well as to strong registration practices by the Government at four registration centres where continuous registration is administered for new arrivals, people registering in-situ, new births and reactivation of those who missed previous verification exercises.

Once registered, the refugee status determination procedure remains quite slow in comparison to the pace of registration. To help address this issue, UNHCR supported eight Lusaka-based COR staff with training on the new cloud-based refugee status determination module of proGres.

The proportion of refugees enrolled in the education system increased from 47.1 per cent in 2022 to 52.18 per cent in 2023 as a result of a new Government policy enabling all children to enroll in early or primary education regardless of residency status. While challenges remain at secondary and tertiary levels, efforts to overcome these challenges resulted in 10 refugees holding the UNESCO Qualifications Passport (UQP) applying for loans under the same conditions applied for nationals.

Sensitization exercises and capacity building of community structures on gender-based violence (GBV) may be a contributing factor to the 25.3 per cent reduction in the number of GBV incidents reported and managed across the country from 601 in 2022 to 449 in 2023. Availability of reporting mechanisms and referral pathways resulted in all survivors benefitting from psycho-social support services.

UNHCR's continued support resulted in a total of 2,757 persons with specific needs being identified by COR and the Ministry of Community Development and Social Services (MCDSS) through provision of material support such as cash, CRIs, routine counseling as well referrals to other services and community mobilization interventions. Negotiations began between UNHCR, MCDSS and COR towards a tripartite MOU which will further improve service delivery to those in need.

Strengthened awareness raising on women's participation and capacity building led to a 13% increase in female representation in leadership and management structures to 49% in 2023 from 30% in 2022.

UNHCR's child protection coordination with both UNICEF and MCDSS was strengthened as a result of its participation in the final year of the three-year EU-funded project promoting best practices for children on the move. A total of 13 NGO and Government staff were trained in law and case management.



In terms of durable solutions, safe and dignified voluntary return was facilitated for 767 individuals to the DRC from Mantapala settlement, as well as five individuals from Lusaka to other countries, while there was an impressive 16 per cent increase in cases submitted by UNHCR for resettlement consideration from 2,175 in 2022 to 2,539 in 2023 despite challenges with departures.

Integrity activities were strengthened with the resolution and closure of more than 10,000 inconsistencies, with the greatest majority relating to family composition or identity, pending since mid-2022. In addition, UNHCR was able to closed 50 fraud investigations during the year, with only five pending as of 31 December.

### 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	Strategy Baseline	Target (2023)	Actual (2023)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol	Refugees and Asylum-seekers	Progressing towards alignment: 70-89 points	Progressing towards alignment: 70-89 points	Broadly aligned: ≥90 points
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness	Statelessness Persons	Not yet aligned: ≤69 points	Progressing towards alignment: 70-89 points	Not yet aligned: ≤69 points

#### Progress Against the Desired Outcome

In 2023, with UNHCR's support, the Government recommitted itself to the pledges made at the 2019 GRF by reformulating and refining their wording and adding a new health-related pledge working towards inclusion of refugees in the Zambian national health insurance scheme.

The 10 pledges made by the Government at the 2023 GRF align with the National Refugee Policy (approved by Cabinet Office in August 2023) and its implementation plan, demonstrating commitment at both national and global levels.

Progress was made towards increasing refugees' and host communities' access to energy through UNHCR's collaboration with the Government's Rural Electrification Authority (REA) in Kalumbila District, Northwestern Province where the Meheba Refugee Settlement is located. UNHCR contributed K6,300,000 (approx. US\$ 275,000) complemented by the REA's contribution of K7,600,000 (approx. US\$ 330,000), which facilitated bid evaluations towards the engagement of a contractor for the connection of Meheba to the national electricity grid.

In 2023 refugees, subject to a recommendation by COR, gained access to loans through the Higher Education Loans and Scholarship Board (HELSEB) while the fees for qualification exams for health courses at the Health Profession Council of Zambia (HPCZ) and selected universities were reduced for refugees from 'foreigner' fees to the same rate as nationals, representing progress towards the realization of the comprehensive inclusion of refugees in education.

Zambia's five pledges made at the October 2019 High Level Segment on Statelessness were not forgotten, with the Government finalizing its National Action Plan against Statelessness in February 2023. Progress was made towards Zambia's ratification of the 1961 Convention on the Reduction of Statelessness whereby a draft Cabinet memorandum was submitted to the Minister of Home Affairs and Internal Security (MHAIS) for approval and submission to Cabinet in due course.

Other positive statelessness-related initiatives in 2023 included the issuance of birth certificates being decentralized to all 10 provinces through the Integrated National Registration Information System (INRIS), following its introduction in 2022.

In 2023, UNHCR pro-actively engaged – through advocacy, technical advice and financial support – the Zambia Civil Liberties Union (ZCLU), resulting in the tabling of a private members bill in parliament to amend the Citizenship Act in order to facilitate greater access to residency for children born to refugees in Zambia. UNHCR and ZCLU also worked towards enhanced local integration and social inclusion through public media campaigns (radio, television, billboards) emphasizing unity with and understanding of refugees.

In line with the Government's pledge to include refugees and former refugees in the Farmer Input Support Programme (FISP), a total 325 farmers accessed inputs under this programme in 2023, representing a positive step towards the strengthening of livelihoods and food security.

## 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	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	19.02%	34.00%	92.52%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	0.00%	5.00%	14.59%

### Progress Against the Desired Outcome

UNHCR conducted a participatory assessment, through facilitation of individual interviews and focus group discussions to engage 1,458 adult and child respondents. The assessment covered various sectors, including prevention of GBV, prevention from Sexual Exploitations and Abuse (PSEA), Child Protection, Education, registration and documentation, security and access to justice, social cohesion, Cash-Based Interventions (CBI), energy and environment, Livelihoods, WASH, health and nutrition, refugee status determination and durable solutions, resettlement and complementary pathways. Findings unveiled challenges such as limited knowledge of youth activities, scarce employment and education opportunities, poor education quality due to financial and material constraints, difficulties in document validity and birth registration, limited alternative income sources and ignorance on legislation related to work. However, positive aspects included the peaceful co-existence with the host community.

UNHCR supported the Ministry of Education and Caritas to improve equitable access to quality education in 23 schools in the settlements hosting 16,335 refugees and host community members through provision of education at early childhood level (1,819 refugees), primary (10,791 refugees) and secondary (3,725 refugees) level. These efforts included the provision of scholarships and education materials, as well as employment of 32 incentive teachers comprising Angolan, Congolese and Zambian nationals. Furthermore, collaboration with UNFPA, the Young Women Christian Association, UNICEF, and AFRIPad led to donations of sanitary pads and dignity kits in Mayukwayuka settlement and Lusaka, benefiting 1,814 women and girls.

While no assessment was conducted to determine refugees' level of reliance on clean cooking fuels and technology, walkthrough reviews indicated a customary practice of fuel stacking, mainly using non-clean fuels. Approximately 14% individuals have access to clean fuels and technologies, attributed to local market response and UNHCR advocacy.

In healthcare, 71,638 individuals received medical treatment and healthcare, with special attention to children aged under five years (27%) and reproductive health services. 75% forcibly displaced population had access to health services as the Government health systems continue to grapple with and to be overwhelmed, mainly as a result of funding limitations. A total of 1,520 cases were referred to various secondary-level hospitals within the respective districts, while 148 cases were referred to tertiary healthcare facilities in Lusaka. Sensitization campaigns on public health issues reached 232,377 individuals.

Efforts to combat fraud included awareness sessions and dissemination of anti-fraud messages, with the aim of strengthening trust between communities and UNHCR. The Integrity Unit at UNHCR conducted awareness sessions with refugees, collaborating with partners to ensure a harmonized approach in anti-fraud messaging.

Post-distribution monitoring for CBI highlighted the need for a review of commodity prices, urging a market expenditure basket review. Additionally, a CRIs monetization survey was conducted to guide the disbursement of CRIs through CBI.

## 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	Strategy Baseline	Target (2023)	Actual (2023)
13.3 Proportion of people (working age) who are unemployed	Refugees and Asylum-seekers	70.00%	55.00%	34.34%

### Progress Against the Desired Outcome

The percentage of refugees and asylum seekers of working age unemployed at the end of the year is estimated at 47.0 % while the proportion of forcibly displaced people included in livelihoods and economic inclusion services increased from 3% in 2022 to an estimated 6 % in 2023 due to increased reach by partners. At the same time, refugees and asylum seekers continued to face restrictions on access to employment, while those with small businesses faced routine requests for bribes and detention by immigration officers.

UNHCR supported 87 refugees with business grants for start-up and expansion purposes, as well as training as part of the start or improve your (SYIB) business. The grants targeted various groups including women and girls at risk (30 refugees), out of school youths (15 refugees) and other vulnerable individuals (31 refugees). The World Food Programme (WFP) facilitated the formation of 45 saving groups of which 28 saving groups are active and they were recommended to a Microfinance institution (Vision Fund) for them to access soft farming loans. World Vision under the Ultra Poor Graduation Project supported 1200 beneficiaries with livelihood assets such as groceries, goats, and improved village chickens in addition to receiving cash for consumption support. Agora Microfinance (AMZ) extended groups loans to refugees to 173 refugees and host community members. The intervention builds the capacity of forcibly displaced people to be financial included, finance investment is small scale business to diversify livelihoods and to finance their food security and other household requirements.

UNHCR supported 200 farmers to benefit from the government's Farmer Input Support Programme (FISP). Additionally, 11 farmers were supported with cash to access agriculture inputs. The farmers also received training in the production of crops and small livestock that the farmers are interested in. World Food Programme supported 1200 farmers with farming inputs and training in good agriculture practices. Under the same project 1,000 refugee farmers were allocated agricultural land plots (2 lima per beneficiary). Caritas Czech Republic (CCR) supported 1750 farmers in various crop value chains in Lusaka, Meheba and Mayukwayukwa. These farmers were also trained in good agricultural practices.

UNHCR supported 11 artisans in Lusaka to attend the National Arts Council exhibition to sale their crafts and link to potential buyers outside the exhibition. CCR with support from UNHCR organised four market days to link farmers to the markets. FREE Zambia a local social enterprise also supported 60 women in basket weaving to that are sold in the local and international markets. In Mantapala, 120 refugees and host community honey producers harvested seven tons of honey. The farmers receive support from Tree Top Honey (formerly Bee Sweet Company) which processes the honey for sale in domestic and international markets. The revenue from the honey sales increased household income and improved the welfare of both refugees and host communities.

In a bid to create economic opportunities in refugee settlements 50 refugees were trained in brick making and building. The objective of the intervention is to build shelter-based livelihoods. The bricks are sold in the local and nearby markets for construction of houses, toilets and other structures. World Vision trained 80 forcibly displaced youths in various vocational skills and supported them with start-up capital.

## 2.2. Age, Gender and Diversity

UNHCR, in partnership with the Government, other UN agencies, civil society organizations and refugee communities applied the age, gender and diversity (AGD) approach in working with displaced persons so that they enjoy their rights on an equal footing with others and participated meaningfully in decisions that affected their lives, families and communities. Data collected was disaggregated by age and sex. Focus group discussions were held regularly in all locations for different populations, while participatory assessments were conducted in all field locations and Lusaka with the equal participation (51 per cent) of women and girls. Children and Zambians comprised 13 and 21 % of individual interviewees respectively. The proportion of people with specific needs participating in focus group discussions comprised 8%. Complaint and feedback mechanisms such as protection helpdesks providing individual counselling, complaint/suggestion boxes to collect individual and collective feedback, town hall meetings and focus group discussions continued to be strengthened in all locations. UNHCR ensured the equal participation of all groups in events such as leadership elections, selection of community workers, focus group discussions and needs assessments.

AGD were continuously considered across all assessments and interventions, including monitoring, in Mayukwayukwa. Male GBV survivors constituted 29 per cent of the total 449 cases reported, among whom four were sheltered at a safe house, signifying a positive cultural shift in the identification of male GBV survivors. Police staffing comprised 100 per cent male staff, consequently rendering the GBV response less effective with regards to gender sensitive case management requirements.

School-aged boys and girls have access to schools and education assistance across all levels of schooling. At the end of the year, the school enrolment rate for girls stood at 50.3 per cent and 49.65 per cent for boys. For tertiary education, the enrollment rate comprised 3 per cent. Of the 254 refugees supported to attend tertiary education, 45 per cent were female and 56 per cent were male.

During community consultations, focus group discussions and the participatory assessment, disabled, youth and former refugees, as well as host community, men, women, and children were represented.

Community consultations took place in Mayukwayukwa to enhance community-based information sharing mechanisms and accountability to affected people. A total of 30 individuals were consulted regarding best practices, existing gaps and proposed structures to facilitate effective information sharing. As female representation in leadership was below 50 per cent, strengthened community awareness will be required.

## Section 3: Resources

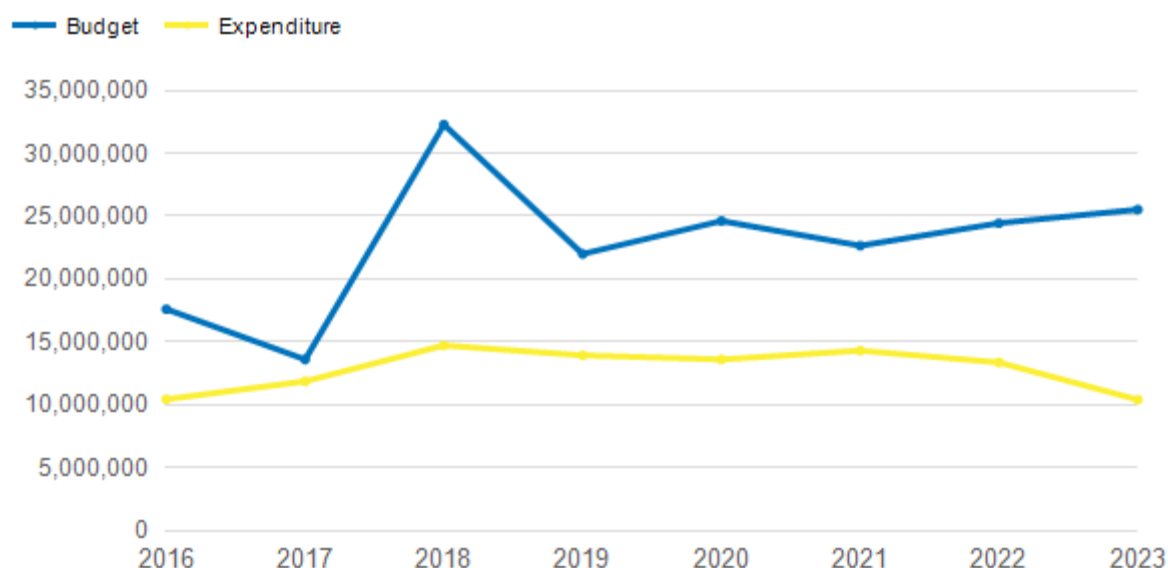
### 3.1 Financial Data

(Financial figures in USD)

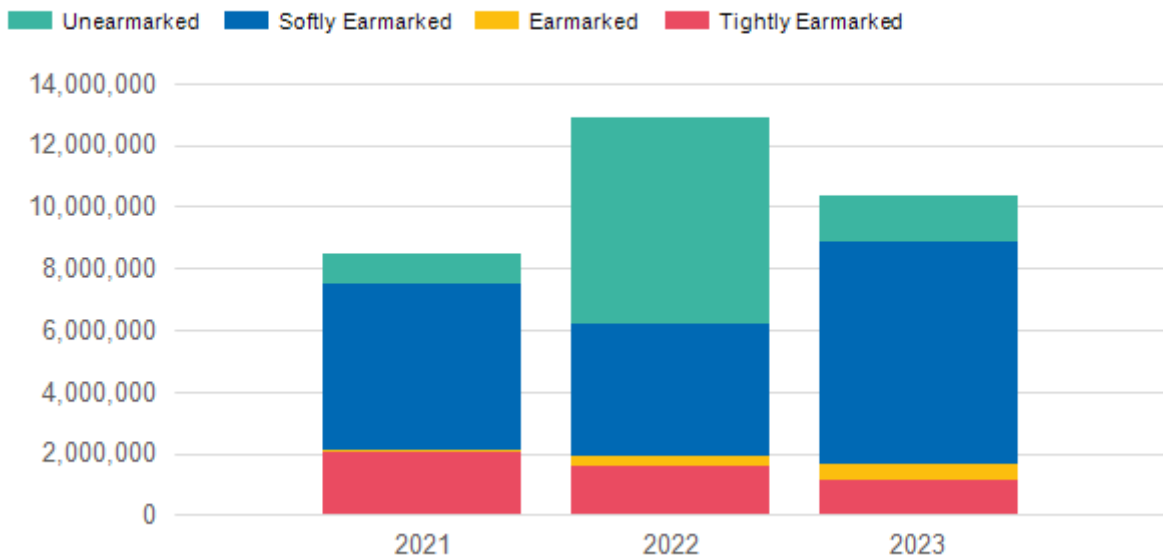
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	25,523,824	10,417,162	40.81%	10,417,162	100.00%
<b>Total</b>	<b>25,523,824</b>	<b>10,417,162</b>	<b>40.81%</b>	<b>10,417,162</b>	<b>100.00%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	15,800,437	8,082,571	51.15%	8,082,571	100.00%
OA3: Policy/Law	1,613,004	390,986	24.24%	390,986	100.00%
OA8: Well-being	4,783,564	1,758,908	36.77%	1,758,908	100.00%
OA13: Livelihood	3,326,820	184,697	5.55%	184,697	100.00%
<b>Total</b>	<b>25,523,824</b>	<b>10,417,162</b>	<b>40.81%</b>	<b>10,417,162</b>	<b>100.00%</b>

Budget and Expenditure Trend



### Contributions Trend by Type



## 3.2. Resources Overview

In 2023, resource allocation was based on several parameters ranging from lifesaving, donor earmarking, fixed running costs, support to persons with specific needs and operational, regional, and global UNHCR priorities. Critical lifesaving activities including emergency support provided to new arrivals and the persons with special needs, registration and civil registration, support to GBV survivors, provision of scholarships and school materials to pupils from vulnerable households, enhanced access to entrepreneurship, business skills for targeted youth and women and men at risk, agricultural production, procurement of medicines and supplies, procurement of CRI including sanitary materials for women and girls and referrals to secondary and tertiary health care were the main prioritized life- saving activities.

To ensure that prioritized activities were implemented admin and staffing budgets were set to prioritize technical staffing to support implementation of activities for resettlements as well as office fixed costs to facilitate day-to-day operations of the Representation Office in Lusaka and the two field Offices of Kawambwa and Solwezi.

At the end of the year, only 43% of UNHCR Zambia needs were funded leaving a funding gap of 57% against the total operational needs. AS such, this scenario could not allow the UNHCR to meet its obligations including provision of emergency support to new arrivals and persons with specific needs in line with the minimum humanitarian standards and assistance as the assistance was drastically reduced in accordance with the available financial resources. Additionally, activities implemented through UNHCR's office in Mayukwayukwa settlement were more limited in 2023 compared to previous year. UNHCR was forced to rely more heavily on partners and community structures which reduced its ability to effectively monitor and evaluate activities.

Key mandated activities including recruitment of additional registration staff, equipment and materials were not meet. Donor contributions to Zambia for 2023, comprised of Germany, Japan, United Sates of America, Joint Nations Programme on HIV /AIDS.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

UNHCR must continue to strengthen its results-based management in Zambia as part of its global strengthening of results-based programming, including ensuring understanding of and alignment with this process, improving the defining and reporting on indicators, and ensure that the data is regularly available – including from partners. The development of a new multi- year strategy and results framework and Forced Displacement Survey in Zambia represent key opportunities in this regard.

It will be critical to seize the opportunity of the National Refugee Policy being in place under the existing Government with the World Bank is funding some of its implementation, which should advance local solutions for and the integration and inclusion of refugees in Zambia.. As regards other durable solutions, there is a need to strengthen protection casework and case identification towards protection-needs driven resettlement and opportunity/skills-driven complementary pathways, protection-driven cash interventions.

Nationally, collaboration with legal aid actors must be a priority, both for individual access to justice, prevention of detention, but also broader advocacy towards needed legislative reform. In settlements, GBV community structures must continue to be strengthened and women's participation/leadership encouraged.

Partnerships and collaborations must continuously be pursued – e.g. MOUs with other ministries such as MCDSS, partnerships to enable increased reach of livelihood and economic inclusion activities, sensitization of development actors and donors to the forcibly displaced population, its host communities, and their needs.

UNHCR will reinforce its engagement with the UN Country Team system and UNSCDF to ensure forcibly displaced are included in all workplans and collaborations.

As fundraising must be a top priority, the Protection and Programme will work extremely closely with External Relations to facilitate donor relations and funding opportunities.



**UNHCR**  
The UN Refugee Agency

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