

## JOINT OPERATIONAL RESPONSE COORDINATION MEETING MINUTES

### DRC REFUGEE EMERGENCY

19 OCTOBER 2018

UNHCR CONFERENCE ROOM, LUSAKA

#### Introduction:

The meeting began at 09:00 and was chaired by Mr. Abdon Mawere, Commissioner for Refugees (MHA), and Mrs. Pierrine Aylara, UNHCR Representative.

#### Agenda:

1. Introductory Remarks
2. Review of key action points of previous meeting
3. Update on the overall Congolese influx in Zambia
4. Progress on Mantapala development (Site preparations, social infrastructure, and shelter)
5. Life-saving sectors – Key achievements and challenges faced (by sector leads)
  - a. General Protection (SGBV and Child Protection, Education etc.)
  - b. Public health (Primary health care, HIV/AIDS and Reproductive health)
  - c. CRI (stocks)
  - d. WASH
  - e. Food and Nutrition
  - f. Livelihoods and Energy
  - g. Security
6. Resource mobilization & funding status
7. CRRP 2019-2020 plans
8. AOB

#### Summary

- UNICEF to share report on flood prone areas
- COR to follow up on deployment of police and MCDSS staff and other GRZ ministries to Mantapala
- Staff working in Mantapala should be trained or informed on how to also act when they are aware of an SGBV case (who to report, where, etc.). Training for PSEA as well
- WFP requests SOPs to be drafted to prevent children being sent for food distribution
- GRZ has deployed 12 teachers but staff houses are needed urgently in Mantapala
- COR requests a comprehensive report on WASH from UNICEF
- Education/Health and CRIs: updates on each sector will be shared by UNICEF and UNHCR
- WFP will introduce super cereal to their food basket starting December
- CBI should be expanded for multi purposes and standardized across all refugee settlements

- Documentation of refugees is key to engage in livelihoods and receive adequate support
- Needs assessments from COR are needed to finalize the CRRP – COR to share results as soon as they're out
- Sustainability of all sectors are needed with the engagement of line ministries and local governments to take over activities and programmes
- CERF funding in support of CRRF in Zambia – an article should be written highlighting good practices on the CRRF implementation in the country
- A training for partners on Ebola could also be done in Mantapala – COR to follow up
- Teams in Mantapala need to come up with a concrete plan on how to resolve the relocation issue related to the flood prone areas

Government update:

- Programmes have so far mostly focused on Mantapala but other settlements and urban areas including Lusaka should also be considered in view of an influx of Congolese refugees which would not only enter through Luapula province.
- Various events of unrest in the DRC in the pre and post-election period are forcing people to be internally displaced and refugees as well
- An increase of new arrivals is already notable. Chiengi is receiving more people just like it did last year around these dates
- 65 persons were relocated to Mantapala from Chiengi on Oct. 17 and now there are 20 more persons waiting to be relocated. Other border points are also receiving refugees but Chiengi is the most worrying.
- More than 11,000 people are living in Mantapala now plus those awaiting relocation from the border points
- Services need to be upgraded and more funding is needed to cater for the needs of new arrivals
- Lusaka continues to receive large numbers of refugees waiting for registration or RSD process.
- Refugees are screened at the borders for Ebola but more needs to be done to ensure that those who enter through informal crossings and find their way to Lusaka are also screened as per the MoH instructions.
- MoH recommends that COR staff should be trained on Ebola screening and prevention
- Mantapala: the farming season will start soon and the vision is that the population can produce their own food by end of the season next year. More than 500 farming plots are expected to be demarcated and allocated
- The road from Nchelenge-Mantapala (Mulwe) is being worked by RDA. COR is urging them to complete the works and ZNS could also assist them with equipment they have in the settlement
- The First Lady visited Mantapala on 16 Oct. The visit went well and various items were donated to the refugees.

- An RSD training in Mansa took place with personnel engaged in the reception and screening of refugees with staff from Northern and Luapula provinces to ensure that these people are aware of refugee law, procedures, etc.
- There has been some resistance of local farmers on the land allocation for refugees but the RO is working with his team and MoA to sensitize the communities and ensure the problem does not escalate.
- The apostolic church through its relief agency is interested in doing some work in WASH – the already visited Mantapala and they are drafting a project proposal
- ADRA is interested in doing shelter and CARE as well – both should liaise to ensure no plans are duplicated.
- MoGE has now assigned 12 teachers to Mantapala even though staff houses are not completed yet. COR hopes that partners can assist in completing staff houses so that by January more teachers are assigned.
- COR undertook needs assessment in the three settlements and the results should be out soon.
- There is need for improved reception areas in borders and settlements
- In an event of a large influx in Mantapala, the site could still host 5000 persons more and maybe even 10000 more. An additional area has also been identified should a new site have to be developed.
- The political situation in the DRC is worsening so we all need to be prepared and mobilize resources to be able to respond to current and future needs of refugees and host communities.

Protection:

- Some households living in block 8, 11 and 14 will be relocated due to risk of flooding in these areas.
- Several new arrivals are PWSN and as partners disengage from the response, the capacity to give appropriate support is limited, especially for BIA/BID
- SGBV – cases are not coming forward and care is not adequate so more sensitization is being done. Survivors needs to be driven to Nchelenge for specialized support and there is no female police officer at the moment. Perpetrators are often not found or brought to justice so survivors don't feel much encouragement to report cases – a victim support unit is urgently needed.
- CARE: SGBV centre has been constructed but staffing needs to come from MCDSS and Police. COR is pushing GRZ ministries to assign staff and carry out activities that NGOs are supporting
  - There are reports that police are charging SGBV survivors in Mantapala for referrals
  - A female police officer was assigned but does not report to work regularly
- CARE has also set up SGBV prevention measures but need to be intensified to prevent, address and end SGBV in Mantapala
- SGBV incidents in Makeni were resolved by AAH and COR
- There are reports that the community leader in Mantapala escaped from Mantapala on the basis of an SGBV investigation

- WFP – SOPs for food distribution to minors that are coming to collect food without an adult/guardian should be developed

### Education

- 12 GRZ teachers have been deployed to Mantapala but no staff houses are available at the moment
- EU funding for the education sector is still being processed.

### WASH

- Population in Mantapala is 11,195 people, comprising 3,433 Households (HHs) as of 11 Oct 2018.
- Water production is 305m<sup>3</sup>/day, giving water availability of 27 litres/person/day.
- Drilling of 45 BHs (CERF) has been completed, bringing a total of 51 BHs drilled in Mantapala,
- Out of 51BHs, 47 water supply systems are functional; of which 46 are fitted with India Mk. II hand pumps (265m<sup>3</sup>/day) and one motorized pump with Solar/Genset (40m<sup>3</sup>/day);
- 4BHs to be equipped are: 3BHs in Block 16, yet to be settled and one BH at CTC to be mechanised.

Updates on HH latrine construction under CERF funding:

<b>Partner</b>	<b>Revised target</b>	<b>No of pits dug</b>	<b>Number of latrines with sub-structure completed with slab</b>	<b>No of toilets having completed with super-structure</b>	<b>No of showers completed</b>	<b>% Completion of Toilets with Structure re</b>
NCA	<b>475</b>	475	475	475	475	100%
WVZ	<b>853</b>	853	803	709	834	83%
Oxfam	<b>723</b>	723	723	647	585	89%
<b>Total</b>	<b>2,051</b>	<b>2,051</b>	<b>2,001</b>	<b>1,831</b>	<b>1,894</b>	89%
<b>CERF Target %</b>	<b>103%</b>	<b>103%</b>	<b>100%</b>	<b>92%</b>	<b>95%</b>	

- NCA has completed the construction of 475 HH latrines and showers. Certification is ongoing.
- WV is constructing the remaining 55 slabs. Works on the super structures and bath shelters are expected to finish by 25 Oct 2018

- Oxfam is constructing the remaining 75 super structures and 135 bath shelters. Works on the slabs have been completed.
- Construction of sub structure block work of the first set of 3 blocks of institutional latrines by ZRC is ongoing. ZRC has been advised to accelerate completion before the rainy season starts.

#### Hygiene Promotion

- 58 Hygiene Promotion (HP) Volunteers have continued with door to door sensitization and health awareness campaigns.
- Conducting spot checks involving Team Leaders of HPs and the adoption of inclusive methods of communication involving children are the measures being implemented to strengthen hygiene promotion.
- The decommissioning of 1,265 self-constructed toilets in areas provided with HH latrines has commenced with Block 5. WVZ is leading this activity.

#### Co-ordination

- WASH partners continue holding bi-weekly review meeting, joint monitoring and certification visits. Nchelenge Council and QA consultant are actively involved the certification of latrines.
- Partners have continued collecting data, best photos and stories for the end of project reporting.

#### Issues/Challenges

- Open pits in blocks 7, 8, 9 & 10 remain a health and safety risk. WVZ is preparing to commence filling the open pits.
- Delayed completion of toilets at schools, ECCs and health facilities. ZRCS has been notified and advised to accelerate completion before the rains start.

#### Future WASH Activities

- Accelerate completion of super structures of HH latrines and bathing shelters by 26 Oct 2018.
- Follow up with the partners to commence filling open pits in blocks 7, 8, 9 & 10.
- UNICEF & partners are sourcing funds for emergency activities to address the gaps in Mantapala.
- Boreholes will be needed where people will be relocated to but no funds are there as of now. A market area is also in block 8 and this is prone for floodings
- Some permanent structures have been built by refugees so relocating them will bring about challenges – same applied to those established in the market
- Drainage systems are also urgently needed to avoid hygiene issues not only in flood prone areas but across Mantapala

#### CRIs

- UNHCR has all CRIs in stock as per the current population until end of 2018 in Mantapala
- More procurement of CRIs is ongoing

- A report on other locations will be shared in the next coordination meeting

### Health

- UNICEF apologized for not having a report and will share a health and education update
- Ebola: MoH has a protocol in place for Ebola response. Teams in the border have been trained by MoH to be able to detect, screen and handle Ebola cases. Training in Lusaka for COR staff is being planned as well
- A case in Makeni was suspected to be Ebola but was later confirmed to be negative.

### Food

- Food distribution took place earlier in the month and was distributed to all those registered in Mantapala
- Double distribution of some items was given to have more space to stock new items
- Locations for distribution centres need to be improved especially ahead of the rainy season
  - Two permanent structures should be done by end of the year
- Food pipeline for next year should be in order (until July) with current population trends but could change depending on the size of a new influx
- There are complaints from the refugees that there is not enough salt and also on the kind of beans that are being provided
- Starting December super-cereal will be added to the food basket to improve nutrition
- WFP wants to support a screening exercise for nutrition in Mantapala
- WFP also want to move towards cash vouchers for food (maybe in April/May) but it depends on how developed the market will be by then
- COR supports the idea of moving towards CBI as there are more advantages in using cash than not using it especially for self-reliance purposes
- Should 5,000 new arrivals register in Meheba WFP would have to come in as per its MoU with UNHCR

### Livelihoods:

- Demarcation of farm plots continued during the week under the technical guidance of the Technical Services Branch (TSB) of MoA of Nchelenge and Kawambwa. Up-to 70 farm plots of 0.5 ha each were demarcated and the cumulative comes to 360 farm plots.
- 310 people will be supported for rain-fed agriculture and are being trained already.
- Efforts to include 154 farmers into the FISP programme of the GRZ are ongoing but the target to include all of them may not be met for now. The current ID card of refugees is not recognized to be able to register for MoA FISP – all refugees in Mantapala are registered but don't have physical have IDs yet which limits their access to services and programmes offered by the GRZ
- Caritas Mansa supported 300 families with farming inputs
- All trainings in business support have been completed to over 100 business owners
  - 50 persons are yet to be trained and shortlisting is ongoing

- There was a challenge in livestock distribution as many chickens died on their way to Mantapala
- Other livestock options such as ducks are being explored by partners
- Works to open a market by the main road to cater for host communities and refugees are ongoing
- RO and MoA are working towards ensuring that farming plots are allocated to enable refugees to be farming
- Some private sector companies have been approached and could be providing seeds, fertilizer and other inputs.
- WFP is working with host communities on farming/access to markets
- CARE has a for-profit social business on nutrition and health products and took some products to Mantapala which were sold very well. The products are sold through members of the community they identify (CHE – community health entrepreneurs). This could be further explored to provide business opportunities to refugees.

### Security

- Some refugee populations in Mantapala are divided by tribalism and also by the time they arrived to Mantapala (new vs old arrivals)
- Some groups are not content with the election results of the refugee leadership
- There are two community policing groups that are not cooperating with one another
- There was one case of an ex combatant that came to Mantapala and the DJOC in Nchelenge identified and relocated him
- There were reports that trucks have been seen at night taking people out from Mantapala but after investigations there is no evidence that this is occurring
- COR: cases of security need to be addressed immediately to avoid escalation of problems and minimize their impact/growth – COR to follow up with Police to find the leader who escaped

### Resource mobilization

- Funding is lacking in all sectors and partners
- Line ministries in other settlements are providing services through their own funding but this is not the case in Mantapala yet
- GRZ appealed to more support in Geneva during UNHCRs EXCOM
- GRZ provides land, access to territory, protection, etc. but does not have enough funding to cover all other needs in assisting refugees
- COR will complete the needs assessment report and use this to mobilize resources.
- Some FBOs are interested in joining the refugee response and private sector should be further engaged not only in Mantapala but also in Meheba and MYK
- After EXCOM Zambia came out very positively so COR congratulated all partners for their work in Mantapala and any other areas they are involved in

### CRRP

- The first draft will be submitted to the regional refugee coordinator office on Oct. 26 and all partners are expected to submit their inputs prior to this date on the Kobo link provided.

AOB:

- CRS: interested in savings groups and NFIs
- SHA: working in Meheba and MYK in the graduation model. Next meeting they will give an update on the graduation approach
- CARE: cooperation among partners has been incredible and is thankful for the Government leadership
- UNHCR: Call for expression of interest will come out next week and partners are advised to follow up on this
- AAH: started a new programme with Chainama hospital in Makeni for persons with mental health issues and drug prevention
- FAO: hopeful to receive some funding for Mantapala next year from the EU. Involved in Meheba and MYK with department of livestock and fisheries
- Save the Children: government should take over of education activities to ensure sustainability of interventions, including salaries of teachers, volunteers, etc.
- ADRA: interested in working in Meheba

Attendance list:

1. Abdon Mawere. COR
2. Pierrine Aylara. UNHCR
3. Diana Borges. WFP
4. Tea Tihounova. Caritas CR
5. Henry Loongo. CARE
6. Geraldine Zwack. CARE
7. Gerald Mwila. UNICEF
8. Touria Lebbad. UNHCR
9. Chipso Kasoma. UNHCR
10. Jonathan Chisamba. IOM
11. Alice Mafuleka. AAH
12. Kennedy Habasimbi. ADRA
13. Juliet Mbesha. Save the Children
14. Mwenya Makasa. COR
15. Geoffrey Chomba. FAO
16. Elia Manda. SHA
17. Cristina Kowarick. CRS
18. Charity Mwansa. World Vision
19. Mwaba Makasa. UNDSS
20. Ceri Davies. UNDP