

**Briefing Note  
September -2020**



**General overview:**

- By late 2017, more than 685,000 Congolese refugees sought international protection in neighbouring countries, including Angola, Burundi, the Central African Republic, Rwanda, the Republic of Congo, South Sudan, Tanzania, Uganda, and Zambia, as well as in countries in Southern Africa and beyond. In 2018, the crisis in the Democratic Republic of the Congo (DRC) deteriorated, spreading to previously unaffected areas. Since August 30, 2017, Zambia received refugees fleeing conflict in Pweto and Moba areas in the Democratic Republic of Congo (DRC), who were first settled temporarily in Chiengi district.
- By September 2017 the number of arrivals had exceeded 1,000 and Kenani transit centre in Nchelenge district was opened, to which all refugees were relocated. As the number of refugees increased to over 6,000, Kenani could no longer accommodate new arrivals.
- Mantapala, approximately 36 km southeast of Nchelenge and spanning - 8,000 hectares, was opened in early 2018. All refugees residing at Kenani, were then relocated to the new settlement. Ever since the 2018 elections in DRC, arrivals have reduced to a steady trickle of refugees seeking international protection or family reunification.
- During the emergency refugee operation, the Government of Zambia, through the Office of the Commissioner for Refugees in the Ministry of Home Affairs, collaborated closely with UNHCR, UN agencies and other partners. It coordinated and led the emergency response to address the most urgent protection needs of refugees such as food, shelter, water and sanitation, core relief items, and health services, and provided livelihood support and basic education for refugees to promote peaceful co-existence with local community and contribute to local economic development. As of 30 September 2020, Mantapala hosted 15,231 refugees.
- Today, the collaboration of the Government with UNHCR, UN agencies and other partners is aimed at providing sustainable solutions for refugees and the host community in line with the Sustainable Development Goals (SDGs) and the Seventh National Development Plan (SNDP).
- Considerable gains have been made regarding the construction of permanent infrastructure, the next focus will be to enhance the multi-stakeholder approach to equip structures such as health and education facilities to improve human potential and to support the inclusion of refugees in national systems in line with the Global Compact on Refugees and its Comprehensive Refugee Response Framework (CRRF).

**Protection and assistance**

- **Border Monitoring: Access to territory, justice & freedom of movement.** Three routine joint quarterly border monitoring missions were undertaken since January 2020. A rise in the trend of new arrivals from 357 between January and April to about 781 between May to-date was recorded in all the five reception centres during the past four months.
- **Detention, Registration and Documentation:** the first detention monitoring was conducted in the second quarter of 2020 in six correctional facilities in Northern Zambia, and about four incarcerated immigrants were found with cases worth RSD consideration. Efforts were made in collaboration with the Refugee Officer to release them for RSD interviews. Refugee certificates were issued to all Refugee households registered in the database. Capacity building training of registration staff was conducted and new distribution tool that uses biometric was made fully functional.
- **SGBV, Referral Mechanisms:** the Safe house is under construction to provide protection and haven of security to SGBV survivors. The first draft of the SOPs was developed to guide the operation of the Safe house. There are six reporting points (two for SGBV and four Help desks) where protection concerns are reported. There are also seven community-based SGBV structures (Women's network, Men's network, SGBV task force, Stakeholder's forum, community safety audit committee, Community activists and safe space committee) in the settlement.
- **Community Based Protection:** a community-based protection model called Zero Tolerance Village Alliance was rolled out and the communities are leading the SGBV prevention and human rights. 48 Community workers were recruited and trained to help in protection monitoring and referrals in the settlement.
- **Cash Based Programme:** UNHCR is shifting its assistance for vulnerable refugees towards Cash Based Initiative (CBI). Around 545 Persons with Specific Needs (PSNs) selected on a roll-out have already received cash for the past two months.
- **Persons with Specific Needs:** Specialized latrines for 40 disabled persons were constructed to enhance their access to sanitation. Physiotherapy sessions for persons with disability in the settlement halted because of restricted assemblies as a result of COVID-19.
- **Child Protection:** ISIBINDI, the community Based child protection module was rolled out and is fully functional with 28 Child and Youth Care Workers (Zambians and Refugees) working. As a result, children case management were improved.
- **Community leadership, Mobilisation, Community Engagement & Coordination:** an elected refugee community leadership (central committee) comprising 55 members (20 women and 35 men), continued to be functional. A youth committee comprising 38 members (50% women), from each of the 19 Blocks in the settlement, was elected into office. Workplan was developed and capacity building programs were planned to prepare the leadership for effective youth representation in various engagement and empowerment interventions.
- **Complaint mechanism for PSEA, Fraud and Corruption:** continue to be functional in the settlement.
- **Education:** in Mantapala, about 70% of refugee school age children were enrolled in early childhood education, primary and lower secondary grades and were learning peacefully alongside 432 children from the host community. The host community represent almost 8% of the 5,479 children/pupils enrolled. The government, through the Ministry of General Education (MoGE), manages the two schools in Mantapala. MoGE has advanced in the process of integrating the two schools into the national education systems and has captured them in the national education census and deployed a total of 12 national teachers. In addition, MoGE is focused on building the capacity and mentoring volunteer refugee teachers. Seven teacher houses have been constructed at Mantapala-A school by UNICEF and additional five are under construction at Mantapala-B. once completed, there will be a total of 12 permanent teacher houses available for government deployed teachers in Mantapala. Two (1x3) classroom blocks, one at each of the two schools are also under construction by UNHCR through Plan International.
- **Livelihoods:** to-date, 2,094 households representing (1500 refugee and 594 host communities) received some support to improve their livelihoods including start-up capital, seed packs, trainings among others. Less than a quarter have sustained their businesses and were meeting their household basic needs as a result. The Government, UNHCR and partners have embarked on enlisting refugee livelihood beneficiaries into the Zambia Integrated Agricultural Management Information System (ZIAMIS) so that they are eligible to

access support from on-going Government' agricultural programs. As of August 2020, a total of 380 beneficiaries were registered in ZIAMIS. The partners are also integrating the "village Savings" methodologies into the grants support so that capital is sustained and benefits more recipients. UNHCR mobilized three private business entities to support refugees with agriculture supplies and trainings in beekeeping, crop marketing, and accessing irrigation equipment. The business entities will soon sign a memorandum of understanding with UNHCR and the Government to begin taking agriculture supplies to refugees at a lower cost. This will improve farmers' access to farming supplies.


- **Water, Sanitation and Hygiene:** in 2020, the German government, through UNICEF, drilled 10 new boreholes bringing the number of boreholes to 51, making refugees and hosts to access water within 500-meter radius at an average of 32 litres per person per day. The partners further, constructed 723 latrines. 95% of all public institutions have clean water and 76% have permanent sanitation facilities. A total of 100 handwashing stations were established in different places in Mantapala. Sensitization campaigns are conducted at household level and in all public institutions and gatherings on preventive measures on COVID-19. As of August 2020, all households were sensitized with COVID-19 messages.
- **Health:** the permanent health facility continued to provide wide-ranging health services to refugees and hosts communities. The Ministry of Health is committed to incorporating the Mantapala health facility into the national health strategies and system. The Ministry of Health captured the Mantapala health facility for consideration to grant an operational licence from the Health Professions Council of Zambia (HPCZ) so that it can operate in line with the health professional guidelines. In order to improve the mother and neonatal health, the Ministry of Health with UNHCR, intensified community awareness in the last six months through the safe motherhood action groups (SMAGs), to encourage expectant mothers to deliver from the health facility. The number of skilled deliveries increased by 9% (from 84% to 93%) as a result. This means that there is a reduction of still births and post-partum hemorrhage (PPH) which can be fatal to mothers and new-borns. Screening for those entering the settlement through the barrier gates, and for spontaneous new arrivals using other routes into the settlement was intensified using thermo-scans, disinfectants and hygiene sensitization. A total of 14,763 thermo-scans and 701 vehicle disinfections were made.

### Contextual Background

▪ Camp management and security	COR
▪ Provision of psychosocial counselling	UNHCR/UNICEF/Childline/MCDSS
▪ Child Protection	UNHCR/MCDSS
▪ SGBV/GBV prevention and response	UNHCR/Care International/Zambia Police/MCDSS
▪ Support to persons with specific needs (Elderly, Persons living with disabilities)	UNHCR/MCDSS

### Health/Nutrition

Activities	Actors
▪ Primary health care and services	MoH
▪ Vaccinations and anti-malaria campaigns	MoH
▪ Reproductive health and mental health	MoH
▪ Support to health centres with materials, essential drugs, mosquito nets	MoH/UNHCR
▪ Nutritional rehabilitation/ Supplementary feeding	MoH/Care International

Activities 	Actors
▪ Water supply [Borehole drilling and maintenance]	WVI/UNICEF
▪ Construction and maintenance of household sanitary facilities/latrines	Refugees

▪ Sanitation & hygiene promotion/awareness	MoH
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**Protection & Community Services** 

Activities	Actors
▪ Camp management and security	COR
▪ Provision of psychosocial counselling	UNHCR/UNICEF/Childline/MCDSS
▪ Child Protection	UNHCR/MCDSS
▪ SGBV/GBV prevention and response	UNHCR/Care International/Zambia Police/MCDSS
▪ Support to persons with specific needs (Elderly, Persons living with disabilities)	UNHCR/MCDSS

**Settlement plan and shelter** 

Activities	Actors
▪ Provision of shelter (RHUs/ construction of permanent houses)	UNHCR
▪ Physical planning of camp layout	COR/ UNHCR
▪ Shelter gap assessment	UNHCR, COR

**Core Relief Items** 

Activities	Actors
▪ Distribution of Core Relief Items E.g. Sleeping mats, jerry cans, buckets, kitchen sets, soap and blankets	UNHCR/WVI/COR

**Livelihood** 

Activities	Actors
▪ Livelihoods: Agriculture [ Maize, G.nut, Soya, Cassava farming, livestock distribution, apiary among others]	MoA/UNHCR/ CARITAS Czech Republic
▪ Vocational & entrepreneurship trainings and small businesses support & start-up [Graduation approach]	MCDSS/CARITAS Czech Republic

**Logistics** 

Activities	Actors
▪ Fuel & Fleet management, Warehouse and storage	AAHZ

**Education** 

Activities	Actors
▪ Primary and Secondary education	MoGE
▪ Support with educational materials	MoGE/ UNICEF

**Environment** 

Activities	Actors
▪ Environmental protection, restoration & awareness, tree planting	MoA/CARITAS Czech Republic

**Food** 

Activities	Actors
▪ Relief food supply and transportation for new arrivals	COR

UNHCR acknowledges all partners for the support for PoCs in Mantapala settlement



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