

4 October 2019

**QUICK FACTS**

Response start date: September, 2017

Total registered refugees: 14, 907

Male: 48.8%  
Female: 51.2%



**CONTEXT**

At the end of 2017, over 685,000 refugees from the Democratic Republic of Congo (DRC) were seeking protection in neighbouring countries, including Angola, Burundi, the Central African Republic, Rwanda, the Republic of Congo, South Sudan, Tanzania, Uganda, and Zambia. In 2018, the crisis in the DRC drastically worsened, spreading to previously unaffected areas and impacting the Great Lakes region. The majority of the Congolese refugees are women and children and nearly 55 per cent are under 18, many crossing borders unaccompanied or separated from family members. About 8 per cent of the total population are persons with specific needs, including survivors of sexual and gender-based violence (SGBV), persons living with HIV and AIDS and persons with disabilities.

As of 30 August 2017, Zambia began to receive refugees fleeing conflict in Pweto and Moba areas in the DRC. The refugees arrived through informal and formal borders crossings into Luapula, Western and North-Western Provinces and many were hosted at a temporary transit centre at Kenani. Mantapala refugee settlement in Luapula Province was established in response to the Congolese influx in 2018 and is the main settlement receiving new arrivals. The majority of the refugees have a farming, trading or artisan background. The Mantapala settlement has the capacity of receiving an additional 5,000 individuals. A second site has been identified with potential capacity of up to 50,000 new arrivals. Following the elections in the DRC in 2019, the numbers of new arrivals started to reduce, but there is a steady trickle of refugees seeking protection or family reunification of approximately 4-500 persons/month.

The infrastructure and services are still being established in the settlement, with one health clinic, two schools that remain uncompleted, emergency shelter (tarpaulins and RHUs) and semi-permanent latrines still under construction. The emphasis during 2019, has been to reinforce protection services (protection

outreach, SGBV identification, referral and response and child protection), but the lack of funding and partners continues to be a challenge.

Zambia has adopted a comprehensive refugee response approach as envisioned by the New York Declaration of 2016, which guided the country's response to the refugee emergency. The framework envisages an all-of-society approach with solid investment and support from the international community in various key life-saving sectors to guarantee a dignified reception and productive stay in the country of asylum. The Government of Zambia (GRZ) co-ordinates the response to refugee arrivals through the Office of Commissioner for Refugees (COR), with the direct support of UNHCR. An Inter-Ministerial Committee was established in 2017 to co-ordinate the response to the Congolese refugee situation. An Inter-Agency Task Force for the Congolese Situation, co-chaired by UNHCR and COR in Lusaka, co-ordinates the ongoing reception and response through monthly co-ordination meetings, while in Mantapala a similar inter-agency task force with sectoral working groups on protection, WASH, health, shelter and education co-ordinates the response in bi-weekly co-ordination meetings.

## PROTECTION

- **Border monitoring:** In 2019, COR assumed the responsibility for the management of the reception centres at the border entry and assembly points at the border - Chiengi, Kaputa, Nsumbu and Mupulungu. The four Reception Centers in Northern and Luapula Provinces have a total accommodation capacity of 750 sleeping spaces. UNHCR, together with GRZ, have established a border monitoring mechanism that is in place at all border points. Joint border monitoring missions comprising COR, UNHCR, WFP and other partners take place every other month. During 2019, the arrival rate was on average 100 persons/week. Current field level capacity can handle the arrival rate but would be overwhelmed in case of an increase of 100% of arrivals within the period of one week.
- **Implementation of Refugee Emergency Registration including biometrics:** ProGres V4 has been rolled out nation-wide. COR has assumed the responsibility for screening at the border and full registration in the settlement. In December 2018, MTN installed a communication tower in Mantapala. However, connectivity may need to be reinforced to allow better communication and transfer of registration data.
- **Prevention of and response to SGBV:** Sexual and gender-based violence (SGBV) constitutes the main protection risk in the settlement. The most common forms of SGBV reported include intimate partner violence, sexual exploitation and abuse, and statutory rape of children (defilement). Continuous strengthening of the identification, referral and multi-sectoral responses to incidents of SGBV through partners and affected communities is another key priority. Comprehensive awareness-raising activities addressing the root causes of SGBV, including the lack of livelihood opportunities, poverty, unequal gender roles and harmful traditional practices, remains key to prevent incidents of SGBV. All implementing and operational partners working in Mantapala have been mobilized to prevent sexual exploitation and abuse through collective sensitization activities and the setting up of a joint inter-agency complaint mechanism.
- **Child protection:** Another priority area is to strengthen the identification and referral of children-at-risk, in particular, unaccompanied and separated children, child labour, children who are physically or psychologically abused and out of school children. UNHCR has rolled out the Isibindi methodology relying on community-based structures to assist in the identification and referral of children-at-risk, awareness raising and identification of solutions, such as alternative care arrangements.
- **Persons with specific needs:** UNHCR, together with partners, have strengthened the identification of persons with specific needs, including chronically ill, disabled, older persons and single-headed households, in order to prevent protection risks, such as exploitation and abuse, social exclusion, or

resorting to negative coping mechanisms. After identification, sustainable programmes should be established to refer the individuals to targeted assistance or support.

*Main challenges:* Targeted interventions to support economic empowerment and education opportunities for women and girls-at risk and survivors of exploitation and abuse is essential to reduce reliance on negative coping mechanisms and exposure to the risks of SGBV. Investment in infrastructure and assets is also crucial in preventing and responding to SGBV, including installation of security lights in common areas, establishment of safe spaces and centres for women and girls, and procurement of additional vehicles and motorcycles to enhance the police mobility on patrol and outreach.

## SETTLEMENT AND SHELTER

UNHCR, Partners and COR are leading the planning, design, implementation, operation and maintenance of shelter and infrastructure initiatives in respective areas. A transit centre has been set up inside Mantapala where new arrivals stay temporarily before they are allocated a 20mx20m plot and plastic sheeting to construct their family shelter. A mobile telecommunication tower is providing communication services and internet in the settlement and surrounding host community. About 30 kilometres road network is constructed in the settlement and is linking with the host community. Two permanent food distribution centres have been constructed and will be used as community meeting halls when food distribution ceases.

*Main challenges:* Over 90% households in the settlement live in make-shift shelters, which do not offer privacy, security or protection from natural elements or a space to live and store belonging in a dignified manner. Assistance in the form of Cash-Based Interventions is considered to offer refugees durable shelter solutions to assist them to construct semi-permanent shelters.

## LIVELIHOODS

UNHCR and non-governmental organizations, in support of Government line ministries, have provided assistance for livelihoods and economic inclusion to about 10% of the total productive age cohort of 18- 59. The Government, through the host community leadership, has allocated arable land to refugees, measuring 0.5 hectares per household, to enable them to engage in agricultural production. A sizeable number of refugees with entrepreneurship capacities have also been supported to engage in trading activities in the two established local open-air markets.

*Main challenges:* To date, more than 80% of the refugee population have not received direct livelihood assistance in form of productive assets e.g, start-up kits and start-up grants to produce food for consumption and generate income to realize self-reliance. Opportunities for youth, female-headed households and persons with specific needs to engage in vocational training or livelihood opportunities are still very limited. Access to an external market is still limited for a number of reasons, including, the encampment policy, poor physical infrastructure, such as, bad road conditions, and lack of financial service. Another considerable challenge is the lack of sustainable energy sources, environmental education, conservation or eco-system practices to support sustainable agriculture development, which has resulted in a depletion of natural resources.

## EDUCATION

Two schools were constructed in 2018 (Mantapla A and Mantapala B). There is a total of 6,822 children (2 to 18 years old) out of which 3,144 are girls (46%). There is a total of 29 classrooms for classes from ECE to JSE (15 classrooms in School A and 14 classrooms in School B). The Ministry of General Education has provided 12 permanent teachers, while UNHCR is providing 80 voluntary teachers, out of whom, 50% are refugees.

*Main challenges:* Overcrowding, as the current classrooms host 6,822 children enrolled, which is above the capacity of the classrooms. The learner ratio per classroom is 1:235. Support to build 15 more classrooms and accommodation for the teachers. The current teachers/learner ratio is 1:74 against the standard 1:45. Lack of permanent hygiene facilities (108 institutional latrines required). Unfinished classrooms without windows and

doors.

## HEALTH

A permanent health clinic was opened in June 2019, which offers outpatient consultations, medical referrals, reproductive health services, HIV and ART services, vaccinations, vitamin A supplements, maternal and child health and health education services to refugees and host communities. The Ministry of Health has deployed a clinician and nurses, while UNHCR's Medical Co-Ordinator and community health workers are assisting the government to provide adequate primary health services to refugees and their host. UNHCR has constructed accommodation for the clinician and erected Refugee Housing Units (RHUs) to accommodate seven nurses at the new facility.

*Main challenges:* The new health clinic does not have the essential equipment for the laboratory, maternal health, nutrition and admission sections. Since mid-June 2019, mental health issues have continued to be reported. An exercise conducted in May-June to identify persons with specific needs revealed that over 100 possible cases of mental health concerns are in the settlement. A comprehensive mental health and psychosocial support (MHPSS) assessment is planned this semester.

## WASH

There are 50 boreholes in Mantapala with an estimated water supply of 30 litres per day per person (which is above sphere standard). 2.4 % (104 households) have permanent latrines (i.e. made of bricks covered with iron sheets) while the remaining shares temporally shallow latrines made of plastic sheeting. Hygiene promotion campaigns are regularly conducted to enforce good hygiene practices.

*Main challenges:* As the number of new arrivals continues to arrive and occupying new blocks, construction of new boreholes require continuing. Currently, 19 new boreholes are needed to improve access to water in several newly occupied blocks and at the new reception centre under construction. Permanent latrines are also a gap for several households in the settlement.

<b>AGENCY</b>	<b>PARTNERS</b>
<b>UN</b>	<b>UNHCR, WFP, UNICEF,</b>
<b>GOVERNMENT</b>	<i>Office of the Commissioner for Refugees/Ministry of Home Affairs, Zambia Police, DJOC, District Councils, Zambia National Service, Ministry of Community Development and Social Services, Ministry of Health, Ministry of General Education, Ministry of Defense/Zambia National Service, Ministry of Commerce and Cooperatives, Ministry of Fisheries and Livestock and Department of Forestry, Ministry of Agriculture.</i>
<b>NGOs</b>	<i>Child Lifeline, Care International, Zambia Red Cross, Africa Action Help (AAH), World Vision, Norwegian Church Aid, New Apostolic Church Relief Organization, Caritas Czech Republic, Plan International</i>