

UNHCR and WFP Joint Assessment Mission Report: Tongogara Refugee Camp, Zimbabwe

2014



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ACRONYMS AND ABBREVIATIONS

AGRITEX	Department of Agriculture Technical and Extension Services
AIDS	Acquired Immunodeficiency Syndrome
ALP	Accelerated Learning Programme
ARDA	Agriculture Rural and Development Authority
BCG	Bacillus Calmette–Guérin
CBI	Cash Based Initiative
CEmOC	Comprehensive Emergency Obstetric Care
CPU	Civil Protection Unit
CSB	Corn-Soya Blend
CT Scans	Computed Tomography Scans
DSW	Department of Social Welfare
EMA	Environmental Management Authority
EPI	Expanded Programme on Immunisation
FAO	Food and Agriculture Organization
FRELIMO	Frente de Libertação de Moçambique
GoZ	Government of Zimbabwe
HIV	Human Immunodeficiency Virus
IOM	International Organization for Migration
IYCF	Infant and Young Child Feeding
JAM	Joint Assessment Mission
JPA	Joint Plan of Action
JRS	Jesuit Refugee Services
MoHCC	Ministry of Health and Child Care
MOU	Memorandum of Understanding
NGO	Non-governmental organization
NODED	National Organisation for the Development of the Disadvantaged
OAU	Organization of African Unity

PMTCT	Preventing Mother-To-Child Transmission
PoCs	Persons of Concern
RENAMO	Resistência Nacional Moçambicana
RSD	Refugee Status Determination
SOPs	Standard Operating Procedures
SPSS	Statistical Package for Social Sciences
TRC	Tongogara Refugee Camp
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children’s Fund
USA	United States of America
VIP latrines	Ventilated Improved Pit Latrines
WASH	Water, Sanitation and Hygiene
WFP	World Food Programme
WHO	World Health Organization
ZANU	Zimbabwe African National Union
ZESA	Zimbabwe Electricity Supply Authority
ZINWA	Zimbabwe National Water Authority
ZRC	Zimbabwe Refugee Committee
ZRP	Zimbabwe Republic Police

Executive Summary

The Joint Assessment Mission (JAM) was conducted over the period from February until June 2014 with the aim of obtaining a better understanding of the situation, needs, risks, capacities and vulnerabilities of asylum seekers and refugees with regards to their food and nutrition security as well as livelihood opportunities, and providing recommendations for the next 6 to 12 months. This JAM report aims to provide information for programming through the design of a joint-programme cycle for UN agencies and their partners under the coordination of the Government of Zimbabwe.

The joint assessment team conducted a series of data collecting activities at Tongogara Refugee Camp in Chipinge district, located South-east of Zimbabwe. These included a household livelihood survey; focus-group discussions with persons of concern on common issues affecting camp residents and the host community; key informant interviews with relevant government departments and non-governmental organisations, which assist asylum seekers and refugees in the camp; and a transect walk for observation of the various areas and activities around the camp.

The mission's key recommendations are included in this executive summary, while more specific operational recommendations are to be found in the last section of this report.

There were more than 6,430 asylum seekers and refugees in the camp as of April 2014, most of them from the Great Lakes region and the Horn of Africa; namely, the Democratic Republic of the Congo, Rwanda, Burundi, Somalia, Ethiopia, Eritrea and other countries. Asylum seekers cross into Zimbabwe through the border posts or unofficial points of entry and make their own way to Tongogara, with exception of Nyamapanda border in Mutoko where the International Organisation for Migration (IOM) assists. In recent years the numbers of asylum seekers arriving in the country has increased to 100 -150 a month. Many of the Somali and Ethiopian refugees arrive in Zimbabwe with the intention to continue on to South Africa. The case of the economic migrants has become an issue for security ministries in Southern African Development Community countries.

Although refugees have managed to engage in some income-generating projects, the majority are reliant on food assistance and non-food aid for survival. Five percent of assisted families are child-headed households. Apart from unaccompanied minors other groups of concern include single women, single men, the elderly and chronically ill.

In general, most refugees are fully reliant on food assistance provided by UNHCR. UNHCR monthly food rations consist of 10 kg maize meal per individual, 2kg of sugar beans, 2kg of corn-soya blend, 750 ml vegetable oil, 500g of sugar and 250g of salt. The current food basket provides 1,928kCal/person/day. UNHCR also provides a protein rich supplementary food basket for vulnerable groups within the camp these include the elderly and immune suppressed patients. Due to funding constraints UNHCR reduced the standard food basket by 35% in early May 2014 and reinstated the full food basket the following month. The provision of supplementary feeds was also affected during the first quarter of 2014. Refugees supplement their food rations through purchases, commodity exchange and own production. Kitchen gardens and agricultural plots provide another way of sourcing food and dietary diversity. However, many households do not have reliable source of income or production and it is recommended that food and other assistance must continue to be provided to all refugees in Tongogara Camp with special attention being paid to the minors and unaccompanied children, chronically ill and disabled persons, single women, pregnant and lactating mothers, the elderly and other vulnerable groups in the distribution of food and provision of shelter and other basic necessities. The provision of food assistance should gradually be made conditional to provide opportunities that will improve the livelihoods of households in the camp. Conditionality could also act as a self targeting mechanism for better off households who may not need food assistance.

While refugees appreciate food assistance close to half of them sell or exchange their food rations to buy other food stuffs not included in the food basket such as vegetables, fish and rice as well as non-food items such as washing products, school supplies and cooking fuel. The food basket composition should be reviewed and other transfer mechanisms such as cash-based initiatives and vouchers should be explored.

The last nutrition assessment conducted in the camp was in November 2012. The survey established that the prevalence of global acute malnutrition was 1.2% and moderate acute malnutrition 1.2%. There were no cases of severe acute malnutrition of children aged 6 to 59 months. Chronic malnutrition at 14.1% was below the national averages and below the WHO emergency cut-offs. Anaemia however was a concern as it was above the WHO threshold of 40% for both children and women of reproductive age. Prevention measures to arrest this must be undertaken in the camp. In addition, a nutritional assessment might also be carried out to establish stabilisation of anaemia. It is important that the current acceptable standards in the nutritional status of refugees is maintained and continued additional protection is provided through supplementary food for vulnerable groups such as children under 5, the elderly, the chronically ill, as well as pregnant and lactating mothers. While the refugees will depend on food assistance, supplementary food sources through vegetable gardening and suitable livestock should be strongly encouraged. Likewise food or cash for asset activities can play an important role in addressing many of their needs.

There is a well-equipped, well-stocked and adequately staffed health clinic, which serves camp residents and some of the surrounding community and offers preventative and curative health services. However, camp residents expressed dissatisfaction with the standards of treatment and at the clinic and this requires further investigation.

There are two pre-schools, a primary school and a secondary school in the camp. Ten percent of the pupils in these schools are from the host community. The number of class-rooms is inadequate for the large numbers of children. There are no advanced level classes at the secondary school, which disadvantages children who want to pursue their formal education. Efforts must be made to ensure that all children of school-going age have access to education. Classroom spaces as well as recreational facilities for children need to be expanded to meet growing needs. The learning environment in the Camp should be conducive to study with the provision of reading spaces. Children should also have access to community-based child protection structures, the victim friendly unit and other formal child-protection mechanisms within the camp. In addition, school graduates should have access to skills training opportunities in conjunction with strengthened market linkages. Vocational training is offered to youths and adult camp residents however, graduands are often restricted by the limited market opportunities in the camp.

While public and residential toilets are for the most part kept clean, sanitation in the camp is characterized by inadequate toilets and water supplies for both domestic and agricultural use. The camp community uses ventilated improved latrines, which are mainly communal. Over-crowding in the camp has precluded the construction of additional toilets. In addition, numerous pigs roaming around the camp predispose the camp residents to environmental health hazards. Borehole water is pumped for domestic supply while ZINWA water is used for the agricultural plots. Water supplies from the borehole are erratic due to power cuts and upstream uses and this affects gardening and crop production. The water is sometimes salty in taste. In the interim, more hand pumps need to be used, adequate water storage containers must be provided to the refugees to ensure that they are able to store water and that minimum standards for the amount of water per person per day are achieved. The construction of additional latrines is also critical to maintaining health and sanitation in the camp. To address the large deficit in the number of family and communal latrines, incentive programmes may be considered to motivate the refugee community to build toilets. Hygiene education should be strengthened with emphasis on safe disposal of waste, and increased WASH and health support provided.

Most homes are constructed of bricks with thatch roofing, which is to be frequently replaced, or iron sheets. Stones are used to hold the roofing materials in place. The new arrivals are offered tents in the transit centre. Some areas of the camp are seriously congested with illegally constructed houses. Spontaneous construction has resulted in the erection of housing units in spaces previously reserved for toilets or other sanitation facilities. The provision of adequate shelter

for all families should be ensured with the necessary technical support provided to ensure quality structures are built. Special provisions should be made for vulnerable groups to ensure their equal access to shelter.

Some of the homes have blocked access to roads in the camp and close proximity increases the risk of fire. Environmental degradation is also a big concern at Tongogara Refugee Camp. Camp residents continue to rely on wood for both construction and a source of cooking fuel and this is exacerbated by power cuts in the camp. To ensure environmental conservation and peaceful co-existence with the local community, adequate supplies of firewood and shelter material must be provided to refugees. There is also need for prevention and response plans to fire and other emergencies.

Inadequate shelter in the camp increases protection issues for women and girls sharing single housing units with grown-up boys and men. It is stated that some of the girls and women suffer from abuse, which includes incest and rape. Priority to prevention against gender based violence should be accorded to minors and unaccompanied children, chronically ill and disabled persons, women and the elderly. Children also report physical and at times emotional abuse and there is need for young persons to have access to community-based protection mechanisms within the camp, the victim-friendly unit and other formal channels of redress against gender based violence.

Most sources of income are linked to activities within the camp. One in four families engaged in some form of income-generating activity during the first quarter of 2014 however, the monthly income for many is unreliable and for most negligible. It should be noted, that some refugee households own small businesses including transport services, small grocery stores, market stalls and vegetable, crop or livestock production and sales. It is recommended that consideration be made to the provision of bigger plots to make farming more viable. Furthermore, there is need to promote production of drought resistant crops e.g. small grains, taking into account local agro-ecological circumstances. Fencing of free-range poultry and pigs in the camp, water provision, training and extension for plot holders, and crop diversification will boost diet diversity, access to income, sustainability and self-reliance.

PART 1 – INTRODUCTION

1.1 Background to the JAM

The UNHCR-WFP Joint Assessment Mission (JAM) was organised and conducted to determine the food security and nutritional situation of refugees in Tongogara Refugee Camp (TRC). A population verification exercise carried out in January 2014 confirmed that more than 6,300 refugees reside in TRC - a figure that surpasses the population benchmark of 5,000 refugees agreed in the Global MOU signed by WFP and UNHCR and which would trigger WFP's involvement in the provision of food assistance for refugees. The overall purpose of the JAM was to better understand the food security and nutrition situation of refugees and asylum seekers in Tongogara camp with specific review of the prevailing situation, needs, capacities and vulnerabilities. The assessment further examined livelihood opportunities and put forward recommendations for improved food security and nutrition for refugees in the camp for the next 6-12 months.

Within this context, the JAM was started in February 2014 and included a review of secondary data, field visits to the camp and meetings with relevant stakeholders from government and non-governmental organisations, host communities and refugees. This report presents the findings and recommendations of the JAM.

1.2 Objectives

The specific objectives of the JAM were as follows:

1. Review and document the food security and nutrition situation of refugees and asylum seekers in Tongogara refugee camp with particular reference to access, availability and utilisation of food.
2. Assess the availability and access to nutrition, health, social services and livelihood opportunities in the camp
3. Develop a Joint Plan of Action (JPA) for implementation to recommend effective food security, nutrition and livelihood interventions that will protect and ensure refugees' food security and nutrition status.

(See Annex 1 for the detailed objectives and Terms of Reference for the Joint Assessment Mission).

1.3 Methodology

Information was collected by a UN team which included FAO, UNHCR, UNICEF and WFP working in close collaboration with government departments and line ministries as well as with NGO partners. Information was collected, compiled and triangulated using the following combination of mainly qualitative methods:

Secondary Data: To obtain secondary data the team reviewed relevant reports, statistics, and assessment and strategy papers provided by WFP, UNHCR as well as Implementing and Operational Partners. The list of documents used in obtaining secondary data is attached as Annex 2. The team also conducted meetings and discussions with WFP and UNHCR senior management, both at local and regional levels.

Field Visit: During the field visit conducted on 14-15 May 2014, the team proceeded with the collection of first-hand information through a series of meetings as outlined in the Agenda (Annex 3). These included the following:

Meetings with the following Key Informants:

- Department of Social Welfare (DSW).
- District Authorities, including the District Administrator; District Medical Officer; and Agritex officers
- Zimbabwe Republic Police (ZRP);
- Camp clinic personnel;
- Primary and secondary school's principals,
- NGOs operating in the camp (Christian Care, Jesuit Refugee Services, Childline and National Organisation for the Development of the Disadvantaged (NODED)).
- Zimbabwe National Water Authority (ZINWA);
- Zimbabwe Electricity Supply Authority (ZESA);
- The Chief and Village Heads

Focus Group discussions with the following groups:

- Single refugee women, mothers and widows
- Single refugee men
- Elderly refugees
- Host population
- Refugee business community
- Refugee Crop and vegetable producers and livestock owners
- Refugee Youth and school-going refugee children (10-17 years)
- Adolescent refugee girls
- Unaccompanied refugee minors and refugee child-headed households
- Asylum seekers.

Household Survey:

Quantitative information was collected at the household level in Tongogara Refugee Camp, by means of a household survey. The joint team sampled 160 households through a random selection from UNHCR's data base. The sample size constituted about eight percent of the 2,065 households in the camp and ensured an equal representation of all nationalities in the camp. Descriptive statistics and tabulation were used to summarise household characteristics such as the gender of the head of household, household size, asset categories, food consumption score, coping strategies and schooling of the household head. The data obtained was processed by WFP using appropriate analysis tools (SPSS Version 22 System for Analysis). In order to better understand the inter-factor linkages with household food security data, key variables were analysed and compared between households classified by their livelihood activities.

Transect walk

The Joint Team undertook an observation walk through the various residential areas of the Tongogara refugee camp (TRC) and took note of household and community asset base, general conditions within the camp: the state of household shelters, cooking areas, water sources, camp sanitation and storage areas.

The final JAM report was prepared with several rounds of comments by team members before the release of the final version. The recommendations of this JAM reflect deliberations and consensus of the overall JAM team and are not views of a single team member or a single agency.

1.4 Limitations

The major limitation of the JAM was the absence of a recent nutrition survey (the previous survey was conducted in 2012). To mitigate this, some of the information gaps were bridged during the household survey in the camp. The timing of the JAM followed a food ration reduction for the month of May 2014. The individual ration sizes were reduced as follows: unrefined maize meal reduced to 5kg from 10kg, CSB was reduced to 1kg from 2kg, sugar was reduced to 0.250g from 0.5g, salt remained at 0.125g, vegetable oil also remained at 750ml and sugar beans 2kg per person per month. And though the camp residents could not have felt the impact of the reduced food rations one week after the food distribution, some comments were made on the quantity of food based on the reduced rations. Enumerators carrying out the household survey faced challenges in locating some of the respondents as some of them were not at the addresses that had been provided. These respondents had to be substituted with others in the same camp area provided they represented the same refugee nationality to avoid

distortion of the data collected, ensure proper representation of the refugee groups and avoid loss or modification of the information.

The use of interpreters for translation during household interviews presented a challenge as it required additional time for the interviews. In addition, some of the language used for the tools was not easy for them to translate. It was agreed that in the future the JAM tools, especially the household questionnaires should be translated into the main refugee languages to facilitate the work of interpreters.

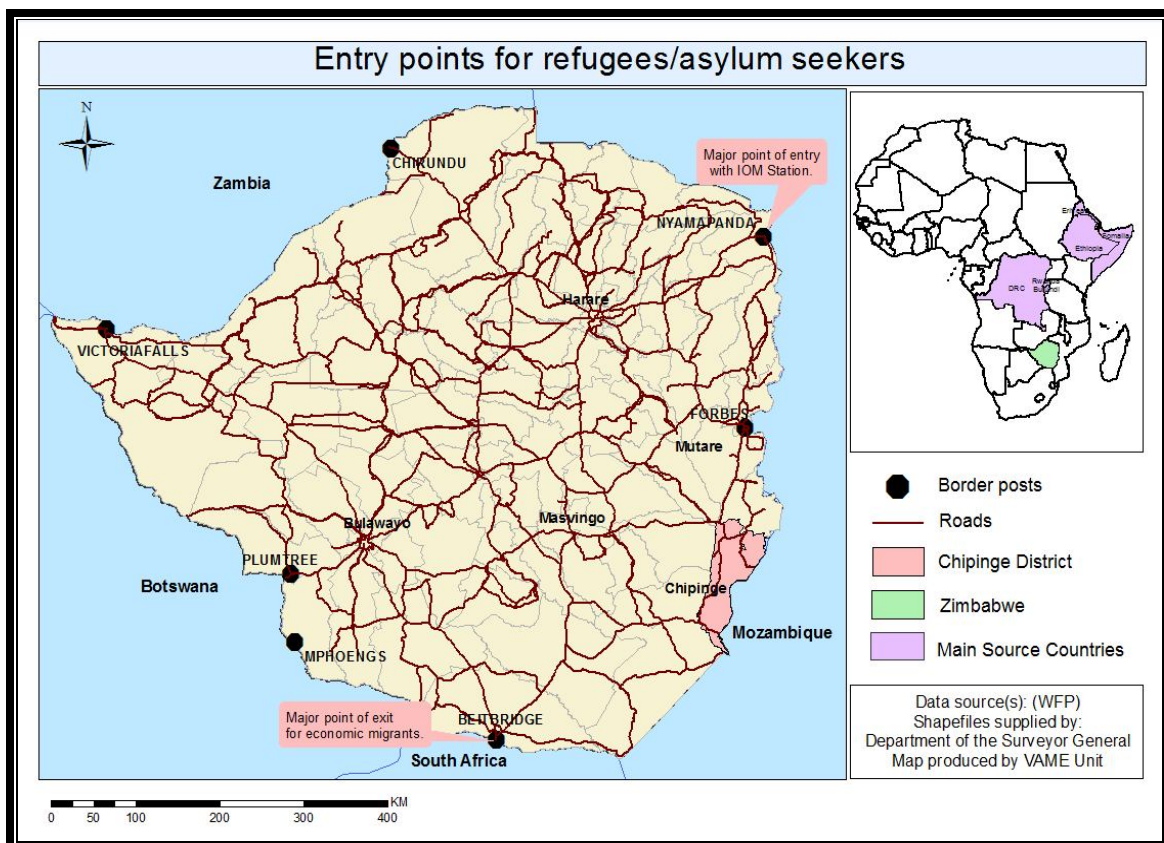
Not enough time was allocated for the transect walk to capture the various activities in the camp. In addition, the timing of the transect walk early in the morning did not allow for observation of all key activities. For example, the market and most of the businesses had not opened by the time the transect walk was conducted. This limited first hand observation of temporal activities in the camp.

PART 2: BACKGROUND INFORMATION AND DEMOGRAPHIC SITUATION

2.1 Camp profile

Tongogara Refugee Camp (TRC) is located in Chipangayi area of Chipinge District, Manicaland Province, some 550 kilometres south-east from Harare and approximately, 80 km, using the main road, west of Chipinge town (See Figure: 1). The camp area falls under the agro-ecological zone five that normally experiences low amount of rainfall, on average 200 to 400 mm per year. It is mostly a dry, hot and dusty area for the better part of the year. It is accessible during dry periods, however access becomes difficult during rains and floods.

Figure 1: Map of Zimbabwe showing entry and exit points for refugees/asylum seekers



The Save River runs parallel to the Camp. However due to environmental conservation efforts, the river waters may not be used for irrigation. Agricultural activity is also not permitted in the riparian land (river bed).

The camp was adapted from a centre established in the 1950's as an experimental station for agriculture for the surrounding farms. In 1980, at the time of Zimbabwe's independence, the experimental station became an assembly point for the ex- ZANU forces and was by 1981 turned into a refugee camp for over 60,000 Mozambican refugees. This lasted until the FRELIMO and RENAMO

ceasefire in 1992 which saw the large-scale return of Mozambican refugees and closure of the camp in May 1995. It was re-opened in early 1998 for refugees from various parts of Africa.

The camp occupies an area of about 800 hectares. A game park, which borders the camp was rehabilitated in 2012 with a perimeter electric fence in areas adjacent to the camp. This reportedly improved the security situation in the camp. However, due to prolonged lack of power on the electric fence and frequent vandalising of the fencing wire there are still incidents of wild animals coming through the fence and encroaching in refugee residential areas especially at night, posing security threats to camp residents.

UNHCR in partnership and close co-operation with the government, UN agencies, non-governmental organizations, supports protection and assistance programmes in TRC and funds refugee assistance activities in order to meet the needs of the refugees in TRC.

The partnership between UNHCR and the Government of the Republic of Zimbabwe plays a fundamental role in the camp. The Government, through the Department of Social Welfare (DSW) are in close co-operation with other line ministries oversees the management of the camp with funding support from UNHCR. The Department of Social Welfare ensures profiling and initial registration of new arrivals, status determination, civil status documentation for refugees, assists with shelter construction, education, medical referrals and community services. The government contributes to the project by extending services from various government entities involved in refugee management. These include teachers, medical staff in referral institutions outside the camp, Zimbabwe Republic Police (ZRP), immigration officials and members of the Zimbabwe Refugees Committee (ZRC) responsible for Refugee Status Determination. In addition, the government has made in-kind contribution which includes land for Tongogara Refugee Camp, two (2) warehousing facilities and a transit centre with a capacity for up to 100 refugees in Harare. The transit centre is currently used for medical referrals.

Other assistance programmes are delivered through UNHCR's implementing partner, Christian Care. The NGO is responsible for the provision of water and sanitation services, health care, distribution of essential relief items and food, self-reliance and livelihood programmes.

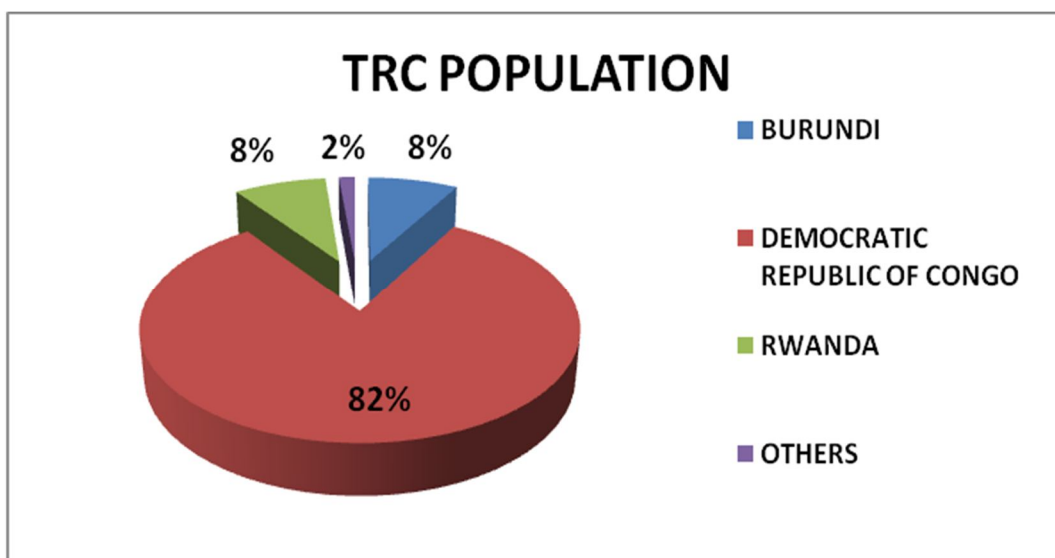
In order to sustain the horticulture project being run in the camp, water for irrigation is provided by ZINWA to the various plot holders at regular intervals. Other NGOs such as NODED and Jesuit Refugees Services (skills and vocational training) and Childline (Children's rights) play a vital part in the welfare of the refugees/asylum seekers in TRC, through their own funding. Jesuit Refugee Services (JRS) runs social programmes which include, computer training, sewing, carpentry, brick molding and various classes, which are aimed at capacity building and skills development. These interventions are aimed at developing self-reliance,

resilience and self-employment opportunities for the refugees. In view of the prevailing challenges with electricity in the camp, the power needs associated with these activities are met through generators.

2.2 Demographic overview

According to official UNHCR statistics, a total of 8,407 refugees and asylum seekers reside in Zimbabwe as of 31st December 2013. Of this number, 3,921 refugees and 3,307 asylum seekers are camp based. More than a 1,000 refugees and 50 asylum seekers are urban based and 52 host nationals (spouses and children of PoCs) are in urban centres bringing the total number of urban case load to 1,082 persons of concern. About 97% of the total populations of 8,407 are individuals from the Great Lakes region countries (D.R. Congo 80%, Rwanda 10% and 7% Burundi), the remaining 3% are mainly from the Horn of Africa Ethiopia, Somalia and Eritrea. The average monthly influx rate stands at 100-150 persons per month. These arrival rates relate to asylum-seekers with intentions to seek asylum in Zimbabwe. It should be noted, however, that joint UNHCR-WFP verification exercise conducted in January 2014 showed a total of 6,371 refugees as present in the camp. The difference in statistics can be attributed to: 1) the last verification in the camp was carried out in 2012; 2) people moving (sometimes illegally) out of the camp to settle elsewhere in search for employment either in urban areas in Zimbabwe or sometimes even outside the country and not informing either camp management or UNHCR about the change in the address and 3) were not present during the verification exercise for any other reasons.

Figure 2: Tongogara Refugee Camp population

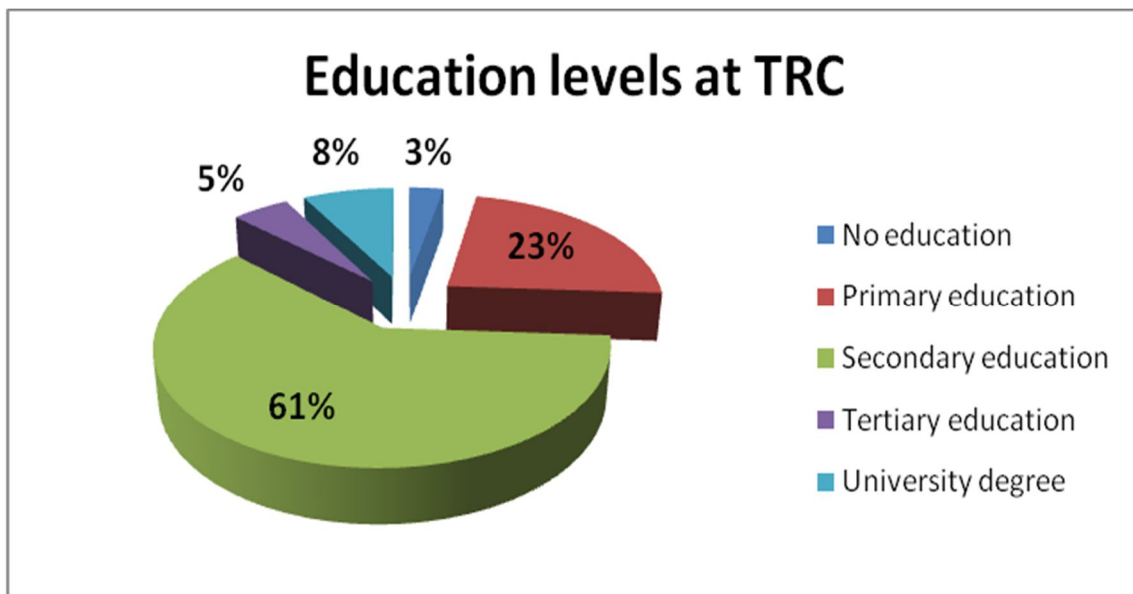


During 2013, the refugee and asylum seeker population increased from 6,521 at the beginning of the year to 8,407 at the end of the year. These figures take into account births, deaths, resettled individuals and new arrivals who opted to settle in the camp. The figure does not take into account new arrivals, mostly from

the Horn of Africa, who spent only a few days or weeks in the camp. It is expected that the total refugee population in Zimbabwe will increase by 1,800 to 10,200 by the end of 2014 and up to 12,000 by the end of 2015. Returns through voluntary repatriation have remained insignificant. No change to this trend is expected in 2014.

Of the 7,228 refugees and asylum seekers in the camp as of 31 December 2013, 54% are male and 46% are female. Over 3% of the refugees have no formal education, 23% have primary level education, 61% secondary level education while 5% have tertiary qualifications and 8% university degrees.

Figure 3: Education levels at Tongogara Refugee Camp



The number of people residing in camp households ranges from 1 to 13. About 20% of households are in single-person households and of these, 66% have never been married. For those who are married the average household size is 5.7. The largest households are found among the Congolese population. About 4% are child-headed households. Half the refugee households (50%) have at least one child under 5 in the household and just over half the households (56%) have children aged 6 to 17. The presence of elderly persons above 60 years, was noted in just 5% of the sampled households. Close to two-thirds of the refugee households had high dependency ratio (60%), that is, the number of children (0-17 years) and older persons (60 years or over) to the working age population.

2.3 Protection Situation and Potential for Durable Solutions

The asylum climate in Zimbabwe remains positive. Persons seeking asylum (primarily from the Great lakes region and the Horn of Africa) are afforded access to the country and the relevant procedures. Zimbabwe is a signatory to the 1951 Convention with reservations in matters touching on employment and freedom of movement, as well as to the 1969 OAU Convention. These two major Conventions

together with the Refugee Act adopted in 1983 provide adequate juridical framework for UNHCR activities in the country. Restrictions on freedom of movement and employment, grounded in the country's reservations to Articles 17 and 26 of the 1951 Convention relating to the Status of Refugees have meant that refugees are obliged to reside in the TRC and are fully dependent on humanitarian assistance without any meaningful prospects for local integration. This said, the government has shown flexibility in allowing refugees to reside elsewhere, principally in Harare and Bulawayo, take up employment in the informal sector and issue work permits for professionals.

It is important to note that no known instance of forcible return or *refoulement* has been reported to UNHCR since 2011.

At the beginning of 2013, the government acceded to the Palermo Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, at the beginning of 2013. Furthermore, on 3 January 2014, the government passed regulations to criminalize human trafficking through a Temporary Measures Act. The regulations are designed to give temporary legal effect in Zimbabwe to the country's obligations under the 'Palermo Protocol.'

The Temporary Measures Act defines the crime of trafficking in persons and provides for a minimum sentence of ten years imprisonment and an upper limit of life imprisonment for those convicted of trafficking in persons. In these regulations, the crime of 'Trafficking in Persons' covers not only transporting of individuals but also acts of recruitment, harbouring and receiving of victims, and related conduct such as tampering with identity or travel documents and production of false documents. The effect of this legislation on some of the migratory movements from the Horn of Africa through the Nyamapanda border post and to the Tongogara Refugee Camp remains to be seen. A large percentage of asylum seekers transported from the Nyamapanda transit centre (especially asylum seekers from Ethiopia and Somalia) to Tongogara Camp remain in the camp for less than two weeks before moving on, presumably to South Africa.

Upon arrival in the camp, asylum seekers are settled in the reception centre within the camp where they await refugee status determination conducted by the Zimbabwe Refugee Committee (ZRC). The eligibility body comprises the Department of Social Services with the Commissioner for Refugees as Chair, the Department of Immigration, Department of State Security, Zimbabwe Republican Police and UNHCR as an observer. The ZRC sits in Tongogara camp once a month.

A joint UNHCR-GoZ set of Standard Operating Procedures (SOPs) govern registration. New arrivals are received by the Commissioner of Refugees for initial interviews and later introduced to the ZRC for RSD interviews. Once accorded refugee status, they are then registered in UNHCR's database (proGres). Registration is conducted on an on-going basis for urban-based refugees. Asylum seekers whose claims are rejected during the initial hearing can appeal to the

Minister to have their cases reviewed. As of 30 June 2014, some 320 finally rejected cases representing more than 1,000 people were awaiting review by UNHCR to determine those that may be eligible for refugee status under UNHCR's mandate.

In view of continuing turmoil and elusive solutions in the Eastern D.R. Congo, UNHCR has advised governments against returns to the Kivus and adjacent areas. Some of the finally rejected asylum-seekers from these areas of the D.R. Congo will thus continue to remain in Tongogara camp and require assistance. Local integration, in particular options for naturalisation, has not been supported by the Government of Zimbabwe and is thus not a real option to address the protracted nature of asylum in Zimbabwe. This leaves resettlement as the only 'certain' durable solution today. Care is however, taken to ensure that this solution does not become a magnet attracting individuals to Zimbabwe only for the purpose of resettlement.

PART 3 – FINDINGS

3.1 Food security: access, availability and utilisation of food

3.1.1 As of April 2013, food assistance was not provided to urban-based refugees who are deemed to have various opportunities to access food and are thus relatively food secure. In this regard, the pre-requisite to food assistance to refugees is a physical presence for more than three months in Tongogara camp. Refugees living in Tongogara camp were found to be fully reliant on food provided by UNHCR.

3.1.2 At the end of April 2014, the total number of food beneficiaries was 6,431 persons. Monthly food rations consisted of 10 kg maize meal per individual, 2kg of sugar beans, 2kg of corn soya blend, 750 ml vegetable oil, 2 kg of rice, 500g of sugar and 125g of salt. However, this monthly ration was reduced by 35 percent for some food items in early May 2014 due to budgetary constraints.

3.1.3 A full basket was reinstated at the beginning of June 2014. The availed food basket provided each person with 2,100kCal/person/day. In addition, some 60 elderly persons received supplementary rations which included high protein supplements i.e peanut butter, soya mince and sun-dried fish known locally as Kapenta. Another 170 immune suppressed patients were provided protein rich supplementary food through the camp clinic. Refugees however, reported an interruption to supplementary feeding during the first quarter of 2014. To promote food diversity some 480 households received vegetable seed and fertilizers to support nutrition gardens.

3.1.4. The majority of the population prefers to cook as a household or as individuals when the "family" consists of an individual. Small numbers of

refugees exercise communal cooking. Newly-arrived refugees tend to use the local traditional mud-stoves/ fireplaces to cook outside their tents. While this was not observed during the field visit, open fire places are in general not well moulded and are known to be inefficient in conserving energy.

- 3.1.5 Refugees who receive food every 30 days said their food rations last on average 24 days while asylum-seekers i.e. those who have not yet gone through the refugee status determination process and who therefore receive food every week said their food lasted four – five days. Maize meal however lasts between two to three days after which one has to eat only beans. Refugees complained that, the food provided does not cater for people with special dietary needs such as diabetes. However, on several occasions a dietician from the District Hospital has come to the Camp to teach refugees with special dietary needs such as diabetes and stomach ulcers how they can best prepare their meals and advise on the correct portion sizes in order to cater for their special dietary needs using the current food basket.
- 3.1.6 Some 60 households surveyed or 40 percent of the sample group said they had sold or exchanged some of their food rations between January and April 2014. The main commodities sold or exchanged were maize-meal (41 percent of households who sold or exchanged), beans (51 percent), cooking oil (5 percent), rice (2 percent) and sugar (2 percent of the households). The main reason for sale or exchange was to buy other food not in the UNHCR food basket such as fish, vegetables, cassava leaves, meat, or non-food items such as shoes, body lotion, charcoal, stationery, candles and services such as labour costs, debt payment, and school requirements.
- 3.1.7 The immediate impact of the sale or exchange of commodities is food shortages at the family level. Five percent of those surveyed said the sale or exchange of commodities ensured nutritional diversity as food variety is enhanced, requirements for cooking fuel and lighting as well as social needs are met. Five percent of households selling or exchanging some of the food rations disposed of more than half their food ration. Two percent disposed of half the ration in sale or barter while 93 percent disposed of less than half of their food ration.
- 3.1.8 A feasibility study carried out in the Camp in October 2012 concluded at the time that it was possible to introduce a cash based initiative (CBI) to help refugees meet needs that are not met through the programme and which obliges them to barter various food commodities for other items such as clothing, shoes, toiletries, schools supplies etc. As at April 2014, the implementing partner Christian Care was implementing a CBI project in the host community demonstrating the feasibility of CBI in the area and further demonstrating the implementing partner's experience in this regard.

- 3.1.9 By way of assistance to/from others, 22 percent of camp residents said they gave out some of their ration during the first quarter of this year. The main commodities given out were maize-meal (63 percent), beans (26 percent), cooking oil (9 percent) and corn-soya blend. The reasons cited were (i) to assist people asking for assistance (ii) to help new arrivals, and (iii) to help neighbors and friends without food. Maize meal was the preferred commodity for exchange or loan as it is not a staple food and is less preferred by communities from the Great Lakes Region and the Horn of Africa Region. Those from the Great Lakes region preferred rice, fish, tubers such as Irish potatoes and sweet potatoes.
- 3.1.10. 16 percent of those surveyed said they had received food, money or a combination of food and money from others in the camp between January and April 2014. Assistance was obtained from other refugees, the church, individual church members and relatives in the camp. Seven households or some five percent reported receiving assistance from outside the camp, that is, from the neighbouring host community in ward 5 Chipinge, from the capital, Harare and even beyond Zimbabwe's borders.
- 3.1.11 The number of meals consumed by under 5's in the camp ranged from one to five. The low number of meals was mainly attributed to breastfeeding, selective feeding practices for infants and young children and in some cases, to food shortages in the household. For the rest of the households, 41 percent of households reported skipping at least one entire day without eating during four weeks prior to the JAM household survey. Twenty percent reported that they had one meal, 61 percent indicated having two meals and 19 percent three meals a day.
- 3.1.12 The reason for the low number of meals in a fifth of the households was attributed to food shortages. Coping strategies reported included reduction of portion sizes and in some cases skipping days without eating. It is debatable however if this can be attributed to the recent ration cuts which were implemented from 6 to 9 May which was only a week before the JAM survey.

3.2 Self-reliance

- 3.2.1 One in every four families i.e. some 45 households in the sample group was engaged in some form of livelihood activity during the first quarter of 2014. Another 75 percent said they were not engaged in any type of livelihood activity including employment. Of the 45 households engaged in livelihood activities, only 16 households stated their average monthly income. The average monthly income earned by these camp residents is US\$35.
- 3.2.2 The livelihood activities included public transport services, grocery stores; restaurants, butcheries, hairdressers, market stalls, vegetable, crop and livestock production. Other activities include vegetable vending which is

mainly carried out by women, shoe repairs, bicycle repairs, brick-moulding and bakeries. Refugees said money earned from income-generating activities is used to send children to boarding school, provide self-sponsored medical care, purchase clothing and toiletries, buy items for the repair of houses and meet other household needs such as purchase of paraffin for cooking. The refugees' further state that income generation would be improved if they had access to capital, more farm land hence greater yields and subsequently greater surplus to sell, and if they could easily access travel documents for travel to neighbouring countries to purchase items at a cheaper price for re-sale.

- 3.2.3 A walk through the camp showed asset ownership which includes TV sets as evidenced by satellite dishes mounted on some houses. There was also evidence of generators for personal or business use. The household survey also indicated that some of the most commonly owned assets are chairs (66 percent of households), mobile telephones (51 percent), hoes (32 percent), tables (29 percent), beds (20 percent) and bicycles (nine percent). Five percent own electric goods such as electric stoves, fridges, and generators (0.6 percent). Only four percent have market stalls and 0.6 percent grocery outlets.
- 3.2.4 There is a market which is situated near convenience stores and the camp clinic. Whilst the market is not at the centre of the camp it remains accessible to all households. Shops and market stalls are run by refugees and are well stocked. Goods on sale include food and non-food items such as cereals (rice, maize-meal) dried fish, sugar, cooking oil, metal crockery, toiletries, detergents, hair products, stationery (books, pens). Traders use public service vehicles locally referred to as “kombis” which ply the road between the camp and Chipinge, the nearest urban centre. Others hire vehicles to bring in goods from urban centres (e.g. Chipinge, Mutare and Harare) for resale in the camp.
- 3.2.5 Most market stalls are operated by women and small businesses by men. The youth are involved in very few income generating activities. Fresh vegetables were available in the market and sold from raised and sheltered platforms while a few traders had their wares on plastic sheets laid on the ground. Clothing, footwear and bicycle parts were also on sale.
- 3.2.6 Refugees cited the lack of electricity as one on the major challenges currently being faced. This affected barber shops, computer and other equipment repair shops. The refugees state that their businesses would be more viable if they could trade outside the Camp where there is more business. While business skills are taught in the camp some refugees acquired business skills in their countries of origin. Despite the variety of activities some refugees state that they would prefer paid employment since they do not have the needed business acumen and would rather put their education to use in a formal job. Refugees were also of the view that some

livelihood projects did not succeed because they were offered to people who had no real interest or talent in that area, criteria for selection in new projects should thus include ability and interest to ensure success.

- 3.2.7 Women refugees said that they do not have the same livelihood opportunities as men and stated that business requires capital which many women do not have. The majority of women thus cannot start a business. Some women however may sell their food ration in order to get capital to start a business.
- 3.2.8 Elderly persons complained that there are no livelihood activities or projects that target elderly persons.

3.3 Health and Nutrition

- 3.3.1 A nutrition assessment was conducted in the camp in November, 2012. The survey concluded that Tongogara camp has a low prevalence of both global acute malnutrition (1.2%) and moderate acute malnutrition (1.2%), which are well below national averages as well as emergency cut-offs of set by WHO. There were no cases of severe acute malnutrition in children aged 6 to 59 months. Chronic malnutrition was at 14.1 which was again below national averages and the WHO critical level of ≥ 40 percent. Anemia, however, was a concern as it was above the WHO “high” classification of 40 percent for both children and women of reproductive age.
- 3.3.2 A number of activities to enhance nutrition are on-going in the camp. These include distribution of supplementary foods to nutritionally vulnerable persons, nutrition education and campaigns, and provision of vegetable seeds and fertilisers for vegetable gardens. By the end of 2013, some 480 families had received support for vegetable gardens.

3.4 Social Services and Livelihood Opportunities

3.4.1 Health care

The health centre at Tongogara Camp is a modern brick building with asbestos roofing sheets. The centre is well resourced with satisfactory equipment, examination couches, medicines, beds and bedding in observation rooms and labour room, a generator, VIP latrines and flush toilets, water reservoir, sanitation facilities and an ambulance. The Clinic has three on-site registered nurses and three nurse aides. The staff complement is boosted with four refugee assistants who work as interpreters. The health centre is open from 07:30hrs daily for nine hours. Clinic staff are on-call outside normal working hours and during weekends and public holidays. In order for the refugees to understand the health information, materials are printed in English, French and Swahili.

- 3.4.2 Tongogara Refugee Camp clinic offers preventive, curative and rehabilitative services to asylum seekers, refugees, and nationals within its catchment area. The clinic is allowed to stock medicines that would, in accordance with national health protocols, only be prescribed by a doctor and consequently only in district, provincial and national hospitals. In Tongogara camp, these medicines are stocked and are prescribed, where needed, by the visiting government doctor who visits the camp clinic every week. This arrangement has proved to be greatly beneficial and has reduced the number of referrals to the district hospital. Services for dental and eye treatment are also provided twice a month in the camp by visiting specialists. An ambulance is available in the camp to facilitate the transfer of patients referred to the district hospital and for emergencies. Refugees however raised complaints with regard to what they termed inadequate medication and “poor quality of services” in the clinic. They also appealed for an additional vehicle to transport patients referred to the district hospital. The ambulance by its nature is designed for “stretchered” patients and cannot transport several ‘referrals” at a time. The elderly said that the clinic is not equipped to handle age related ailments. For example, reading glasses are not provided for those who need them.
- 3.4.3 Special health care services are provided through the referral system to central and provincial hospitals. In 2013 alone, 1,885 referral cases were assisted to access secondary health care services. While refugees have access to the national health system not all the required services are available, and sometimes, refugees have to wait for long periods of time before being attended to. As a result, and depending on the medical conditions of the persons of concern, UNHCR and its partners may decide to take the patients to private health institutions that are often expensive. Specialist services range from CT-scans, histology tests, bio-chemistry procedures, theatre surgeries and gynaecological procedures for women. All pregnant women are encouraged to register for ante-natal care and Prevention of Mother-To-Child-Transmission (PMTCT) sessions which are an integral part of the refugee operation’s programming on HIV/AIDS. In 2013, all the 169 immune suppressed clients were assisted with protein rich supplementary food in addition to the extra food rations which includes 10kg maize, 2kg beans and 750ml vegetable oil per person per month). Supplementary food rich in protein is distributed monthly with individuals receiving 2 x 375ml bottles peanut butter, 1 x 1 kg dried kapenta fish and 1 x 1kg soya mince.
- 3.4.4 The three main health issues dealt with at the camp clinic in 2013 were acute respiratory illnesses with 11,984 cases, diarrhoea (2,178), skin conditions (916), sexually transmitted infections (214), malaria (140) and injuries (139). Between January and April 2014, the camp clinic had already dealt with 2,161 cases of acute-respiratory illness, 618 cases of diarrhoea and 37 cases of malaria. Acute respiratory illnesses and diarrhoea are the main causes of deaths in the camp. During the first quarter of 2014, the

camp clinic registered four deaths and 91 births. Immunization programmes for children under 5 years are done Monday-Friday as per Ministry of Health and Child Care (MoHCC) regulations. Community Immunization Outreaches are also conducted every Wednesday to reach out to families and children who have not visited the clinic. In 2013, 13,870 male and 14,847 girl-child attendances were recorded for Growth Monitoring. Community Health Workers assist health staff to educate and encourage mothers to bring infants and young children for immunization and early infant diagnosis. Immunisation coverage is 100 percent for BCG, 98 percent for measles and 95 percent for other vaccinations. All nurses are trained on Comprehensive Emergency Obstetric Care (CEmOC). Pregnant women who need to have a caesarean delivery or need a blood transfusion are referred to Chipinge District Hospital, 80 kilometres away from the Camp, approximately one hour's drive from the Camp. Cases which cannot be managed at the District hospital may be referred to Mutare Provincial Hospital a further 190 kilometres away and approximately 2½ hours' drive from Chipinge District Hospital for further management.

3.5 Water and Sanitation

- 3.5.1 There are a total of eleven boreholes and twenty nine water taps. Four of these boreholes that are located several hundred meters from the Save River have salty water which refugees use for other domestic uses other than for drinking. There are drainage points at each water point to control against vectors although these were not evident at each water point during the field visit. Nutrition gardens dotted around the camp are not specifically attached to the water sources, but rather are located in low lying areas that accumulate water in rainy seasons. Other gardens are in-between settlements or on the edge of the camp where there is relatively more space. These are protected with vegetative fortresses which may exacerbate the problem of deforestation.
- 3.5.2 Each water point is linked to a borehole which provides water through two water taps. Since the beginning of 2014, and due to the disconnection of power to the camp, water is pumped to reservoirs from boreholes only three times a week using generators. As a result, most piped water taps are dry and no associated activities such as gardening are taking place at the water points themselves.
- 3.5.3 In general, public and residential areas of the camp are kept clean. Some paper and plastic littering is visible especially in low lying and swampy open areas in between settlements near the business centre. No garbage mounds were noticed during the assessment mission. Camp residents use rubbish pits in designated areas to dispose unwanted waste materials. However, there are stagnant pools of water around the camp which predispose residents to water-borne and vector-borne diseases. Some

malaria control activities are implemented in the camp namely mosquito nets distribution, indoor residual spraying and education. There is a significant presence of roaming pigs and free-range poultry throughout the camp posing significant public health concerns. The pig population is estimated to be around 400. Raising livestock through free range is preferred since the refugees do not have stock-feeds for their animals.

- 3.5.4 Only eight percent of refugee households in the camp have family latrines. Nearly all households in the camp report that they are sharing latrines. That is to say that those who have constructed their own family latrines as is required share their family latrines with others who have not constructed one. Where communal toilets are used, the number of families sharing one latrine ranges from two to a maximum of 15 households. Some households also have access to church toilets, office toilets and toilets in the transit centre.
- 3.5.5 The majority of households use communal toilets. These are mainly ventilated improved pit (VIP) latrines. Significant numbers of households also use the bush/ open spaces in the absence of latrines. While there is need for more toilets, congestion in several areas of the camp presents a real challenge.

3.6 Shelter and Camp infrastructure

- 3.6.1 The camp is divided into six main residential areas named by refugees as USA, Canada, Australia, Denmark, Manyasi and Newtown. The older parts of the camp that is USA, Canada and Australia have previously had access to electricity, mainly through illegal connections, which attracted refugee settlement. This spontaneous settlement has undermined site planning resulting in over-crowding in the three parts of the camp which had possibilities for electricity. As a result, spaces that were reserved for toilet construction have instead been used by refugees to put up their houses leading to congestion and inadequate space for the construction of much-needed toilets. Several households are currently residing on a single plot that was intended for one family. In addition, some of the compounds are blocking access roads. The spontaneous settlement and illegal construction of houses has also undermined the camp numbering system with the result that house numbers are no longer in a sequential order making it difficult to locate some addresses. The crowded housing in the mentioned areas present a fire hazard since should one house catch fire, it would quickly spread to the adjacent houses. Although the Civil Protection Unit (CPU) has held awareness campaigns in the camp as part of their community outreach on the various threats to the Camp such as floods and fire, fire remains a threat to the Camp because of the close proximity of the houses to one another and use of open fires.

- 3.6.2 The camp's road networks, particularly those running through the local market and from the nearby Agricultural and Rural Development Authority (ARDA) to the camp needs rehabilitation. A significant number of vehicles use the road networks which include aid vehicles, government vehicles, delivery vehicles and commuter omnibuses. However, there is no proper terminus in the camp for public transport users
- 3.6.3 Shelter in the camp remains a big challenge. By the end of 2013, some 1,000 families were said to be in need of housing and were living in shared accommodation with other refugees. In addition, a number of newly-arriving refugees remained in community structures for long periods after their arrival due to lack of housing and violating their dignity and privacy.
- 3.6.4 There is a strong causal link between shelter needs and protection issues. Inadequate shelter quality may add to protection risks. For example women said changing in a single-room shelter in the presence of grown up children or living in shared shelter with other families who have grown up boys or men present challenges and place women and girls at risk.
- 3.6.5 The assessment during the field visit showed that a number of the existing houses are dilapidated and need repairs particularly roofing repair. Others need renovation or need to be rebuilt altogether due to extensive disrepair. Significant numbers of families need support to construct additional housing units in order to provide separate accommodation for parents and children.
- 3.6.6 Thatching grass alone was found not be adequate for roofing as it has to be replaced every three to six months due to the effects of the weather. It also presents a heightened risk of fire due to the nature of the shelters and close proximity to each other as a result of over-crowding. Houses are constructed using farm-bricks with grass thatch roofs or asbestos sheets. In most cases these are held in place by large stones placed on top of the roof, a pointer to the need for more skilled assistance with roofing.

3.7. Energy and environment

- 3.7.1 Up until January 2014, Tongogara camp was on the national electricity grid through a single meter. In this regard, all electricity consumed in the camp, including by various camp administrative units, social services such as pumping of water, staff residences and refugees (who were mainly connected to the grid through illegal connections) was charged to UNHCR. The monthly cost of electricity charged to UNHCR was often being described as being similar to that paid by some production factories. A break-down of a transformer in the camp in January 2014 due to heavy loading and sub-standard connections by refugees cut all power to the camp. Since then, key facilities such as the camp clinic, water pumps, and the administrative block are being powered through generators placing further strains on the budget due to high fuel consumption. The power

company ZESA has placed certain key pre-requisites to the reconnection of the camp. These include the disconnection of all illegal and substandard connections and replacement of the damaged transformer and poles. The proposed wide-ranging repair work on the electricity network in the camp requires a sum of US\$ 212,000 to restore electricity to public infrastructure in the camp, schools as well as to staff houses. UNHCR however does not have the needed funds.

- 3.7.2 UNHCR is also working towards the installation of pre-paid meters for various users, mainly common services buildings, such as health clinic, boreholes, staff houses, warehouses, schools, police station and administration block in the camp to ensure more responsible use of electricity. At the same time, UNHCR is also looking into options for providing solar-powered street lamps and lanterns for refugee households.
- 3.7.3 To ensure that refugees have enough firewood for cooking and to minimize deforestation in the vicinity of the camp, UNHCR concluded an agreement with a wattle company for a regular supply of firewood which is distributed to households on a monthly basis. Supply has however been inconsistent with the company often citing logistical challenges and bad weather in the forest for non-delivery. Refugees also say the firewood issued by UNHCR is inadequate to meet monthly requirements. No stockpiles of firewood were seen during the field visit. The deforestation around the camp which is blamed on refugees is a major concern for the local authorities, village heads and the host community.
- 3.7.4 Households obtain cooking fuel through a multiplicity of methods. Four-fifths of the households or 83 percent obtain their firewood from UNHCR, 50 percent also obtain additional firewood through gathering, and 17 percent also obtain charcoal through purchase or barter of commodities. A quarter of the households own energy saving stoves which they say they prefer to use as these can also be used outdoors.
- 3.7.5 Camp residents have access to a variety of cooking fuel and may use two or more methods at a time. The most common form of fuel used for cooking is firewood (72%), charcoal (27%) and one percent use other energy sources including cotton immersed in oil and paraffin. The asylum seekers however said they have no money and cannot purchase charcoal but they cannot cut down trees either, making cooking a challenge.
- 3.7.6 The cutting of trees for shelter construction, fencing, and firewood are negatively impacting the environment in and around the camp. In addition some houses are fenced with thin indigenous wood which poses further environmental concerns regarding the depletion of indigenous forests. There are gullies in the camp caused by earlier brick moulding activities. While brick moulding has since been shifted to a new site, the gullies are a both a health hazard and an eye sore and need reclamation.

3.8 Education and vocational training

- 3.8.1 Tongogara camp has one primary school and one secondary school. The primary school is located outside the residential area although within reasonable walking distance for most pupils at the school. The co-educational school currently has 1,418 children in Grades 1 to 7. Ninety percent of the school population comprises refugee children and 10 percent are from the host community. The secondary school has 375 students in Forms 1 to 4. There are no A - level classes at the secondary school which disadvantages the children who might wish to pursue further their formal education whilst in the Camp. Refugee students proceeding beyond O-level are registered and fully supported by the refugee programme at other schools in the locality to meet this deficit. Up to 100 children are enrolled in boarding schools outside the camp.
- 3.8.2 Both the primary and secondary schools at the camp have clean well-structured learning environments. However, the enrolment in the primary school has outstripped the school's capacity resulting in too many pupils per class and others learning outside under trees. A total of 9 classes were observed learning under trees. The only stream that does not have outside learning is the Grade 7 class.
- 3.8.3 Most children wear the official school uniforms but variations were observed in school jerseys and foot wear which had an assortment of colours and form. No sporting facilities were evident at the primary school. A functioning soccer pitch was observable at the secondary school.
- 3.8.4 There are only two pre-schools in the camp. The main registered pre-school makes use of a make shift hall while the unregistered pre-school has no facilities and is functions fundamentally as a day-care centre for working parents. Both pre-schools do not have play centres and plans are in place to have a structure and centre created for the main pre-school that is using a makeshift hall.
- 3.8.5 There is an Accelerated Learning Programme (ALP) for children of primary school going age who had dropped out of school for one reason or another and seek to return to formal schooling at Grades 2 to 6. English and Chishona are taught to build their language skills. With the help of refugee teachers in the community French and Kiswahili are also taught to ensure their future re-integration upon their eventual return to countries of origin. Children under the ALP are reintegrated into school the following school year. The process of refugee status determination was said to be too long yet children and adults cannot enrol for formal or vocational education without the documents obtained from the status determination process.
- 3.8.6 Although most children are in school, an estimated 200 children of primary school age are not in school due to a variety of reasons including ill-health,

lack of uniforms and other unspecified reasons. A few out of school children were said to have dropped out because they were required to repeat the school year. Some are not yet enrolled because they cannot speak the official languages of Zimbabwe and are enrolled in the Accelerated learning Programme. Other reasons for dropping out include care for sick relatives or because the school is full. Some of the girls were said not to be in school because they are required to cut and keep their hair short which goes against their religion. Out of school children spend their time in sports and some read in the library. Vocational training in subjects like dressmaking, cosmetology, woodwork, computer and radio repair are also available for out of school children.

- 3.8.7 Older camp residents also have access to vocational training offered by the local NGO NODED and Jesuit Refugee Services. Training courses include knitting courses, gardening, computer skills, sewing, welding classes. There are also courses on interior decoration, knitting and shoe repairs.
- 3.8.8 Giving their views about education, children in the survey said they felt deprived because of the recent reduction in food because they cannot have CSB porridge before school and this affects their concentration. They complained of inadequate school supplies such as textbooks, as well as desks and classroom space. They further said there was need for maintenance work in the school. They found the sanitation facilities in school to be adequate but were dissatisfied with the quality of the water which they described as “salty and smelly”. Even though some families have solar lamps, the children complained that the lack of electricity in the camp limited their study time in the evening. Other challenges include inadequate soap at household level to wash uniforms yet they are punished at school for having dirty uniforms
- 3.8.9 Other educational challenges cited included delays in acquiring prescription glasses; the focus by the secondary school on art subjects which limited opportunities for those students who would want to pursue studies in the sciences; the lack of opportunity to re-sit the year for students who fail their Ordinary level examinations and inadequate variety of leisure activities. There were also complaints about crowded living spaces where teenage boys and girls sleep in the same room; long hours spent by girls in water collection limiting their study time and inadequate sanitary pads forcing them to be absent from school at certain times of the month. The majority of the youth said they saw their future in resettlement to a third country, whilst others saw marriage as an obvious step. Some however thought of education and formal employment as important ingredients for a better future.
- 3.8.10 Children said some of them suffered child abuse which includes beatings by parents, excessive work, incest and rape. Some of the abuse cases are reported to the police but “sometimes it seems as if nothing is done,” they said.

3.8.11 Children who travel and arrive in the camp alone, alleged that foster families often are incapable of meeting their very basic needs which include food, schooling materials and other basic necessities.

3.9 Agriculture/crop production and stock ownership

3.9.1 Fifty-one percent of the sampled households have some access to land for food crop production. These households produced a maize crop for their own consumption during the last season and four-fifths are currently tending a bean crop. A third of the households have access to kitchen gardens and produce tubers and vegetables such as sweet potatoes, Irish potatoes, cassava, chilli and to a lesser extent also onions or tomatoes.

3.9.2 An irrigation scheme in the camp which has been dormant since 2008 was revived at the end of 2012. In 2013, more than 300 households were involved in the horticultural project. Each of the households was allocated a 0.5ha plot and provided with 5kg sugar bean seed, 18kg Compound D and 8kg ammonium nitrate fertilizers. Adequate water for irrigation was provided to plot holders at regular intervals. On average, each plot holder harvested 90 kg of sugar beans. This contributed to income for the plot holders which enabled them to attend to domestic needs not catered for by the assistance programme. Refugees said they purchased clothing, bicycles and household items from the proceeds. Activity in the horticultural project also helped in reducing idleness in the camp where previously people only had kitchen gardens to work on. The number of refugees who visited administration offices and the clinic also dropped significantly.

3.9.3 In preparation for the summer crop in 2013 (planted in November-December), a thorough verification process was conducted to re-distribute plots belonging to people who were no longer in the camp. In November 2013, each of the then 325 farmers was assisted with a full set of inputs 1.4kg maize seed, 15kg Compound D fertiliser, 11kg ammonium nitrate fertiliser, 0.2kg Kombat spraying chemical. It was however noted that the provision of a full set of inputs in the irrigation scheme did not instil a sense of ownership to plot holders. Consultations were held with farmers and steps taken to ensure that farmers contribute inputs so that they take care of their crops effectively.

3.9.4 The Zimbabwe National Water Authority (ZINWA) supplies irrigation water to all the farmers in the area including the refugee plot holders. ZINWA was in May 2014 faced with a serious problem in meeting demands for water for irrigation since one of its four pumps broke down. There were fears that downstream users including the refugee camp will not get adequate water during the 2014 winter season owing to the breakdown and the lack of capacity of ZINWA to purchase more pumps. By the time of the field visit the 397 refugee plot holders and 42 locals risked losing their bean crop to

wilting as a result of lack of water. However, by the end of May 2014, a solution had been found to the problem.

- 3.9.5 Refugees would like bigger plots to make farming more profitable; tighter fencing to prevent pigs from destroying their crops; a consistent water supply and agricultural training. Although consultations were held with all farmers in the project on contribution of inputs, refugees still complained that they were asked to contribute seed for planting “without prior warning” and some ended up using their ration of beans as seed for this season. Refugees say the income from the sale of produce from the plots is not significant and “is mainly for home consumption to supplement food rations”. This was contrary to other reports indicating that the proceeds from the bean crop were used to meet significant household needs. It is also used to exchange for fruits and other food and non-food items. One-third of the refugee agricultural plot holders said they do not own hoes. However, the household survey showed that 32 percent of the survey sample owned hoes.
- 3.9.6. Further expansion of the horticultural program is planned in 2014. In this regard, an additional 35 ha of land was allocated by the Government of Zimbabwe for refugee community use to allow more people to have access to arable land, to help them diversify their diet and find means for self-reliance. The additional land is under development and will ensure the increase in the number of beneficiaries from the current 397 to 650 with 10 percent of beneficiaries being from the local community members.
- 3.9.7 Some 14 percent of the refugee households maintain livestock. None of the households in the sample group own cattle and only one household in the sample group owns goats. Twenty-seven percent of camp residents own pigs and 73 per cent poultry. The number of pigs per household ranges from 1 to 7 with a mean of 0.95 pigs. The number of chickens/ ducks ranges from 1 to 16 with a mean of 2.95 poultry per household. Some refugees sell the chicken eggs. The pigs are sold to the local community. The income generated is used to meet household needs. Refugees face challenges raising their pigs and let the pigs roam free since it is easier to feed them that way. However, the pigs tend to ravage and destroy crops. At times the pigs are killed by camp residents for destroying crops.

3.10 Non-food assistance and other related issues / other related concerns

- 3.10.1 On arrival, asylum seekers need plates, pots, buckets, and blankets but these items with the exception of a portion of the blanket allocation is not provided until asylum-seekers have gone through the status determination procedure. During this interim period, they are provided utensils to be used on communal basis. Other non-food items, including mosquito nets are distributed after the Refugee Status Determination (RSD) interview.

- 3.10.2 Asylum-seekers complained that they are provided with only one bucket, which is used for both household drinking water and for bathing.
- 3.10.3 Newly-arrived women asylum seekers face challenges in the distribution of sanitary pads which is distributed at the end of the month. For some women and girls, this is nearly 30 days after their arrival in the camp making the interim period difficult.
- 3.10.4 Some single women were said to resort to transactional sex to meet their material needs because they have no source of additional assistance. This puts them at risk to HIV as well as being ostracised by the married women in the community who accuse them of destabilising their marriages.

4.0 Conclusions

4.1.1. Opportunities for self – reliance: The Government of Zimbabwe is a signatory to the 1951 Refugee Convention which it however signed with reservations on the freedom of movement and on employment. An encampment policy is in place requiring all refugees to reside in the Tongogara camp. In practice, the government does allow refugees who can prove that they will be self-supporting to reside in urban areas. In this regard, since April 2013, refugees in urban areas do not receive food assistance as they are deemed to be food secure.

In view of the encampment policy and the limitations to the possibilities of employment the prospects for self-reliance for refugees in Tongogara camp are extremely limited. The camp itself is located in a semi-arid part of Manicaland Province. Agricultural activities are thus only viable through water irrigation systems. Although the Save River runs parallel to the camp, restrictions due to conservation efforts have meant that the riparian areas of the river cannot be used for small-scale farming and neither can the river waters be used for irrigation. Any meaningful farming activity can only be through irrigation from other water sources such as that provided by ZINWA or must be from boreholes provided these do not yield salty water. Without financial support, refugees cannot, on their own, carry out meaningful farming activities to ensure they can feed their families.

In view of the combination of these factors: an encampment policy, limitations to employment, a camp in a semi-arid area where agricultural activity can only thrive under irrigation, the lack of possibilities to use riparian areas of the river for farming or to use water from the nearby river for irrigation, refugees cannot gain self-sufficiency through agricultural activities and are therefore fully reliant on UNHCR for food and other assistance which must therefore continue to be provided to all refugees in Tongogara Camp.

4.1.2. Food Preferences: UNHCR currently provides a food basket consisting of maize flour, pulses (sugar beans), Corn Soya Blend (CSB), Vegetable oil, Salt and Sugar. Rice was recently removed from the basket. Refugees however prefer rice to maize meal and are keen to maintain CSB. Because it is less preferred, maize

meal is bartered for other items that the family needs. Understanding that the refugees might stay for a longer duration, there is need for promotion of locally available food items (different cereals including small grains, etc). Promotion of locally available food items and sharing of sample recipes could be useful.

4.1.3. Cash and voucher initiatives: Although UNHCR provides a regular food ration and basic core relief items to refugees and asylum-seekers, these do not and cannot meet all the needs of refugees. Families still need clothing, shoes, school supplies and books, personal items, energy sources such as paraffin or solar lamps and even mobile telephones. In addition, the food basket provided does not provide the needed diversity nor does it always conform to the cultural dietary needs of each of the refugee nationalities in the camp. For example, the refugees from the D.R. Congo prefer cassava flour, fish, sweet potatoes and plantains. To achieve food diversity, refugees sell part of their food ration to buy fish, meat, vegetables which are not provided in the food basket. They also sell or barter some of the food to meet the needs for basic items. The process of selling and buying leads to loss of part of the value of the item being traded. To address the need for refugees to sell/barter part of their food to meet other needs or access other preferred food choices, a cash based initiative needs to be considered whereby the community receives a portion of their food basket in kind and the other portion as cash or voucher so that other purchases to meet other needs can be made at the market rate. A cash feasibility study carried out in October 2012 in the Camp concluded that a cash based initiative beginning with a few selected items would be possible. In view of the experience of Christian Care that is implementing a similar project within the host community, there is scope to pilot the initiative in the Camp. However it is necessary to re-assess the feasibility of a CBI in Tongogara Camp before implementing a pilot project.

4.1.4. Livelihood Activities: The refugees as a heterogeneous group have varying needs which understandably cannot be met in total by the refugee programme. Without other resource provision initiatives the refugees will continue to sell food resulting in shortages and the recurrent reports of the food ration not lasting the food cycle. It is thus important to create opportunities for the refugees to be able to meet their additional needs themselves. More effort must thus be made to ensure livelihood activities in the camp to ensure that families develop a greater degree of self-reliance i.e. they can support more of their needs including food needs without needing outside assistance. Particular attention needs to be paid to the needs of women to access start-up capital for business. These activities need to be diversified with appropriate linkages to programmes already being offered by NGOs such as JRS and NODED to capitalise on the various interests and abilities of the refugees.

4.1.5. Income-generating activities: The Assessment mission shows that 25 percent of the refugees in Tongogara camp may be engaged in some type of income-earning activity. Out of the 25 percent or 45 households within the sample group that may have some income-earning activity, information on the level of income was availed by only 16 households i.e. 10 percent of the sample group.

The available information shows that the income may be, on average, US\$35 per month slightly more than a dollar a day. However the diversity of business activity in the market, the presence of commuter buses plying the road between the camp and Chipinge coupled with the modest asset ownership highlighted in the findings may be an indication of slightly more income. However, the information presently available cannot inform a decision on which categories of the refugee population in Tongogara can be self-sustaining and not in need of food and other assistance. More adapted surveys would need to be carried out to establish this information.

4.1.6. Support for the Horticultural Project: The agricultural project has brought significant benefits to households that are engaged in the project. It has boosted family incomes and ensured diversified diet. These families have limited the need to sell their food rations so as to meet other needs. However by the end of 2014, only 25 per cent of the population will have access to a plot of farm land under irrigation. While the number of those interested in a plot has grown to the point that there are more people than there are plots, it is important to note that those selected have presented themselves voluntarily and work hard to ensure a harvest. As things stand, refugees participating in this project should not be targeted for reduced food and other assistance as this would be a dis-incentive for any refugee to be involved in the project. The ideal is to ensure that a majority of families have access to some land and can grow some of their food to reduce the level of food assistance. The government stands ready to allocate more land as necessary. Once all families have equal access to farm land, it will be fair and justified to factor the yield from the horticultural project when determining the level of needed food assistance. Reducing assistance on the basis of one being a plot holder at this stage may negatively impact on the number of people volunteering to work on the land. Effective partnerships with other organisations are vital in ensuring the needed expansion that will also increase the number of farmers from the local community.

While the challenges faced by ZINWA in the supply of water for irrigation in the refugee project have been addressed, it now needs to be borne in mind that ZINWA may not be able to meet future expanding needs. Alternative sources of water such as boreholes are necessary to ensure back up or supplementary supplies should the need arise.

4.1.7. Nutritional Status: On the whole, the nutritional status of the refugee population is good despite complaints about inadequate food. The nutrition survey carried out in 2012 demonstrated very low prevalence of both acute and chronic malnutrition rate among children. The nutritional services in the camp continue to recruit very few malnourished children. However the same survey showed that anaemia was a problem affecting more than 40 percent of children and women of reproductive age.

Steps need to be taken to address the root cause of anaemia in the population. Preventive measures for anaemia control such as de-worming and malaria control need to be strengthened while micronutrient deficiencies also need to be addressed. It is important that the current standards are maintained and continued

additional protection is provided through supplementary food for vulnerable groups such as children under 5, the elderly, the chronically ill, as well as pregnant and lactating mothers. Households must continue to be supported to maintain vegetable gardens.

4.1.8. Water and sanitation: The lack of electricity in the camp presents new challenges for the provision of water. Fuel limitations mean that water can only be pumped three times a week from boreholes to reservoirs in the camp. This situation implies that adequate water storage containers must be provided to the refugees to ensure that minimum standards for the amount of water per person per day are met. These measures will need to be complemented with other public health campaigns to ensure water storage containers or other water containers that correct challenges with water do not result in diarrhoeal diseases. At the same time, the situation of latrines remains worrying. More latrines are needed to eliminate completely the current option of open defecation. Linked to this, the congested parts of the camp such as USA, Australia and Canada need to be decongested to give room for toilet construction. Incentive programmes may be considered to motivate the refugee community to build toilets. While pigs provide a source of livelihood to refugee families, the fact that they are free-roaming throughout the camp is a health risk. Pig rearing thus needs to be regulated and agreed rules, such as construction of piggery must be enforced.

4.1.9. Energy: Environmental conservation and peaceful co-existence with the local community are dependent on the adequate provision of firewood as well as shelter material. Inadequate supply of firewood and shelter material, in particular building sticks and poles, compels refugees to cut trees in the surrounding areas. These concerns continue to be raised by the local authorities and need to be addressed through adequate supplies on the one hand and robust afforestation programmes. Energy efficient cooking methods and cooking stoves are equally necessary in an environment with scarce cooking fuel.

4.1.10. Provision of education: The Camp has access to a government primary school and a Catholic secondary school. The majority of school age children are in school with less than 10 percent out of school for various reasons including a shortage of classroom space, being recent arrivals into the Camp as well as having dropped out of school. Significant efforts need to be made to address the current physical capacity constraints in the primary school to ensure all learners are accommodated inside classrooms. The study also shows that despite the upheaval in their lives, parents still see the need for education for their children. This is evidenced by the fact that when necessary parents use the proceeds from their income-generating activities to support their children's education in boarding schools which they believe provides a more conducive study environment as compared to the camp environment in terms of reading spaces and fewer household chores. The Camp environment should be made equally conducive for all learners including secondary school students. The secondary school should continue to receive resource support to ensure adequate space, books and other

supplies. The camp should avail quiet reading spaces for study time in the evening. Adequate study materials should be made available.

4.1.11. Provision of shelter: The provision of shelter remains a challenge. There are strong linkages between protection and shelter. More than 1,000 refugee families were said to be in need of shelter and are sharing living quarters with others. Existing shelters need repair while technical support is necessary to ensure improved quality of refugee shelters in particular roofing. Due attention must be paid to site planning and safety issues, in particular fire safety.

5.0 Key Recommendations

- 5.1.1 In view of a variety of challenges to self-sufficiency in Tongogara camp, refugees are not able to gain independence for food and other assistance. Food and other assistance must therefore continue to be provided to all refugees in Tongogara Camp with special attention being paid to the minors and unaccompanied children, chronically ill and disabled persons, single women, pregnant and lactating mothers, the elderly and other vulnerable groups in the distribution of food and provision of shelter and other basic necessities. The provision of food assistance should gradually be made conditional in order to improve the resilience of vulnerable households in the camp.
- 5.1.2 The provision of adequate shelter for all families should be ensured with the necessary technical support provided to ensure quality structures are built. Special provisions should be made for vulnerable groups to ensure their equal access to shelter.
- 5.1.3. Although UNHCR provides a regular food ration and basic core relief items to refugees and asylum-seekers, these do not and cannot meet all the needs of refugees. To ensure that refugees are able to meet additional needs and to prevent that food rations are sold or exchanged to meet these needs, more effort must be made to ensure livelihood activities in the camp to ensure that families have some income to help them meet additional needs. These activities need to be diversified with appropriate linkages to programmes already being offered by NGOs such as JRS and NODED to capitalise on the various interests and abilities of the refugees. Particular attention needs to be paid to the particular needs of women to access start-up capital for business. Partners should pursue the provision of starter packs for vocational training graduates.
- 5.1.4. While there is evidence of income-generating activities in the Camp, the information presently available is not adequate to establish the specific levels that would inform decisions on targeting of assistance. More adapted surveys need to be carried out to establish this information.
- 5.1.5 Only 25 per cent of the population will have access to a plot of farm land under irrigation by the end of 2014. The horticultural project has boosted family incomes and ensured diversified diet. Efforts should be made to expand and diversify the horticultural project to ensure majority of refugee families have access to some land and can grow some of their food to reduce dependency on food aid. While the refugees will depend on food assistance, supplementary food sources through vegetable gardening and drought resistant crop production based on local agro-ecological conditions should be strongly encouraged. It is thus necessary to build effective partnerships with organisations with the necessary expertise. It is also

essential that alternative water sources be found to ensure a continuous supply of water to the irrigation plots should there be challenges in supply from the current source.

- 5.1.6 Anaemia continues to be reported in 40 percent of children and women of reproductive age. Preventive measures for anaemia control such as deworming and malaria control need to be instituted while micronutrient deficiencies also need to be addressed. In future, a nutritional assessment might establish stabilisation of anaemia.
- 5.1.7. It is important that the current acceptable standards in the nutritional status of refugees is maintained and continued additional protection is provided through supplementary food for vulnerable groups such as children under 5, the elderly, the chronically ill, as well as pregnant and lactating mothers. Households must also continue to be supported to maintain vegetable gardens.
- 5.1.8. The lack of electricity and the consequent use of generators to power water has led to water rationing in the camp with water pumped only three times a week. In the interim, more hand pumps need to be used, adequate water storage containers must be provided to the refugees to ensure that they are able to store water and that minimum standards for the amount of water per person per day are met.
- 5.1.9. The electricity situation needs to be addressed urgently especially since it is a cross cutting issue and affects the refugees on many levels including their ability to generate an income, since many projects rely on a constant supply of electricity.
- 5.1.10 To address the large deficit in the number of family and communal latrines, incentive programmes may be considered to motivate the refugee community to build toilets. Food or cash for asset activities can play an important role in addressing basic social services. Hygiene education should be strengthened with emphasis on safe disposal of waste, and increased WASH and health support provided.
- 5.1.11 To improve sanitation in the camp, pig rearing needs to be regulated and agreed rules, such as construction of a piggery must be enforced.
- 5.1.12 To ensure environmental conservation and peaceful co-existence with the local community, adequate supplies of firewood and shelter material must be provided to refugees. At the same time a robust afforestation programme needs to be implemented. Energy efficient cooking methods and cooking stoves must be encouraged in an environment with scarce cooking fuel.
- 5.1.13 Efforts must be made to ensure that all children of school-going age have access to education. Classroom spaces as well as recreational facilities for children need to be expanded to meet growing needs. The learning

environment in the Camp should be conducive to study with the provision of reading spaces. Children should also have access to community-based child protection structures, the victim friendly unit and other formal child-protection mechanisms within the camp.

- 5.1.14 A cash and voucher based initiative must be explored to address evident needs in the Camp. An assessment of the feasibility of the initiative needs to be carried out as soon as possible and pilot projects implemented. Although an assessment was made in 2012, the information could be outdated and hence needs to be updated. This is because changes in the demography of the Camp population, changes in the assistance strategy of the refugee programme as well as the dynamic political, economic and social contextual environment in which the Camp operates may have led to significant changes in the recommendation made in 2012.
- 5.1.15 The prevention and response plans to emergencies including fires and floods made with the Civil Protection Unit in the district should be revised and implemented and made known to the community for their safety.

ANNEX 1: TERMS OF REFERENCE

Terms of Reference
WFP – UNHCR Joint Assessment Mission for refugees and asylum seekers
In Tongogara Refugee Camp
1-30 April, 2014

Context

Activities

Phase 1: *Desk review, secondary data collection and analysis* (3 weeks)

Phase 2: Planning of field mission and *Detailed Initial Assessment* (1 week)

Phase 3: Analysis of primary data and report writing (3 weeks)

The following is a **draft** framework for terms of reference (TOR). The TOR for the phase-2 detailed assessment will be refined on the basis of the findings of the secondary data analysis and literature/desk review.

Purpose of the JAM

To understand the situation, needs, risks, capacities and vulnerabilities of the refugees with regard to their food security and nutrition, as well as livelihood opportunities and provide recommendations for food security and nutrition strategy for Tongogara refugee camp inhabitants for the next 6-12 months.

Objectives

1. **Review and document food and nutrition security situation of the refugees residing in Tongogara refugee Camp (TRC) access, availability and utilisation of food – and identify main causes of food and nutrition insecurity**
 - a) Assess food availability and household access to food, in particular:
 - Food availability on refugee household level;
 - Food availability in the areas hosting refugees, affecting both refugees and host communities.
 - Assess the actual food needs and appropriateness of on-going food assistance;
 - Coping mechanisms, including any gaps in the food security related assistance; and
 - Identify potential protection risks associated with various means to access to food and coping mechanisms; and
 - b) Assess food utilisation, including:
 - Sharing practices within the household and the community;
 - Hygiene, storage and preparation of food; and
 - Any factors inhibiting optimal use of food.

- Assess the nutrition related needs and issues of the vulnerable population group in the site
- c) Assess the potential for targeted food assistance among the beneficiaries and Identify potential target groups and criteria (legal status, vulnerability, state of food security, gender issues etc.) and establish risks
- d) Explore possibilities to expand positive coping mechanisms and other options to enhance self-reliance;
 - Current livelihood practices, including access to income and food security-related assistance, and any factors inhibiting these
 - Analyse access to skills development / vocational training
 - Assess available assets (including land) ownership, crop and livestock production, markets (inputs and outputs)

2. Assess the availability and access to nutrition, health, social services and livelihood opportunities in the camp

- a) Assess the public health situation, with particular reference to the impact on nutrition and food security;
- b) Review the nutrition interventions and program available for the vulnerable population groups (children U5, pregnant and lactating mothers, etc.);
- c) Review infant and young child feeding(IYCF) practices and identify areas for improvement;
- d) Consider access to energy resources and cooking facilities/means;
- e) Review the water and sanitation situation and access to WASH facilities, with particular reference to the impact on nutrition and food security; and
- f) Describe the prospects for durable solutions and the probable scenarios for the next 6-12 months.

3. Develop a Joint Plan of Action (JPA) for implementation to recommend effective food security, nutrition and livelihood interventions that will protect and ensure refugees' food security and nutrition status.

- a) Identify the most appropriate modality and define WFP involvement in basic and complementary food assistance in the camp, including:
 - Duration of the assistance programme;
 - Basic food basket;
 - Food/resource needs;
 - Means of distribution (food, vouchers, cash and/or combination);
 - Stock/shop monitoring;
 - Post distribution and food-basket monitoring; and
 - Effective and transparent food distribution (camp and urban centres).
- b) Propose modalities for targeted food assistance indicating potential target groups and criteria.
 - Specific needs of vulnerable groups;
- c) Identify and recommend opportunities for building self-reliance.
 - Identify wealth groups among the refugees;
 - Propose livelihoods, income generating and skills development / vocational training activities suited to refugees and asylum seekers with the aim of self-reliance.

Cross-cutting issues

Protection

- Assess factors that inhibit the receipt of entitlements by entitled vulnerable/at risk individuals, and their impact on food security and nutrition;
- Review the current arrangements for registration/revalidation of refugee documents providing access to food assistance such as ration cards and ID cards;
- Assess current mechanisms for refugee participation in camp coordination and activities, including collective kitchens, and provide recommendations on how these can be strengthened to achieve better food security and nutrition outcomes; and
- Review Host Community needs and relations between host and refugee community with regard to food security.

Methodology

Information will be collected by a joint UN team including FAO, UNHCR, UNICEF and WFP working in close collaboration with government departments (social services, education, health and agriculture). Information will be collected, compiled and triangulated using the following combination of mainly qualitative methods:

Phase 1: Review of secondary data:

- compile data that is required for operational planning, and enable preliminary information to be provided to the JAM team concerning current refugee status
- identify the localities and priority topics on which the follow-on detailed assessment should focus;
- identify factors that are positively or negatively influencing possibilities for self-reliance (e.g. location, proximity of markets, access to water, energy sources, etc.),
- analyse refugee data from the UNHCR database and conduct beneficiary profiling ahead of the Joint Assessment Mission (JAM)
- conduct semi-structured interviews with individual key informants (e.g. government, civil society, refugees, residents of host communities, NGOs, UN agencies) and focus groups with refugees and host communities;
- conduct consultations with WFP, UNHCR, NGOs, Community based organisations, field staff, government, local and camp authorities and refugee leaders;
- conduct Strengths-Weaknesses-Opportunities-and-Threats analysis.

Phase 2: Field visit

- Collect information from refugees (and asylum seekers) regarding their situation (the joint-team will sample 5-8% of 2,065 households in the camp ensuring that all ethnic groups are represented);
- Interview local community leaders including women, health officials, education authorities, market traders, and other 'key informants';
- Observe the general conditions at the camp: household shelters, cooking areas, water sources, camp sanitation, storage areas, health centre and schools;
- Visit and observe local markets, grain merchants, grain mills, butcheries and livestock markets and public transport networks;
- Refine information on the living conditions of the refugees, the profile of people currently being provided for, the types and quantities of food and related assistance

- being offered, how that assistance is delivered and stored, how and by whom it is being distributed; to determine what measures are necessary and what assistance is required to ensure that the refugees (i) have access to food that is adequate in quantity and quality to meet their nutritional needs, and to related non-food supplies, services and protection to maintain nutritional health, and (ii) progressively achieve the maximum possible level of sustainable self-reliance pending a durable solution (avoiding damaging or undesirable survival strategies);
- assess the need for targeted or blanket feeding of any or all of the groups housed in the camp;
 - identify opportunities for building or promoting self-reliance through food security, WASH etc. and establish opportunities and challenges impeding this;
 - identify and assess the resources and capacities of potential implementing partners (UN agencies, government and NGOs) to undertake food distribution, and self-reliance and monitoring activities;
 - assemble the data required for operational planning and budgeting, and to initiate implementation: this includes data on key indicators necessary to establish a baseline against which programme performance can be measured;
 - enable specific, credible project proposals to be elaborated and submitted to donors for funding.

Timeline:

- Secondary data collection and analysis: 25 March – 23 April 2014
- Tools (questionnaires) to be finalised by 29 April 2014
- Planning meeting and site-visit: 14-15 April 2014
- Sensitisation in the camp 25 April – 10 May 2014
- Field pre-testing of tools 30 April - 2 May 2014
- Field visit: 13-16 May 2014
- Draft report: 31 May 2014
- Final report: 13 June 2014
- JPA workshop: last week of May 2014

Report writing

Draft report with the provisional conclusions and recommendations should be presented to the host Government, other concerned UN-agencies, the major donors and key NGOs in a specially-convened wrap-up meeting, in order to benefit from last-minute contributions and with a view to securing the endorsement of all these parties and their support for the recommendations, if possible.

The final report should be submitted to the UNHCR Representative and the WFP Country Director by 13 June 2014.

ANNEX 2: SECONDARY INFORMATION SOURCES

The JAM report is based on the use of secondary data listed below.

Back ground information:

- Background Information on Tongogara Refugee Camp

Cash:

- Cash Feasibility Study – UNHCR, Zimbabwe. October 2012
- Cash Feasibility Studies in Three Refugee Camps in Southern Africa - Summary of Conclusions

Nutrition:

- Standardised Expanded Nutrition Survey (SENS) Tongogara Refugee Camp, Mozambique 10-14 November 2012, Coordinated by UNHCR with technical support from Ministry of Health and Child Welfare and Christian Care

Environment and energy:

- Review of Environment & Energy Programme Tongogara Refugee Camp Zimbabwe 18th sept – 9th October 2013 by Country Team & Environment & Energy Specialist

ANNEX 3: PRIMARY TOOLS

JOINT ASSESSMENT MISSION TONGOGARA REFUGEE CAMP 2014

HOUSEHOLD LIVELIHOODS TOOL

Date: _____ _____		
Enumerator names:		
<p>Guidance for introducing yourself and the purpose of the interview:</p> <ul style="list-style-type: none"> • My name is _____ and I work for _____ (Name of Department/ Agency/ Organisation). • Your household has been selected by chance from all households in the area for this interview. The purpose of this interview is to obtain information on the impact of assistance programmes in the Camp. It helps us understand whether we are implementing our program properly and whether our intended objectives are met. • The survey is voluntary and the information that you give will be confidential. The information will be used to prepare reports, but neither your, nor any other names, will be mentioned in any reports. There will be no way to identify that you gave this information. • Could you please spare some time (around 45 minutes) for the interview? <p>NB to enumerator: DO NOT suggest in any way that household entitlements could depend on the outcome of the interview, as this will prejudice the answers.</p> <p><i>Respondent should be household head or spouse of household head.</i></p>		
Section:		
Block/ House number:		
	Household Response	Comments
HOUSEHOLD PROFILE		
1. Name of Respondent (for record only)		
2. Sex of Head of Household/ RESPONDENT	<input type="checkbox"/> Male <input type="checkbox"/> Female	
3. Marital status of Head of Household	<input type="checkbox"/> Married <input type="checkbox"/> Partner not married <input type="checkbox"/> Divorced <input type="checkbox"/> Living apart not divorced <input type="checkbox"/> Widow or widower <input type="checkbox"/> Never married	

4. Number of people living in the Household	Males: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-17 <input type="checkbox"/> 18-59 <input type="checkbox"/> 60+	
	Females: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-17 <input type="checkbox"/> 18-59 <input type="checkbox"/> 60+	
5. Nationality of Head of Household		
6. Level of Education of Household Head	<input type="checkbox"/> No education <input type="checkbox"/> Primary <input type="checkbox"/> Secondary <input type="checkbox"/> Tertiary level <input type="checkbox"/> University education	
FOOD ASSISTANCE		
1. Does your household have a food ration card?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. If so, how many people in the household received a ration in the last distribution? (<i>regardless of recent changes in amount of food aid distributed</i>)		
3. If there are people who are not included on the ration card how do they obtain their food?		
4. How many people in your household are not on the ration card?		
5. What is the sex of the person in your household who usually collects the food aid rations?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Both	
6. What is the sex of the person in your household who usually decides on how the food aid is used?	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Both	
7. What are your main sources of food? (List up to three ways in which your household gets its food for use on day-to-day basis).	<input type="checkbox"/> UNHCR <input type="checkbox"/> Purchase/ barter <input type="checkbox"/> Own production <input type="checkbox"/> Other (specify)	
8. How many days does your household's food aid ration usually last (in days)?		

COPING MECHANISMS / INCOME SOURCES		
1. Did your household ever borrow food or money from January to April 2014? If so, from whom ?	<input type="checkbox"/> Yes (from whom) _____ <input type="checkbox"/> No	
2. How many meals a day do you have for children under the age of 5? <i>(If the number of meals is unusually low or high please ask why?)</i>		
3. How many meals a day do you have for the rest of the family/ household? <i>(If the number of meals is unusually low or high please ask why?)</i>		
4. Did your household ever spend an entire day without eating during the past 4 weeks? If so, how many days in the 4 weeks did your household spend without eating? What was the reason for not eating?	<input type="checkbox"/> Yes (average number of days in a month) _____ <input type="checkbox"/> No	
5. Did your household ever reduce portion sizes? If so, how often in the past month?	<input type="checkbox"/> Yes (average number of days in a month) _____ <input type="checkbox"/> No	
6. Have you or any member of the household engaged in employment between January and April 2014?	<input type="checkbox"/> Yes (what is the employment) _____ _____ (how much is earned per month) _____ <input type="checkbox"/> No	
7. Has your household received any food / money from anyone in the camp between January and April 2014? And how often?	<input type="checkbox"/> Yes (what was food or money or both) _____ (from whom) _____ <input type="checkbox"/> No	
8. Has your household received money from people outside of the camp (remittances) between January and April 2014?	<input type="checkbox"/> Yes (from where) _____ (from whom) _____ <input type="checkbox"/> No	
9. Did you or your household give out any of your ration between January and April 2014?	<input type="checkbox"/> Yes (to whom) _____ (which commodities) _____ (why) _____ <input type="checkbox"/> No	

10. Did you or your household sell some of your food ration between January and April 2014?	<input type="checkbox"/> Yes (to whom)_____ (which commodities)_____ (why)_____ <input type="checkbox"/> No	
11. If yes, what was the impact on the family?		
12. If some of the food was sold/ exchanged how much?	<input type="checkbox"/> All <input type="checkbox"/> More than 1/2 <input type="checkbox"/> Half <input type="checkbox"/> Less than half	
HOUSEHOLD ASSETS AND LIVELIHOOD OPTIONS		
1. Does your household have access to land for crop production?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. If yes, what type of crops or vegetables does your household grow?	<input type="checkbox"/> Maize <input type="checkbox"/> Beans <input type="checkbox"/> Vegetables <input type="checkbox"/> Other (specify) _____	
3. Does your household own any livestock?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. If yes, what type of livestock does your household own?	<input type="checkbox"/> Cattle (Number)_____ <input type="checkbox"/> Goats (Number) _____ <input type="checkbox"/> Pigs (Number) _____ <input type="checkbox"/> Poultry (Number) _____	
5. Which of the following assets are owned by you or any member or your household?	<input type="checkbox"/> Chairs_____ <input type="checkbox"/> Table _____ <input type="checkbox"/> Bed(s) _____ <input type="checkbox"/> Hoe _____ <input type="checkbox"/> Wheelbarrow _____ <input type="checkbox"/> Bicycle _____ <input type="checkbox"/> Motor vehicle _____ <input type="checkbox"/> Kombi _____ <input type="checkbox"/> Radio/ TV _____ <input type="checkbox"/> Mobile phone _____ <input type="checkbox"/> Market stall _____ <input type="checkbox"/> Store _____ <input type="checkbox"/> Generator _____ <input type="checkbox"/> Solar lamps _____ <input type="checkbox"/> Other (please specify) _____	

6. What other types of activities are you engaged in?		
HEALTH, WATSAN & FUEL		
1. Does your household own a family latrine?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If communal, how many households share the latrine)_____	
2. What fuel do you use for cooking? Where do you get it from? (If bought, how much?)	<input type="checkbox"/> Charcoal_____ <input type="checkbox"/> Firewood _____ <input type="checkbox"/> Paraffin _____ <input type="checkbox"/> Gas _____ <input type="checkbox"/> Cooking gel _____ <input type="checkbox"/> Other (specify) _____ _____	
3. Do you have an energy saving stove?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

JOINT ASSESSMENT MISSION 14-15 MAY 2014

TONGOGARA RC JAM 2014 FOCUS GROUP DISCUSSION CHECKLIST

Key Informant	Questions
Business community	<p>a) What type of work or main income generating activities do people in the Camp engage in?</p> <p>b) How many households in the Camp are engaged in one some form of work or income generating activities?</p> <p>c) Which income generating activities are normally engaged in by women, men, and youths?</p> <p>d) What type of problems or issues are associated with work or income generating activities in the Camp?</p> <p>e) What do most HHs engaged in income generating activities use their incomes for?</p> <p>f) Other comments?</p>

Key Informant	Questions
<p>Crop & vegetable producers & livestock owners</p>	<ul style="list-style-type: none"> a. What are the main type of crops, vegetables and livestock in the Camp? b. Are these crops, vegetables and livestock mainly for self-subsistence or for sale? c. To whom and where are the crops, vegetables and livestock sold? d. What external assistance is available for these farmers and from whom? e. What types of livestock shelter are available and what are the associated issues? f. What are the main challenges faced by the farmers in the Camp? g. What do most HHs engaged in these activities use their incomes for? h. Other comments?
<p>Youths & school-going children (10 to 17 years)</p>	<ul style="list-style-type: none"> a. Do you go to school? If not why? b. Do you know children of your age who are not going to school? Is so, why? c. What do they children not going to school spend the day doing? d. If some children are working, what types of work do they do? e. Are there enough <i>classrooms, textbooks, furniture and teachers for school children</i>? f. Do school children have uniforms? g. How do you feel about using the toilets at school? What about the water services? h. What are the main challenges experienced by children and youths in the Camp? (e.g. <i>attendance, dropouts, pass rates, child labour, alcohol and drug abuse, teenage pregnancies and early marriages, prostitution</i>) i. Do you hear of any children being abused or mistreated by their families or other people in or outside the Camp?

Key Informant	Questions
	<ul style="list-style-type: none"> j. What do you do after school hours? (E.g. what types of sports, leisure and entertainment activities are available for youths in the Camp?) k. What youth development or capacity building projects are there for youths aged from 18 to 25 years in the Camp? l. What opportunities outside the Camp are available for children and youths? m. Other comments?
Unaccompanied minors and child-headed HHs,	<ul style="list-style-type: none"> a) How did you arrive to the Camp? b) Where are your parents? Are you in touch with your parents/ relatives back home? c) Do you have close relatives in the Camp? d) Where do you stay/ who do you stay with (e.g. individually, in groups, in foster families) e) To whom do most UAM and/or child headed households go to for assistance? f) Are you going to school? If not, why not? If you are not going to school what do you do during the day? g) Other comments?
Single women, mothers and widows	<ul style="list-style-type: none"> a) What are the risks faced by single women, mothers and widows in the Camp? (<i>In collection of firewood, fetching water, early marriages, SGBV etc.</i>). b) Are there any protection issues as a result of inadequate shelter (<i>e.g. transit centre, main camp, local community etc.</i>)? c) What are the reporting mechanisms for protections issues experienced and how adequate are they? d) Other comments.
Adolescent girls	<ul style="list-style-type: none"> a) Are all adolescent girls of school going age in school? If not why?

Key Informant	Questions
	<p>b) What are the general challenges experienced by adolescent girls in the Camp? (<i>Attendance, dropouts, pass rates, child labour, alcohol & drug abuse, teenage pregnancies and early marriages, prostitution</i>).</p> <p>c) What form of sports, leisure and entertainment activities are available for adolescent girls in the Camp?</p> <p>d) What youth development or capacity building projects are there for adolescent girls in the Camp?</p> <p>e) What opportunities outside the Camp are available for adolescent girls?</p> <p>f) Other comments?</p>
Single men	<p>a) What are the main concerns single men face in the Camp? (E.g. <i>housing, cooking, marriage opportunities, income generating opportunities, education, etc.</i>)</p> <p>b) What income generating and leisure opportunities are available for single men in the camp?</p> <p>c) How do you prepare your meals (e.g. individually, in groups etc.)</p> <p>d) Other comments?</p>
Elderly people	<p>a) What main challenges do elderly people in the Camp? (<i>Housing, cooking, income generating opportunities, education, loneliness etc.</i>)</p> <p>b) Do you receive the same assistance provided to others? If not what is different and why?</p> <p>c) Are elderly people prioritized for assistance?</p> <p>d) What health and disability issues are you and other elderly people facing? (<i>e.g. sight, hearing loss, mental & loss of memory, diseases associated with old age</i>)</p> <p>e) What income generating opportunities are available for elderly people in the Camp? What projects, if any, are targeted towards the elderly in the Camp?</p> <p>f) What leisure opportunities are available for elderly people in the Camp?</p> <p>g) Other comments?</p>

Key Informant	Questions
Host population	<ul style="list-style-type: none"> a) What are the main challenges faced by the host population as a result of the Camp? b) What benefits has the host population derived from the Camp? c) Other comments?
Asylum seekers	<ul style="list-style-type: none"> a) What are the main problems you are facing in the Camp? b) When you have a problem in the Camp who do you approach first? c) What type of support are you receiving in the Camp? d) Are you aware of registration, referral and protection mechanisms available in the Camp? e) To whom do most members in this group go for assistance? f) Other comments?

JOINT ASSESSMENT MISSION 14-15 MAY 2014
TONGOGARA RC JAM 2014 – KEY INFORMANT CHECKLIST

Sector	Key Informant	Questions
Environment	EMA	<ul style="list-style-type: none"> g) What is the state of the physical environment? h) What are the main causes of environmental degradation? i) What are/were the main activities carried out by agencies in environmental restoration? Name the agencies. j) Are there any on-going mitigation measures for environmental protection? What are they? Are they adequate? (<i>E.g. on flooding, drought, bush fires, pollution etc.</i>)

Sector	Key Informant	Questions
		<p>k) How can we improve on co-ordination by various agencies?</p> <p>l) Other comments?</p>
General sanitation	Camp clinic; CC; DSS; EMA	<p>a) How is excreta disposed of?</p> <p>b) What vector control activities are taking place?</p> <p>c) What is the overall challenge for sanitation?</p> <p>d) Other comments?</p>
Water	ZINWA CC	<p>a) What is ZINWA's role in relation to water provision for (a) domestic consumption and (b) agricultural production?</p> <p>b) How is water quality in the Camp ensured for domestic consumption (i.e. for household use)?</p> <p>c) What is the consistency of water supply for irrigation?</p> <p>d) What challenges is ZINWA facing in this/these role(s)?</p> <p>e) Other comments?</p>
Crop & Livestock Production	AGRITEX CC	<p>a) What roles or functions does AGRITEX play in the Camp?</p> <p>b) How does AGRITEX coordinate with CC regarding crop & livestock production?</p> <p>c) What types of livestock shelter are available and are there any problems? If so, what are the main problems?</p>

Sector	Key Informant	Questions
		<ul style="list-style-type: none"> d) How does presence of livestock impact on the general environment? (<i>It could be positive or negative impacts</i>)? e) Is/are there a slaughter house(s) under AGRITEX/CC supervision? f) What plans does AGRITEX/CC have to improve crop & livestock production? g) Other comments?
Shelter	DSS CC	<ul style="list-style-type: none"> a) What type of houses are available in the camp (<i>permanent, semi-permanent...describe roofing, wall and floor materials</i>)? b) How many households are in permanent and semi-permanent housing? c) What general challenges are associated with housing in the camp? (<i>crowding, building materials, quality of structures, WASH, illegal structures etc.</i>) d) Are there any protection issues owing to inadequate shelter? e) What plans are in place to improve housing in the camp? f) Other comments?
Education & vocational training	School authorities; JRS; CC; DSS; NODED	<ul style="list-style-type: none"> a) What education facilities are available in the Camp? (<i>pre-school, primary, secondary and vocational</i>) b) What are the enrolments (by sex) and student-teacher ratios for each level in the camp? c) What are the management arrangements for each facility?

Sector	Key Informant	Questions																								
		<p>d) Are they adequate facilities for learning for each school? (<i>classrooms, textbooks, furniture, qualified teachers, teachers' houses, language,)</i></p> <p>e) What are the enrolments by sex for non-camp students at secondary and tertiary level?</p> <p>f) What are the general challenges experienced? (<i>attendance, drop-outs, pass-rates, etc.</i>)</p> <p>g) What plans are in place to improve the current situation?</p> <p>h) What are the water and sanitation facilities available at schools? Are they sufficient?</p> <p>i) Other comments?</p>																								
Energy	ZESA	<p>a) What is ZESA's role in relation to energy provision for (a) domestic use and (b) other uses in the Camp?</p> <p>b) What challenges does ZESA face in this/these role(s)?</p> <p>c) Other comments?</p>																								
Health	Camp clinic; CC; DSS, MoHealth (Chipinge district hospital)	<p>a) What are the 3 main health issues dealt with at the Camp Clinic for new arrivals, permanent residents and host population from January to April 2014?</p> <table border="1" data-bbox="592 1709 1362 2063"> <thead> <tr> <th data-bbox="592 1709 762 1883">Category</th> <th data-bbox="762 1709 876 1883">Case treated or handled</th> <th data-bbox="876 1709 979 1883">No. of Males</th> <th data-bbox="979 1709 1107 1883">No. of Females</th> <th data-bbox="1107 1709 1201 1883">Total</th> <th data-bbox="1201 1709 1362 1883">Comments</th> </tr> </thead> <tbody> <tr> <td data-bbox="592 1883 762 1944">New arrivals</td> <td data-bbox="762 1883 876 1944">1.</td> <td data-bbox="876 1883 979 1944"></td> <td data-bbox="979 1883 1107 1944"></td> <td data-bbox="1107 1883 1201 1944"></td> <td data-bbox="1201 1883 1362 1944"></td> </tr> <tr> <td data-bbox="592 1944 762 2004">New arrivals</td> <td data-bbox="762 1944 876 2004">2.</td> <td data-bbox="876 1944 979 2004"></td> <td data-bbox="979 1944 1107 2004"></td> <td data-bbox="1107 1944 1201 2004"></td> <td data-bbox="1201 1944 1362 2004"></td> </tr> <tr> <td data-bbox="592 2004 762 2063">New arrivals</td> <td data-bbox="762 2004 876 2063">3.</td> <td data-bbox="876 2004 979 2063"></td> <td data-bbox="979 2004 1107 2063"></td> <td data-bbox="1107 2004 1201 2063"></td> <td data-bbox="1201 2004 1362 2063"></td> </tr> </tbody> </table>	Category	Case treated or handled	No. of Males	No. of Females	Total	Comments	New arrivals	1.					New arrivals	2.					New arrivals	3.				
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Sector	Key Informant	Questions					
		Permanent residents	1.				
		Permanent residents	2.				
		Permanent residents	3.				
		Host population	1.				
		Host population	2.				
		Host population	3.				
		<p>b) What are number of births and deaths between January and April 2014?</p> <p>c) What are the main causes of deaths in the Camp? Mortality rate</p> <p>d) Are there any cases of malnutrition currently being treated in the Camp?(provide statistics by age and sex)</p> <p>e) What nutrition services are available in the Camp?</p> <p>f) <i>EPI coverage</i></p> <p>g) Access to cEMOCc.....</p> <p>h) What malaria control activities are implemented in the Camp?</p> <p>i) Are there health &hygiene promotion activities carried out in the Camp? (E.g. hand washing, garbage collection, and refuse disposal, HIV and Aids campaigns etc.)</p>					

Sector	Key Informant	Questions
		<p>j) Is there a slaughter house in the camp? What are the routine hygiene practices within and around the slaughter houses?</p> <p>k) Other comments?(<i>e.g. on availability of staff, supplies and other challenges</i>)</p>
Local administration & relationships	DA; chiefs; village heads	<p>a) What coordination mechanisms and administration arrangements are currently present with the Camp?</p> <p>b) What are the main challenges faced by the host population as a result of the Camp?</p> <p>c) Other comments?</p>

ANNEX 4: LIST OF PARTICIPATING ORGANISATIONS

JOINT ASSESSMENT MISSION – 14TH to 15TH MAY 2014

Participating Organisations

1	WFP
2	FAO
3	UNICEF

4	DSW
5	Ministry of Health
6	Ministry of Agriculture
7	State Security
8	Chipinge District Food and nutrition security committee
9	Christian Care
10	UNHCR