

Annual Results Report

2024

Zambia

Acknowledgements

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Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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Section 1: Context and Overview

1.1 Changes to the Operational Context

Zambia is highly vulnerable to climate change, experiencing increasing temperatures, erratic rainfall, droughts and floods that threaten food security and biodiversity. In 2024, climate hazards disrupted agricultural production, affecting livelihoods, market access and overall economic stability. This caused families living in refugee-hosting areas to adopt negative livelihood coping strategies such as self-rationing meals, cutting health and education-related expenses, schools absences and engaging in high-risk or exploitative activities.

As of December 31, 2024, Zambia hosts 106,770 asylum-seekers, refugees and former refugees (57% male, 43% female), mainly from the Democratic Republic of the Congo, Angola, Rwanda, and Burundi in three settlements (Meheba, Mayukwayukwa and Mantapala) and urban areas like Lusaka, Ndola and Kitwe. Zambia continued to deliver an integrated settlement approach to refugee management, in line with its Global Refugee Forum commitments (2019, 2023), its National Refugee Policy and Implementation Plan (2024), which calls for refugees to be part of government plans and services, and the Revised Resettlement Policy of 2024, which provides a legal framework for former refugees. Refugees have access to education, healthcare, certain social protection programs, and the ability to open bank accounts and hold SIM cards with mobile money accounts. They are granted access to arable land at a commercial scale, though they farm a reduced area due to ecosystem degradation, and face challenges in terms of knowledge, inputs, mechanization, infrastructure, refugee movement and market access.

With recovery underway, Zambia is working to transform settlements into economic hubs through a whole-of-Government approach. Participatory and integrated local development plans are in place and an Agricultural Road Map is being designed jointly by partners to shift from short-term humanitarian efforts to climate-smart, market-oriented agricultural solutions.

Government's first ever National Refugee Policy and Implementation Plan was launched in January after months of UNHCR support. UNHCR undertook a mapping of the necessary law and policy reforms towards inclusion to guide UNHCR and World Bank's (IDA20) work supporting government to implement their new National Refugee Policy.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

People of concern in Zambia enjoy dignified lives, attain socio-economic inclusion and have access to durable solutions

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	99.99%	70.22%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	2.84%	27.05%

In 2024, UNHCR advanced efforts to strengthen the rights and socio-economic inclusion of forcibly displaced and stateless populations in Zambia. Access to asylum procedures remained available to most, with the vast majority recognized as refugees and receiving protection. However, concerns persist regarding reports of refoulement, where legal protections were not upheld, leading to forced removals. Freedom of movement remains restricted, and while access to services is high, legal wage-earning employment is severely limited. Refugees are confined to living and working within settlements unless they are among the 27% with permission to reside elsewhere, which remains location-specific.

Progress was made in strengthening data-driven decision-making, with the groundwork laid for the Forced Displacement Survey (FDS), set for implementation in 2025. A Memorandum of Understanding (MOU) with ZamStats and the Office of the Commissioner for Refugees, aligned with the EGRIS Statistical Inclusion Pledge, will facilitate the inclusion of refugees in national data systems. Amid a severe drought, UNHCR assessed heightened vulnerabilities, supporting government efforts to target social cash transfers effectively.

Efforts to promote livelihoods and self-reliance continued, particularly through the development of an Agricultural Roadmap, to be finalized in 2025. 695 refugee farmers benefited from the Farmer Input Support Programme, improving food security in the context of drought. Economic inclusion initiatives provided business startup support, vocational training, and market access, although formal employment restrictions persist.

Education and legal inclusion progressed, with the government maintaining free education and healthcare for refugees. A refugee-specific indicator was integrated into the national Education Management Information System. However, low birth registration rates (9%) and legal barriers to tertiary education and skills training remain challenges.

Infrastructure development has begun to concretely support self-reliance. The extension of the national power grid to Meheba, expansion of solar energy in settlements, and investments in water, sanitation, and healthcare have improved access to essential services, despite climate-related disruptions.

While progress towards sustainable solutions is evident, some initiatives are yet to be reflected in indicators. Complementary pathways for refugees continue to expand slowly. Sustained advocacy and policy engagement remain critical to securing durable solutions, strengthening legal protections, and increasing economic inclusion for refugees in Zambia.

Other Core Impact Indicators

Country	Population Type	Baseline	Actual(2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities			
Zambia	Refugees and Asylum-seekers	50.00%	74.42%
2.3 Proportion of people with access to health services			
Zambia	Refugees and Asylum-seekers	75.00%	91.02%
3.1 Proportion of people who have the right to decent work			
Zambia	Refugees and Asylum-seekers	0.00%	65.27%
3.2a Proportion of children and young people enrolled in primary education			
Zambia	Refugees and Asylum-seekers	76.59%	69.15%
3.2b Proportion of children and young people enrolled in secondary education			
Zambia	Refugees and Asylum-seekers	40.81%	28.04%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark			
Zambia	Refugees and Asylum-seekers	50.00%	100.00%
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin			
Zambia	Refugees and Asylum-seekers	772	169
4.2a Number of people who departed on resettlement			
Zambia	Refugees and Asylum-seekers	878	1,228
4.2b Number of people who departed through complementary pathways			
Zambia	Refugees and Asylum-seekers	4	17

1.3 Challenges to Achieving Impacts

Progress toward refugee inclusion and self-reliance in Zambia continues to face structural, legal, and environmental barriers. While national policies support protection and integration, inconsistent enforcement of refugee rights has resulted in cases of refoulement, undermining asylum safeguards. Movement restrictions confine most refugees to settlements, limiting access to employment and markets. Legal barriers exclude refugees from higher education loans and many vocational training programs, preventing skills development.

The asylum system remains inefficient and understaffed, leading to a growing backlog. A sudden raid on the Office of the Commissioner for Refugees, ostensibly due to concerns over procedural integrity, suspended registration and refugee status determination (RSD) for up to three months in some locations. This further increased uncertainty for asylum seekers, delaying access to rights and services.

Climate and environmental risks also threaten progress. Recurring droughts and erratic weather have severely impacted agriculture, reducing food security and forcing negative coping strategies. Even where refugees access farmland, poor soil quality, lack of mechanization, and weak irrigation systems limit productivity.

Economic inclusion remains constrained by work permit restrictions, preventing refugees from securing formal employment. Even those engaged in farming or small businesses face market access challenges, limited financial services, and transport barriers, further restricting opportunities.

Infrastructure and service gaps also hinder impact. While the Meheba power grid was extended, other settlements still lack reliable electricity, limiting economic activity and service delivery. Health, WASH, and education systems remain overstretched, while GBV survivors lack adequate protection due to the absence of government-run shelters.

Weak government coordination, an under-resourced civil service, and limited data use in decision-making further slow progress. Pathways to durable solutions remain limited, with few refugees able to secure legal residency or access third-country opportunities. In 2024, resettlement submissions dropped by a third after a six-month suspension due to a UNHCR IGO investigation into identity fraud allegations, which were ultimately unsubstantiated.

1.4 Collaboration and Partnerships

UNHCR and the Government of Zambia expanded their partnership to support the implementation of the Global Compact on Refugees (2018), Zambia's commitments at the Global Refugee Forum (2019 & 2023), and the country's first-ever National Refugee Policy, launched in January 2024. UNHCR and the Ministry of Community Development and Social Services (MCDSS) co-led the Protection Sector, responding to Zambia's severe drought emergency with over 20 protection partners.

Zambia, Japan, and UNHCR co-convened a High-Level Dialogue on Inclusive Development and Solutions for Refugees and Host Communities, supported by UNDP and the German Embassy. This event brought together stakeholders to discuss transforming settlements into economic hubs.

With European Union funding, UNICEF is supporting a multisectoral Forced Displacement Survey in partnership with UNHCR, Zambia Statistics Agency (ZamStats), and the Office of the Commissioner for Refugees (COR), engaging 4,600 households in refugee, former refugee, and host communities to inform development programs.

Additionally, UNHCR, COR, and the Rural Electrification Agency extended the hydroelectric grid by 28km to connect Meheba Settlement to the national grid, with multilateral funding. This collaboration is enabling a second off-grid investment in Mayukwayukwa and Mantapala settlements, providing electricity to public services like schools and health facilities, funded by the Arab Bank for Economic Development in Africa. JICA, UNDP, and the Division of Resettlement in the Office of the Vice President are working together on a project to develop basic infrastructure in settlements for displaced persons and their host communities. UNHCR collaborated closely with COR, MCDSS, and NGO partners such as Caritas Czech Republic to deliver essential services, including cash assistance through MCDSS, as a protection response to the challenges caused by the drought emergency.

As part of the UN Humanitarian Team, through the leadership of the Office of the UN resident coordinator in Zambia and its 2023 - 2027 UNSDCF, considering the huge unfunded priorities, strategic directions and resource limitations, UNHCR actively participated in the planning, development of the 2024 UN Joint Workplan under the 4 results Groups of People, Peace, and Prosperity and Planet to ensure that refugees and other forcibly displaced persons, former refugees and asylum-seekers are included in planning, monitored implementation and reporting.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

People of concern access to enhanced protection and durable solutions

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	100.00%	100.00%	95.53%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	35.22%	70.00%	13.25%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	100.00%	100.00%	62.99%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	11,798
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	5,244

Progress Against the Desired Outcome

In 2024, a total of 11,798 individuals were newly registered and documented, bringing the total number of forcibly displaced persons hosted in Zambia to 106,770. However, this represents 95% of the target population (112,686 individuals) for the year. The outcome of a National Registration Workshop was a comprehensive roadmap. Mobile registration for birth certificates was facilitated, resulting in 359 birth certificates issued, 1,361 alien cards processed and 175 convention travel documents issued. Overall, 30% of the total population now holds an alien card, while 9% have obtained birth registration.

The closure of the office of the Commissioner for Refugees also impacted refugee status determination procedures, with 30 % fewer RSD interviews and decisions issued as compared to the original targets of COR and a growing backlog of RSD cases pending at various stages of the process by end 2024 (4332 registered household). The RSD committee met only 7 times in the year and failed to conduct planned field missions to assess RSD cases in the settlements, leaving many asylum seekers in legal limbo for prolonged periods. No RSD training was undertaken by nor provided to legal advisor of COR and the quality of RSD decisions fell short of standards in some cases such as for a group of LGBTIQ asylum seekers.

UNHCR continued to be required to exceptionally undertake Mandate status determination to ensure protection and identification of solution for this group. The operation developed simplified RSD/RST procedures for faster processing of these cases as their prolonged presence on the Zambian territory is becoming a contentious issue due to the prevailing criminalizing legal framework.

489 GBV incidents were reported and recorded, and an additional 658 individuals received GBV psycho-social support and/or GBV case management as well as 5,732 accessing services through child-friendly spaces under the CERF project. PSEA sensitizations were conducted in these areas to raise awareness. Additionally, 578 GBV survivors, including those at risk, were empowered through economic empowerment activities. UNHCR remained an active member of the UN Gender Task Group (GTG) and PSEA Network. Empowering vulnerable populations in refugee settlements and surrounding host communities continued, in order to increase the understanding of GBV prevention and how refugee populations can contribute to bringing about change. Gender – sensitive dialogues on GBV / PSEA and fraud was held with peer-to-peer groups, youth leadership committee and youth networks to raise awareness on prevention, response and mitigations while focusing on youths' capacities and community opportunities to address youth related protection issues in displacement. Girl Shine activities targeting refugee girls were conducted to capacitate them on Gender equality, psycho-social support and Sexual Reproductive Health Rights. Efforts made to increase female participation in leadership structures led to a 30% increase to 31% in 2024 from only 1% in 2023. The evaluation of the three-year EU-funded project promoting best practices for children on the move was presented, and follow-up actions agreed upon between governments, UNHCR and UNICEF. This is taken from the indicator report, while the narrative below claims 49%.

3. Outcome Area: Protection Policy and Law

Support to the Government to actualize the refugee-related pledges and include refugee in national systems is provided

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Broadly aligned	Progressing toward alignment	Broadly aligned
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			
None	Not yet aligned	Progressing toward alignment	Progressing toward alignment

Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In October 2024, the GRZ received a US\$30 million World Bank IDA20 grant for the Zambia Refugee and Host Communities Project, which is primarily intended to facilitate the policy and legal harmonization objectives contained in Zambia's National Refugee Policy to include refugees in national systems of which Meheba refugee settlement is included to boost its internal resources. The National refugee policy echoes the commitment of the refugee forum pledges to ensure that refugees and former refugees enjoy their rights and freedoms. Several GRF pledges continue to be advanced including Inclusion in Farmer Input Support Programmes, comprehensive inclusion of refugees in education and health which will be supported by refugee documentation improvements and climate smart infrastructure, inclusion in National statistics and access to electricity and sustainable energy. In 2024, in line with the Government's pledges, a total 695 farmers accessed inputs under this programme, representing a positive step towards the strengthening of livelihoods and food security. Under Education and Health both the parent ministries have continued to provide free access to education and health services through provision of teachers, learning materials, health staffing, medicines, medical equipment and supplies, capacity building support to staff through Government resources. A tripartite draft tripartite MOU between ZamStats, COR and UNHCR outlines the roles and responsibilities of parties, and the travel support that will be provided by UNHCR for relevant activities to complete a Forced Displacement Survey which in turn will be utilized for evidence-based advocacy for refugee inclusion into National systems.

Progress was made towards increasing refugee and host communities towards access to energy through UNHCR collaboration with the Government's Rural Electrification Authority (REA) in Kalumbila that has contributed to the 2024 energy outcomes including health, education, registration and protection, includes the connection of Meheba Settlement Blocks A and B to the national grid, funded by UNHCR (ZMW 6.5M) and GRZ through REA (ZMW 9.9M). This is now leveraged for further expansion to Blocks C, D, E, and F planned by GRZ with development funding. Solarization efforts, totaling 72kWp, in UNHCR field offices in Kawambwa, Solwezi, and Meheba, and COR offices in Nchelenge, Meheba, and Makeni, has significantly reduced carbon emissions and costs from diesel generators while enhancing the reliability of protection services. Procurement for BADEA-funded solar systems and streetlights was completed and implementation underway. Resource mobilization efforts pending a proposal submitted to AfDB for energy master-planning by GRZ and to IKI with UNDP as lead and the private sector for a multi-year climate resiliency program.

UNHCR continued support to some 144 tertiary students through DAFI and Cavendish University scholarships. In the pursuit of sustainable responses, the operation halted the admittance of new scholars to the latter, as future focus should be on scholarships to public institutions. 21 refugees holding the UNESCO Qualifications Passport (UQP) have been admitted into Chalimbana University and granted loans under the same conditions applied for nationals. UNHCR maintains advocacy for also non-UQP holders to benefit from these loans going forward.

8. Outcome Area: Well-Being and Basic Needs

Support to meet humanitarian and development needs of refugees and their hosts is provided

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
8.1 Proportion of people that receive cash transfers and/or non-food items			
Refugees and Asylum-seekers	92.52%	40.00%	43.84%

8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology

Refugees and Asylum-seekers	14.59%	10.00%	100.00%
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Core Output Indicators

Indicator	
Population Type	Actual (2024)
08.1.1 Number of people who received cash assistance	
Refugees and Asylum-seekers	57,890
08.2.1 Number of people who received non-food items	
Refugees and Asylum-seekers	16,450
08.3.1 Number of people supported with improved cooking options	
Refugees and Asylum-seekers	0

Progress Against the Desired Outcome

UNHCR conducted a protection needs assessment through the development of an extensive questionnaire and a scorecard, in order to assess vulnerabilities. By end-year, 5,027 individuals had been assessed. The assessment revealed 47% of households had been forced to reduce health related expenses to cover more urgent costs, 38% had reduced education-related expenses, and 36% had resorted to begging/scavenging to meet basic needs. Some 8% of households also reported a member resorting to socially degrading, high-risk, exploitative, or life-threatening income activities, including the sale or exchange of sex. Agriculture remains the main livelihood for refugees and former refugees (communities at risk of statelessness) in settlements, though largely subsistence focused (for their own household). Livestock ownership was limited, with poultry being the most common asset (19.6%). 85% of households had access to water, but quality concerns were significant. 65% of households reported having access to financial services, predominantly mobile money transfers. The needs expressed as most severe by the respondents themselves were: lack of income (95%), lack of food (90%), concerns about hygiene (75%), and concerns about health (69%). Community-level concerns focused on neglect of people with specific needs (54%)¹ and substance abuse (52%), with urban areas highlighting judicial inadequacies and gender-based violence. The protection assessment also served as a basis for cash distribution, with some 2,547 households benefiting from disbursement under both CERF funding and direct implementation. Towards the end of the year, the office signed a PPA with MCDSS, with the aim for the Ministry to include also FDPs into their social cash transfer processes.

UNHCR also supported the Ministry of Education and Caritas to improve equitable access to quality education in 23 schools in the settlements hosting 18,826 refugees and host community members through provision of education at early childhood level (1,599 refugees), primary (10,211 refugees) and secondary (2,219 refugees) level. UNHCR supported trainings on catch-up methodologies for refugee learners aiming to enhance foundational literacy and numeracy skills, and management of children with special education needs. UNHCR continued to supplement government efforts to address the teacher pupil ratio gap, through support provided to refugee community schools by provision of teaching and learning materials as well as incentives. The proportion of refugees enrolled in the education system increased slightly from 51.38 % in 2023 to 54.8 % in 2024, an encouraging number given reports around instances of dropouts related to the

drought, and thereby also maintaining higher levels of enrolment as a result of the Government Education for all policy. To be fully operational in 2025, the MoE included a refugee-specific indicator into the national Education Management Information System (EMIS) to enhance refugee data and visibility in the national statistics for more inclusion.

The three (3) Refugee settlements in Zambia have a total of 506 (218 Mayukwayukwa, 220 Meheba and 68 Mantapala) water systems, which constitutes both boreholes and wells. The drought situation that hit the country in 2024 affected the water table, resulting in 26 dried up wells in Meheba. The operation did not have resources to construct additional water facilities. Nonetheless, UNHCR supported the Ministry of Water Development and Sanitation to repair 70 (45 Mayukwayukwa, 5 Mantapala and 20 Meheba) water points during the reporting period, enabling the entire settlement population of approximately 80,000 people to have access to an average of 24 litres of water/person/day, which was above the sphere standard of 20 litres. The average distance to the nearest water facility was also within the acceptable sphere standard of 500m, in the more vast settlements of Meheba and Mayukwayukwa and only 50m in Mantapala. Water quality testing was conducted twice in Mayukwayukwa and once in Mantapala settlement, which assisted to identify and treat facilities that displayed the slightest signs of faecal coliforms, to enhance the provision of safe water. Sanitation coverage was at approximately 85%, with over 900 sanitary platforms distributed in Mayukwayukwa settlement, to facilitate the construction of new HH latrines. Health and hygiene sensitization reached a total population of 21,950 (2,450 Mayukwayukwa, 1,500 Meheba and 18,000 Mantapala).

70,437 individuals received medical treatment and healthcare, with special attention to children aged under five years and reproductive health services. 91 % of the forcibly displaced population had access to health services as the Government health systems continued to grapple with funding limitations, the health facilities overwhelmed with stockouts of key medical supplies and equipment as part of effects of the prolonged drought and recurrent epidemics. A total of 1,497 cases were referred to various secondary-level hospitals within the respective districts, while 90 cases were referred to tertiary healthcare facilities in Lusaka. HIV sensitization campaigns on public health issues reached 56,810 individuals

In 2024, A total of 57,890 individuals / 11,578 HH comprising of 45,155 individuals / 9,031 host community households and 12,735 individuals / 9,031 refugee households were supported through cash assistance. A sample size 734 households was identified for the CBI Post-distribution monitoring highlighted that 93% of the sample reported that cash assistance contributed to improving living conditions, 74% of households were able to meet half or more of their basic needs as a majority was spent on food (76%), 27% - clothes and shoes, 21% health related costs and 20% livelihood intervention. Under the cholera response, supported by UNFPA, UNICEF and WHO forcibly displaced persons and surrounding host communities were supported through provision of medical supplies and equipment, hygiene community sensitization and awareness on personal and menstrual hygiene and earlier seeking of healthcare services and the prevention of communicable diseases of which 89,161 individuals were reached

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Human capital development, sustainable livelihoods and economic inclusion of refugees and their hosts are promoted

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	3,914

Progress Against the Desired Outcome

In 2024, economic inclusion efforts for refugees and asylum-seekers were significantly challenged by droughts and diminished donor funding, which adversely affected agriculture—the primary livelihood source for displaced persons. Despite sustained key interventions by UNHCR and its partners, unemployment rates were still high, recorded at 42%, down from 34.34% in 2023. Economic inclusion services slightly improved, reaching 7% of PoCs, up from 6% the previous year. Ongoing employment restrictions and immigration-related detentions underscored the urgent need for more robust advocacy, enhanced funding, and the implementation of strategies resilient to climatic changes.

Government Support: The Zambian government upheld its GRF pledge to include refugees in FISP and launched the National Refugee Policy and Integrated Local Area Development Plans, reinforcing refugee inclusion in national frameworks. These initiatives improved access to land, public services, and economic opportunities for both refugees and host communities.

Partner-Led Initiatives: In Meheba, World Vision's Ultra Poor Graduation Project supported 3,328 individuals through cash grants and assets within 39 savings groups. UNHCR facilitated 10 market linkages, constructed 24,000 shelter-based livelihood bricks, six eco-toilets, and provided business training and cash grants to 45 youth and women. Additionally, 15 tailors received sewing machines from UNHCR and Caritas, and five bee-keeping groups were supported by Caritas and Tree Top Honey. Agricultural initiatives included winter maize for 20 farmers, treadle pumps for 35 farmer, booster grants for 40 marketers, and brickmaking for 16 groups. Sylva Foods trained 600 farmers in biofortified crops and solar drying, and a cooperative managed a seed bank for Mbereshi beans.

In Mantapala, Caritas, Action Against Hunger, and WFP supported 1,500 refugees with cash transfers and agricultural skills. Caritas and Tree Top Honey also equipped 100 beekeepers with 1,000 beehives.

Mayukwayukwa's Economic Empowerment Support for Progress Project uplifted 197 beneficiaries through village chickens, cash-based loans, and seed distribution by Agora Microfinance and Good Nature. Seven farmer groups benefited from new irrigation sets. In Lusaka, Caritas, Good Neighbours, and the Woman of Skill Hub trained 50 refugees in agriculture and tailoring, assisting over 50 individuals and planning expansions.

These initiatives enhanced human capital, economic inclusion, and sustainable livelihoods, integrating refugees into local economies and fostering self-reliance and social cohesion.

Other Core Outcome Indicators

Population Type	Baseline	Target(2024)	Actual(2024)
2.1 Average processing time (in days) from registration to first instance asylum decision			
Refugees and Asylum-seekers	30.00	30.00	49.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	50.00%	100.00%	70.22%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	80.00%	100.00%
4.1 Proportion of people who know where to access available GBV services			
Host Community	100.00%	100.00%	100.00%
Refugees and Asylum-seekers	100.00%	100.00%	33.89%
4.2 Proportion of people who do not accept violence against women			
Refugees and Asylum-seekers	90.00%	90.00%	100.00%
4.3 Proportion of survivors who are satisfied with GBV case management services			

Refugees and Asylum-seekers	100.00%	100.00%	100.00%
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	100.00%	80.00%	9.93%
5.2 Proportion of children who participate in community-based child protection programmes			
Refugees and Asylum-seekers	23.41%	50.00%	40.05%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement			
Refugees and Asylum-seekers	89.06%	60.00%	54.20%
6.1 Number of people arrested or detained related to immigration control or legal status			
Refugees and Asylum-seekers	161	150	66
7.2 Proportion of people who have access to safe feedback and response mechanisms			
Host Community	0.00%		0.00%
Refugees and Asylum-seekers	100.00%	75.00%	100.00%
7.3 Proportion of women participating in leadership/management structures			
Refugees and Asylum-seekers	1.02%	50.00%	31.09%
9.1 Proportion of people living in habitable and affordable housing			
Refugees and Asylum-seekers	73.95%	75.00%	71.44%
9.2 Proportion of people that have energy to ensure lighting			
Refugees and Asylum-seekers	6.17%	10.00%	50.00%
10.1 Proportion of children aged 9 months to five years who have received measles vaccination			
Refugees and Asylum-seekers	23.63%	90.00%	29.65%
10.2. Proportion of births attended by skilled health personnel			
Refugees and Asylum-seekers	97.43%	95.00%	97.31%
11.2 Proportion of children and young people enrolled in the national education system			
Refugees and Asylum-seekers	51.38%	60.00%	54.80%
12.1 Proportion of people using at least basic drinking water services			
Refugees and Asylum-seekers	92.36%	100.00%	100.00%
12.2 Proportion of people with access to a safe household toilet			
Refugees and Asylum-seekers	88.27%	92.00%	85.00%
15.1 Number of refugees submitted by UNHCR for resettlement			
Refugees and Asylum-seekers	3,100	2,500	849
16.2 Proportion of people covered by national social protection systems			
Refugees and Asylum-seekers	7.70%	3.00%	23.89%

Other Core Output Indicators

Population Type	Actual (2024)
02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards	
Refugees and Asylum-seekers	Yes
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	384
05.1.1 Number of children and caregivers who received child protection services	
Refugees and Asylum-seekers	4,354
06.1.1 Number of people who received legal assistance	
Refugees and Asylum-seekers	66
07.1.1 Number of people consulted through Participatory Assessments	
Refugees and Asylum-seekers	5,027
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
Refugees and Asylum-seekers	1,686
07.3.1 Number of people who received protection services	
Refugees and Asylum-seekers	39,095
09.1.1 Number of people who received shelter and housing assistance	
Refugees and Asylum-seekers	629
10.1.1 Number of individual consultations in UNHCR supported health care services	
Refugees and Asylum-seekers	70,437
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
Refugees and Asylum-seekers	3,807
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	12,430
12.1.1 Number of people supported with access to water and/or sanitation services	
Refugees and Asylum-seekers	79,454
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	259
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	Yes
16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people	
Others of Concern	Limited
Refugees and Asylum-seekers	Limited
16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures	
Refugees and Asylum-seekers	0

2.2. Age, Gender and Diversity

In collaboration with partners and FDPs, the operation used the AGD approach to ensure that FDPs exercise their rights equitably and participate meaningfully in decisions impacting their lives. Data collected was disaggregated by age and sex, and regular focus group discussions were held across locations and population groups. The operation continued to strengthen complaint and feedback mechanisms, including protection helpdesks for individual counselling, phone hotlines, complaint and suggestion boxes, as well as focus group discussions, town hall meetings and community sensitization activities. Efforts were made to ensure equal representation in decision-making processes, engaging refugee leaders, community structures, persons living with disabilities, and other vulnerable groups (including LGBTQI+). AGD considerations were integrated into both protection needs assessments and PDMs across all locations.

Notably, a protection needs assessment reached some 5,000 households, ensuring representation across gender, age, and diversity. The operation also supported women's economic empowerment. A Refugee Women-Led Group (RWLG) in Mantapala refugee settlement engaged in income-generating activities like soap making and supplementary feed production. The group was formally registered and granted tax exemption. UNHCR also assisted LGBTQI+ individuals specifically through Cash-Based Interventions (CBI) and housing support, as some were denied registration of their asylum claims. The operation promoted inclusion into the national database for persons with disabilities together with ZAPD, including issuance of ID cards for persons with disabilities and subsequently the establishment of a special education unit in refugee hosting schools. Targeted assistance of assistive aids was also done in collaboration with MCDSS. In Meheba, a total of nine persons with physical disabilities, including four children, were given walking aids (wheelchairs and crutches).

Section 3: Resources

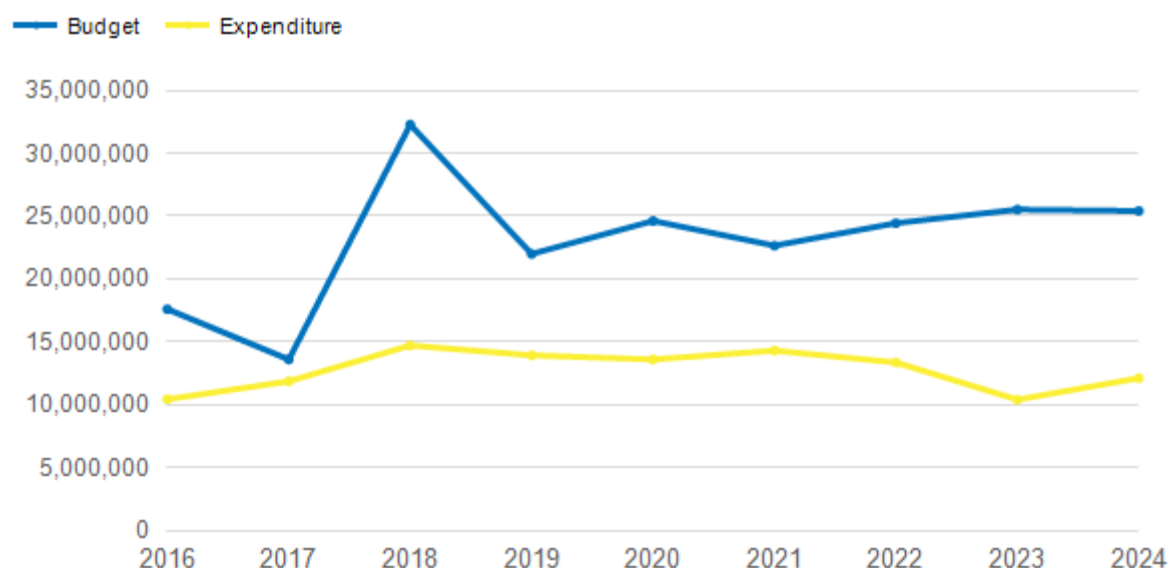
3.1 Financial Data

(Financial figures in USD)

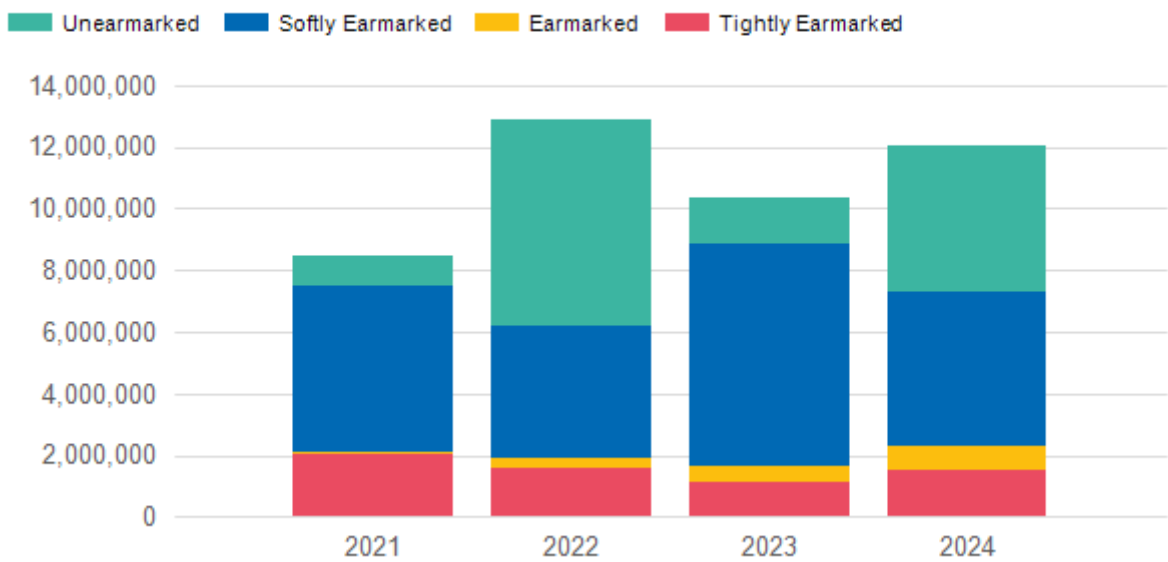
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	25,414,400	12,128,510	47.72%	12,128,510	100.00%
Total	25,414,400	12,128,510	47.72%	12,128,510	100.00%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	17,375,393	10,021,495	57.68%	10,021,495	100.00%
OA3: Policy/Law	1,210,840	528,959	43.69%	528,959	100.00%
OA8: Well-being	4,096,513	1,405,158	34.30%	1,405,158	100.00%
OA13: Livelihood	2,731,654	172,897	6.33%	172,897	100.00%
Total	25,414,400	12,128,510	47.72%	12,128,510	100.00%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

Unlike 2023 where the OL was funded only 20%, in 2024 the OL was funded at 60% of \$11,740,888. The resource allocation and prioritization of resources was based on several parameters ranging from lifesaving, donor earmarking, fixed running costs, support to persons with specific needs and operational, regional, and global UNHCR priorities. In 2024, tightly earmarked contributions from the Arab Bank for Africa for Economic Development in Africa constituted \$281,155, CERF funding for the Rapid Response Protection initiative for the most Vulnerable Communities affected by Zambia’s Severe drought response amounting to \$ 445,000 and UN Joint Programme on HIV / AIDS totaling to \$47,927. In addition, the operation received \$1M OL increase against Emergency Reserve Budget (ErB, L1), ZMB operation to support the protection response activities related following the declaration of level 1 emergency due to the drought situation in Zambia. This was funded through softly earmarked contributions from USA. 70 % of the funding was prioritized towards the provision of cash assistance to vulnerable drought affected refugee and host communities' households as a part of the Government of Zambia Draught Response. Other areas supported included the upsurge for emergency staffing and administrative related costs that supported the coordination of the Protection cluster in its capacity as the Co-lead together with MCDSS. Other prioritized and critical lifesaving interventions included emergency support provided to new arrivals and targeted support to persons with special needs, registration and civil registration, support to GBV survivors, provision of scholarships and school materials to pupils from vulnerable households, enhanced access to entrepreneurship, business skills for targeted youth and women and men at risk, agricultural production, procurement of medicines and nutritional supplies, procurement of CRI including sanitary materials for women and girls and referrals to secondary and tertiary health care. By yearend, 72% of Zambia's OP budget remained unfunded.

Unlike in 2023, in 2024 the Zambia operation increased it’s operational presence in Mayukwayukwa field office mainly through undertaking field missions, rigorous engagement in strategic stakeholder engagements with private partners to advance the sustainable response, protection assessments to ascertain the needs and gaps, protection monitoring and other key areas as the operation prepares to reopen to the Mayukwayukwa Field unit in 2025.

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

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

As the operation continues playing its advancement of the refugee inclusion in Government social protection services through Private sector and Development Partners engagement, one of the key areas that need to be undertaken to advance the sustainable response is the development of an inclusive Social Registry as it emerged a strategic priority, with FCDO actively pushing this agenda through World Bank funding. Drawing on learnings from a recent study tour to Türkiye, where FCDO teams observed UNHCR's successful integration of refugees into national social protection systems, there is clear interest in replicating similar approaches in Zambia. FCDO suggested that UNHCR could benefit from engaging with UNHCR Türkiye to understand best practices in refugee inclusion within national social registries and payment delivery systems. This knowledge exchange could inform Zambia's developing social protection architecture while ensuring refugee inclusion from the outset.

As part of the drought response and outlined in Zambia's SOP for cash, though UNHCR's alignment with Government-set social cash transfer amounts was noted as a positive development, there is a need for operational harmonization, particularly relating to cash transfer values and timing of cash distributions as the timing of Government payouts as they typically face more bureaucratic delays compared to ARC Replica payouts, highlighting the need for better synchronization.

Partnerships and collaborations must continuously be pursued with other Government Line ministries such as Ministry of Education and strategic engagement with the Ministry of Small and Medium Enterprise Development, Ministry of Agriculture and other partners to create an enabling environment for increased reach of livelihood and economic inclusion activities, sensitization of development actors and donors to the forcibly displaced population, its host communities, and evidence based data on gaps. Additionally, cooperation agreements with private and development partners will require formalization as UNHCR continues to play its catalytic role of continuous advocacy for inclusion of refugees in Government programs and sustained funding of Government Programmes.



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