

Newly arrived families
wait patiently outside
reception at Dagahaley
refugee camp in Kenya.

| OPERATIONAL HIGHLIGHTS |

- In 2011, UNHCR responded to major refugee and internal displacement emergencies involving thousands of people fleeing post-election turmoil in Côte d'Ivoire, violence and famine in Somalia and armed clashes in areas disputed by Sudan and South Sudan.
- There were more than 1.36 million internally displaced people (IDPs) in Somalia, many having fled for their lives more than once before. UNHCR's distribution of some 70,000 emergency assistance packages containing kitchen sets, sleeping mats and plastic sheeting and water purification tablets benefited more than 400,000 people of concern in Mogadishu and southern Somalia. Post-distribution monitoring showed that more than 96 per cent of the items had reached the intended beneficiaries.
- Some 236,000 refugees returned to their homes, including 14,000 who repatriated to the Democratic Republic of the Congo (DRC) from neighbouring countries. Almost 8,500 Rwandan refugees returned home during the year, as did more than 4,000 Burundians. Some 1,300 Mauritanian refugees repatriated from Senegal, bringing

the total number of returnees since the start of this programme in 2008 to 22,000. Approximately 1.7 million IDPs also returned to their areas of origin, including in Côte d'Ivoire, the DRC and Sudan.

- UNHCR accelerated the implementation of its comprehensive strategies to bring to a close the protracted Angolan, Liberian and Rwandan refugee situations. Under these strategies, refugee status for Angolan and Liberian refugees is due to cease as of 30 June 2012, and for Rwandan refugees by 30 June 2013.
- Some 22,000 refugees in Africa were submitted for resettlement, most of them Somalis, Congolese, Ethiopians and Eritreans. There were 10,200 departures, the majority to the United States, Australia, Sweden and Canada.
- There were 107,000 individual asylum claims lodged in South Africa during the year. While this represented a significant decline compared to 2010, it was still the highest number of individual asylum applications received worldwide in 2011.



AFRICA

| Working environment |

UNHCR's working environment in Africa in 2011 was dominated by humanitarian emergencies. The number of people of concern to the Office in sub-Saharan Africa increased significantly, from slightly over 10 million in January 2011 to over 12 million by the end of the year. This was mainly due to the refugee displacements from Côte d'Ivoire, Sudan and Somalia, which boosted the total number of refugees in Africa to almost 2.7 million, including nearly 100,000 new Sudanese refugees in western Ethiopia and South Sudan, and more than 700,000 from Somalia. The number of IDPs rose to almost 6.7 million compared to 6.2 million in 2010, despite a significant number of returns.

The political deadlock and violence that followed the elections in Côte d'Ivoire in late 2010 forced an estimated 250,000 Ivorians to flee to neighbouring countries. Ghana, Guinea, Liberia and Togo granted them refugee status on a *prima facie* basis, while UNHCR mounted an operation to provide protection and access to essential services. Liberia received the greatest numbers, posing added operational, implementation and coordination challenges to UNHCR and other humanitarian agencies that had, by that time, scaled down their presence and operational capacity in the country as the focus moved to development and peace-building programmes. As UNHCR rebuilt its refugee programme within this new inter-agency environment, valuable lessons were learned which have been applied in other emergencies occurring across the region.

In the seven countries neighbouring Sudan, UNHCR coordinated contingency preparedness with the national authorities and partners, in case the independence of South Sudan resulted in a humanitarian emergency. Some 360,000 Southern Sudanese returned from Khartoum and other parts of northern

Sudan between October 2010 and December 2011. The violence which broke out in the second half of 2011 in South Kordofan and Blue Nile States has pushed almost 100,000 refugees into western Ethiopia and South Sudan so far.

It is estimated that one quarter of Somalia's 7.5 million nationals are either internally displaced or living in another country as refugees. Drought, famine and violence forced more than 290,000 Somalis across the border in 2011. The number of arrivals peaked during the summer months, with more than 24,000 entering Ethiopia in June and over 30,000 arriving in Kenya in August.

UNHCR worked with 464 governmental, UN and NGO partners in Africa. Of the 325 NGO partners, 160 were national NGOs. As in previous years, the NGOs continued to be important players in ensuring protection and assistance, both in delivering services and through advocacy. UNHCR supported the setting up of a secretariat for the African NGO Task Force, which is made up of 35 NGOs from Africa. This body aims to improve communication among African NGOs and strengthen their capacity. The first training session on UNHCR programmes, which covered results-based management, financial due diligence and audit, took place in early December in Burkina Faso and was attended by representatives of 12 NGOs from West Africa.

| Achievements and impact |

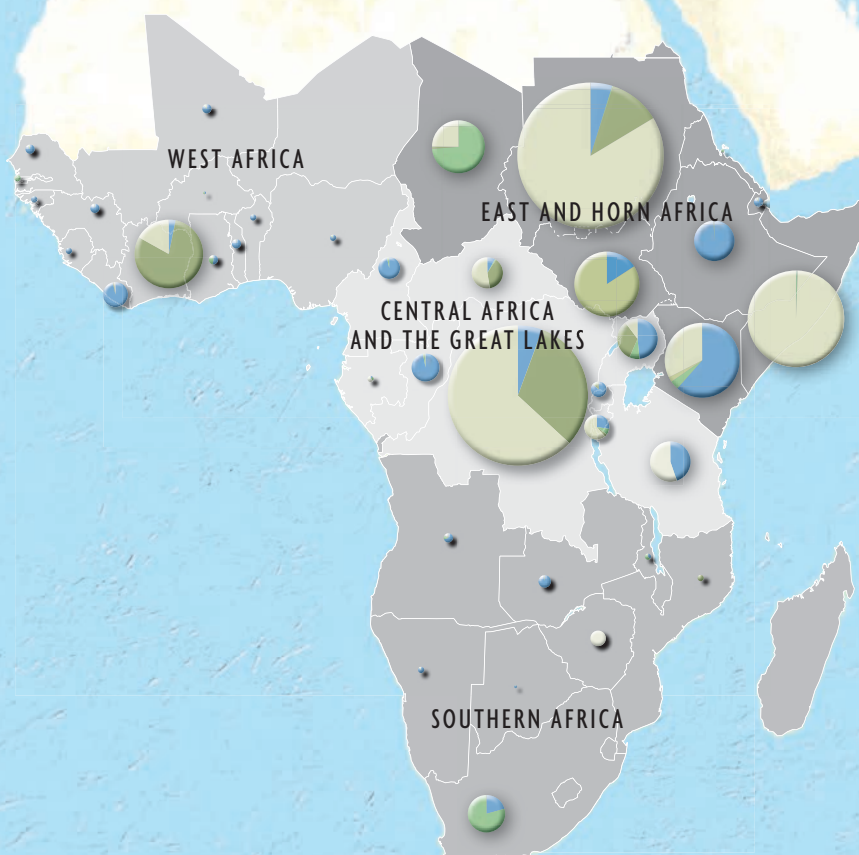
In Liberia, UNHCR extended protection and assistance to some 224,000 Ivorian refugees. Initially, most were welcomed in several villages along the border. As refugee numbers increased, UNHCR was obliged to set up five refugee camps in the eastern part of the country so as to ensure a more effective delivery of services. In the second half of the year, as prospects for the return of the refugees were realized, UNHCR concluded tripartite

agreements on voluntary repatriation with the Governments of Côte d'Ivoire, Ghana, Liberia and Togo. Some 135,000 Ivorian refugees had returned by the end of the year, including 96,000 from Liberia.

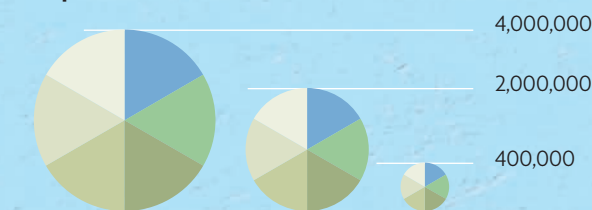
UNHCR scaled up its emergency response capacity in Ethiopia and Kenya to cater for the urgent needs of the thousands of new arrivals from Somalia, including a high number of malnourished children. Facilities were established to register all the new arrivals and provide them with refugee documentation, allowing them to access basic services and secure their rights in the country of asylum. Those with special needs were identified and targeted for special support.

In Ethiopia, UNHCR opened three new camps in the Dollo Ado region in 2011, in addition to the two already existing. Working with partners, UNHCR quickly scaled up health and nutrition activities, including massive measles and polio vaccination campaigns. Health services were decentralized and community outreach improved. As a result, the mortality rate of children under the age of five was brought well below the emergency threshold.

In Kenya, many of the new arrivals settled in the outskirts of the crowded existing camps, which made registration and the delivery of assistance challenging. Eventually some 70,000 refugees were relocated from the most congested areas to the newly-established Ifo II and Kambioos camps and provided essential services in a more organized and systematic manner. Security deteriorated in the camps in the final quarter of the year, as humanitarian workers were abducted and improvised explosive devices used to target Kenya law enforcement personnel. This had a dramatic and negative impact on the humanitarian operations in the camp.



Population size



- Refugees
- Asylum-seekers
- Returnees (refugees and IDPs)
- Stateless persons
- IDPs
- Others of concern

Progress was achieved in finding solutions for Angolan, Liberian and Rwandan refugees ahead of the cessation of refugee status for these groups. As not all refugees who had registered to return in 2011 were able to do so, repatriation activities have continued in 2012 for Angolan and Liberian refugees and will be sustained for Rwandan refugees until 2013.

UNHCR explored local integration opportunities, in particular for refugees who have established strong ties with their host communities, including through marriage. In West Africa, Liberians could obtain residence and work permits, allowing them to remain in the country of asylum as ECOWAS citizens. Zambia announced that up to 10,000 Angolan refugees would be allowed to integrate locally. The Government of Uganda pledged to facilitate the local integration of some Rwandan refugees.

The Government of Gabon invoked the cessation of refugee status for refugees from the Congo, with effect from 13 July 2011. This affected some 7,500 people of whom 6,500 were given the opportunity to seek residence permits. As of the end of the year, more than 3,500 had received resident status. UNHCR covered the administrative costs for the permits in half of these cases, including for those in extremely vulnerable situations. It had also supported the voluntary return of more than 700 individuals.

In the United Republic of Tanzania, the Government suspended the relocation and integration of the 162,000 Burundian former refugees, which would have been the final stage of their naturalization as Tanzanian citizens. This was to enable further consultations with local and regional authorities and political stakeholders so as to overcome growing resistance to the process. UNHCR received

assurances that the local integration process would continue, but possibly in a different manner than originally foreseen. Nevertheless, for the individuals concerned, the uncertainty over whether they could remain in the Old Settlement or would need to relocate, affected their lives, notably in respect of the pursuit of agricultural activities and education. For instance, some 1,000 children who had finished 7th grade could not continue their studies because secondary education in the Old Settlements was halted.

UNHCR concluded its protection and assistance operations for IDPs in northern Uganda and closed its office in Gulu. Some 95 per cent of the estimated 1.84 million Ugandans displaced by fighting between the Ugandan Government's forces and the Lord's Resistance Army (LRA), who had been living in 251 camps spread across 11 districts in northern Uganda at the peak of the emergency, returned home or settled in other areas.

The Somali refugee emergency was challenging in many aspects, but also created opportunities to strengthen partnerships. Under the World Bank's emergency health and nutrition project in the Horn of Africa, UNHCR received a large first-time grant for water, sanitation, health and nutrition activities in the Dadaab and Dollo Ado camps in Kenya and Ethiopia respectively. UNHCR's partnership with the IKEA Foundation in Eastern Sudan continued to benefit long-staying Eritrean refugees and their children. The Foundation made a generous additional contribution to improve conditions in the camps for Somali refugees in Ethiopia and Kenya, particularly with regard to environmental protection and conservation, education and livelihood opportunities.

| Constraints |

While the emergencies in West Africa, and the East and Horn of Africa showed that the principle of *non-refoulement* was widely respected, some forced returns and border closures gave cause for concern. In southern Africa an intensification of border controls and the application of the first-country-of-asylum principle seriously affected a number of asylum applications. National asylum capacities remained stretched and the large number of people entering the asylum system via mixed-migration movements had a detrimental effect on the quality of refugee status determination procedures.

Many of the people of concern to UNHCR live in remote and very poor areas. Sustaining the prolonged presence of a large number of refugees can be taxing on the environment and on local resources such as food, water and firewood, as well as health and education services. As competition over resources increases, relations with host communities are strained, leading to fresh, or exacerbating existing protection risks.

Tenuous security environments for refugees and humanitarian workers remained a serious constraint in many operations. The threat of improvised explosive devices and kidnapping in the Dadaab camps in northern Kenya forced UNHCR and its partners to reduce their presence there. However, revised planning and greater involvement by the refugee communities ensured that health, water and sanitation services continued to be available. In Chad, some 4,500 Central African refugees were relocated from the border to safer areas because of cross-border repercussions of the volatile situation in the northern part of the

Central African Republic. The deterioration of the security situation necessitated the relocation of Sudanese refugees away from the borders in Ethiopia and South Sudan, although some were reluctant to do so.

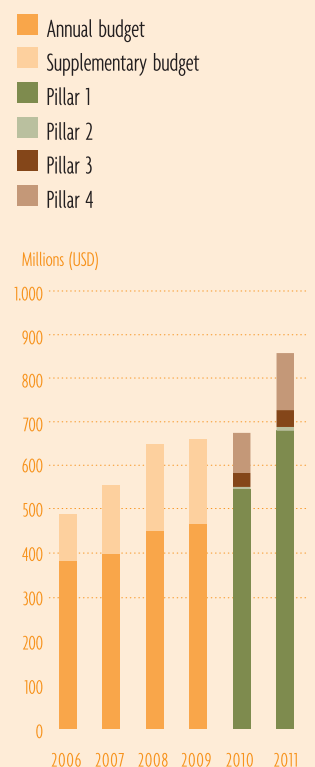
In many parts of Africa the struggle against sexual and gender-based violence (SGBV) is seriously hindered by impunity, inadequate law enforcement and the lack of judicial capacity. There were more than 8,900 cases of rape reported in the eastern provinces of the DRC in 2011. Most victims knew who their attackers were, but the latter were not brought to justice owing to lack of resources, capacity or the political will to do so. In the north of the Congo, 90 cases of SGBV were reported, including 67 involving minors, yet none had been heard by the end of the year. In Djibouti, however, the introduction of a mobile court system ensured that more perpetrators were brought to justice. This, together with a more coordinated response and the installation of solar street lights, helped reduce incidents of SGBV in the Ali Addeh refugee camp. ■

Financial information

UNHCR's budget for its operations in sub-Saharan Africa increased from USD 1.5 billion - the initial budget approved by the Executive Committee - to USD 1.79 billion at the end of the year. This represented some 47 per cent of UNHCR's entire comprehensive budget. The increase was mostly in response to the emergencies in West Africa and the East and Horn of Africa. Expenditure amounted to USD 857.7 million, or 50 per cent of UNHCR's global expenditure, compared to USD 675 million in 2010.

With the emergencies in Côte d'Ivoire and Somalia dominating the headlines, many smaller or protracted operations in Africa remained seriously underfunded. Examples include the Central African Republic, the Congo, Djibouti, Eritrea, Gabon and Zambia. These operations rely mostly on unearmarked, or regionally earmarked, funding in order to maintain programmes.

Expenditure in Africa 2006-2011



BUDGET AND EXPENDITURE IN AFRICA | USD

Country		PILLAR 1	PILLAR 2	PILLAR 3	PILLAR 4	Total
		Refugee programme	Stateless programme	Reintegration projects	IDP projects	
CENTRAL AFRICA AND THE GREAT LAKES						
Burundi	Budget	34,335,705	285,362	9,180,489	640,016	44,441,572
	Expenditure	20,811,830	283,885	3,496,386	331,538	24,923,639
Cameroon	Budget	22,513,527	1,063,000	0	0	23,576,527
	Expenditure	12,933,777	224,556	0	0	13,158,333
Central African Republic	Budget	12,828,989	910,012	0	10,685,653	24,424,654
	Expenditure	6,831,305	78,208	0	3,309,641	10,219,154
Congo	Budget	27,569,884	0	0	0	27,569,884
	Expenditure	15,676,571	0	0	0	15,676,571
Democratic Republic of the Congo Regional Office ¹	Budget	58,460,316	1,984,749	20,183,182	58,983,642	139,611,889
	Expenditure	37,435,575	1,268,697	9,790,711	20,724,485	69,219,468
Gabon	Budget	7,930,082	0	0	0	7,930,082
	Expenditure	3,654,925	0	0	0	3,654,925
Rwanda	Budget	31,713,110	0	2,799,319	0	34,512,429
	Expenditure	12,184,518	0	491,023	0	12,675,541
United Republic of Tanzania	Budget	16,414,297	0	75,184,498	0	91,598,795
		15,037,904	0	8,782,588	0	23,820,492
Subtotal	Budget	211,765,910	4,243,123	107,347,488	70,309,311	393,665,832
	Expenditure	124,566,405	1,855,346	22,560,708	24,365,664	173,348,123
EAST AND HORN OF AFRICA						
Chad	Budget	182,346,557	0	0	24,806,769	207,153,326
	Expenditure	100,140,300	0	0	8,540,339	108,680,639
Djibouti	Budget	26,157,519	141,150	0	0	26,298,669
	Expenditure	9,749,955	104,121	0	0	9,854,076
Eritrea	Budget	9,953,520	0	0	500,000	10,453,520
	Expenditure	4,576,074	0	0	0	4,576,074
Ethiopia	Budget	198,637,539	234,656	0	449,656	199,321,851
	Expenditure	76,354,035	99,075	0	99,075	76,552,185
Ethiopia (UNHCR Representation to the AU and ECA)	Budget	1,696,565	0	0	0	1,696,565
	Expenditure	1,272,145	0	0	0	1,272,145
Kenya	Budget	215,342,937	452,184	0	470,587	216,265,708
	Expenditure	132,829,395	449,211	0	460,744	133,739,350
Kenya Regional Support Hub	Budget	11,624,122	0	0	0	11,624,122
	Expenditure	6,660,307	0	0	0	6,660,307
Somalia	Budget	13,052,954	0	3,306,525	61,217,040	77,576,519
	Expenditure	4,580,113	0	1,528,531	26,197,105	32,305,749
Sudan ²	Budget	101,634,350	6,751,513	7,977,786	122,766,529	239,130,178
	Expenditure	62,498,539	2,425,697	5,169,619	57,041,688	127,135,543
Uganda	Budget	66,658,305	378,000	0	9,542,675	76,578,980
	Expenditure	21,993,694	371,653	0	4,651,776	27,017,123
Regional Activities	Budget	3,817,501	2,000,000	0	0	5,817,501
	Expenditure	138,975	0	0	0	138,975
Subtotal	Budget	830,921,869	9,957,503	11,284,311	219,753,256	1,071,916,939
	Expenditure	420,793,532	3,449,757	6,698,150	96,990,727	527,932,166

Country		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
WEST AFRICA						
Côte d'Ivoire	Budget	13,418,143	4,308,243	1,599,966	27,927,856	47,254,208
	Expenditure	4,746,018	1,555,958	1,297,236	5,370,679	12,969,891
Ghana	Budget	13,121,409	0	1,764,316	0	14,885,725
	Expenditure	8,263,404	0	462,017	0	8,725,421
Guinea	Budget	5,318,968	0	2,911,645	0	8,230,613
	Expenditure	3,433,963	0	2,010,580	0	5,444,543
Liberia	Budget	84,939,469	0	5,283,256	0	90,222,725
	Expenditure	46,564,552	0	4,551,843	0	51,116,395
Senegal Regional Office ³	Budget	56,513,304	734,910	7,888,856	1,144,719	66,281,789
	Expenditure	28,649,310	479,139	1,239,132	1,134,490	31,502,071
Subtotal	Budget	173,311,293	5,043,153	19,448,039	29,072,575	226,875,060
	Expenditure	91,657,247	2,035,097	9,560,808	6,505,169	109,758,321
SOUTHERN AFRICA						
Angola	Budget	8,508,489	0	891,459	0	9,399,948
	Expenditure	5,376,700	0	0	0	5,376,700
Botswana	Budget	4,028,897	0	0	0	4,028,897
	Expenditure	3,234,994	0	0	0	3,234,994
Malawi	Budget	3,615,655	0	0	0	3,615,655
	Expenditure	3,081,863	0	0	0	3,081,863
Mozambique	Budget	5,379,985	403,558	0	0	5,783,543
	Expenditure	3,859,152	343,427	0	0	4,202,579
Namibia	Budget	4,523,007	0	75,189	0	4,598,196
	Expenditure	3,221,306	0	62,179	0	3,283,485
South Africa Regional Office ⁴	Budget	40,135,780	1,031,941	0	0	41,167,721
	Expenditure	11,604,488	629,131	0	0	12,233,619
Zambia	Budget	14,555,582	0	0	0	14,555,582
	Expenditure	9,732,875	0	0	0	9,732,875
Zimbabwe	Budget	4,054,654	790,154	1,561,454	4,432,293	10,838,555
	Expenditure	3,091,780	289,568	358,911	1,816,898	5,557,157
Subtotal	Budget	84,802,049	2,225,653	2,528,102	4,432,293	93,988,097
	Expenditure	43,203,158	1,262,126	421,090	1,816,898	46,703,272
Total	Budget	1,300,801,121	21,469,432	140,607,940	323,567,435	1,786,445,928
	Expenditure	680,220,342	8,602,326	39,240,756	129,678,458	857,741,882

¹ Coordinates activities in Gabon and the Congo.

² South Sudan will be reported separately as of 2012.

³ Includes activities in Benin, Burkina Faso, Cape Verde, the Gambia, Guinea-Bissau, Mali, Niger, Nigeria, Sierra Leone and Togo.

⁴ Includes regional activities in Southern Africa.

VOLUNTARY CONTRIBUTIONS TO AFRICA | USD

Donor	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	All pillars	Total
African Development Bank	630,000					630,000
African Union	365,000			400,000		765,000
Australia	2,028,398				18,677,075	20,705,472
Australia for UNHCR	4,171,984			1,478,315	105,070	5,755,370
Austria	142,653				1,726,650	1,869,304
BASF Social Foundation	272,851					272,851
Belgium	6,829,527		1,364,256	4,096,502		12,290,286
Brazil	1,000,000		580,000		746,034	2,326,034
Canada	10,927,987			80,727	11,854,669	22,863,382
CERF	19,639,062			9,382,020		29,021,082
Charities Aid Foundation					68,905	68,905
Comitato Collaborazione Medica	143,340					143,340
Common Humanitarian Fund for Somalia				2,697,469		2,697,469
Common Humanitarian Fund for CAR				283,000		283,000
Common Humanitarian Fund for DRC				1,798,901		1,798,901
Common Humanitarian Fund Sudan	2,492,244			5,110,938		7,603,182
Denmark	1,918,281		1,145,374	2,026,432	9,508,793	14,598,880
Economic Community of West African States (ECOWAS)	500,000					500,000
Egypt					25,000	25,000
España con ACNUR (Spain)	1,021,260				1,532,898	2,554,158
Estonia			55,763	12,450	157,041	225,254
European Commission	46,671,731		1,955,190	8,990,261		57,617,182
Finland				435,182	13,226,161	13,661,343
Fundaç�o Calouste Gulbenkian	145,349					145,349
France	1,796,297			3,666,662	2,117,428	7,580,387
Lebara Foundation	141,443					141,443
ShelterBox Trust Limited	500,000					500,000
Germany	15,353,535		1,849,970	1,715,548	1,364,256	20,283,309
GOAL Ireland	18,948					18,948
Holy See	15,000					15,000
HQ online donations					11,747	11,747
Intergovernmental Authority on Development (IGAD)	739,241		72,760	51,360		863,361
International Olympic Committee	84,697			40,000	100,000	224,697
Ireland	1,235,946				715,308	1,951,254
Italy	565,751			1,715,103		2,280,854
Japan	47,370,543	680,000	4,302,097	16,428,538	26,468,054	95,249,232
Japan Association for UNHCR	188,053				379,430	567,483
Liechtenstein					108,460	108,460
Luxembourg	394,218				4,776,610	5,170,828
Monaco					131,406	131,406
Netherlands	3,019,355	392,091			5,625,000	9,036,446
New Zealand				786,100	872,500	1,658,600
Norway	1,945,101		100,000	1,733,853	10,216,540	13,995,494
Novartis Foundation	775,000					775,000
OPEC Fund for International Development	429,234					429,234
Poland					331,166	331,166
Private donors in Austria					35,714	35,714

Donor	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	All pillars	Total
Private donors in Canada				2,935	160,285	163,220
Private donors in China				113,968	681,186	795,154
Private donors in Greece					22,197	22,197
Private donors in Italy	843,311				716,743	1,560,054
Private donors in Japan					1,000,000	1,000,000
Private donors in Jordan					1,133	1,133
Private donors in Kenya	7,818					7,818
Private donors in the Republic of Korea	240,658				39,077	279,734
Private donors in the Netherlands	63,380					63,380
Private donors in Portugal	183,834					183,834
Private donors in Sweden					177,545	177,545
Private donors in Switzerland					231	231
Private donors in the United Arab Emirates					13,171	13,171
Private donors in the United Kingdom	22,093				26,936	49,029
Private donors in the United States of America					21,427	21,427
Procter & Gamble	45,866					45,866
Redes Energeticas Nacionas	34,200					34,200
Republic of Korea	1,000,000			400,000	500,000	1,900,000
Slovenia					96,022	96,022
South Africa					216,377	216,377
Spain	8,313,002		1,144,774	1,371,742	4,134,212	14,963,731
DRC Stabilization and Recovery Fund	270,000					270,000
IKEA Foundation	19,822,480					19,822,480
Stichting Vluchteling				134,993		134,993
Svenska Cellulosa Aktiebolaget	60,924					60,924
Sweden					16,663,518	16,663,518
Swedish Postcode Lottery	320,137					320,137
Switzerland	4,116,713	21,505	90,000	3,047,577	1,612,903	8,888,698
The LEGO Foundation					184,094	184,094
UN Fund for International Partnerships	689,765					689,765
UN Delivering as One	1,197,750				76,565	1,274,315
UN Development Programme	6,220,411					6,220,411
UN Peacebuilding Fund	2,400,744		67,530	5,510,541		7,978,815
UN Population Fund	411,258					411,258
Joint UN Programme on HIV and AIDS	703,563					703,563
UN Trust Fund for Human Security	481,550					481,550
Fast Retailing Co., Ltd. (UNIQLO)	262,403				1,000,000	1,262,403
United Kingdom	19,614,201			3,086,420		22,700,621
UN Children's Fund	663,017					663,017
United States of America	30,955,037			7,800,000	229,100,000	267,855,037
Deutsche Stiftung für UNO-Flüchtlingshilfe	1,294,118			274,725	2,621,554	4,190,397
USA for UNHCR	608,572			53,120	956,300	1,617,992
World Assembly of Muslim Youth				533,333		533,333
World Bank	10,470,430					10,470,430
Total	284,789,264	1,093,596	12,727,714	85,258,715	370,903,393	754,772,683