

UNHCR RESPONSE IN MOZAMBIQUE, MALAWI AND ZIMBABWE

July 2019

Key Highlights

Funding: UNHCR urgently requires **US\$ 11.3 million** to continue providing lifesaving protection and assistance until September 2019. 28% of its total requirements has been received so far.

Mozambique and Malawi: UNHCR delivered assistance to over **10,000** beneficiaries in Mozambique, and completed the CRI distribution to **7,500** households in Malawi, as part of the Government's return package.

Zimbabwe: Training on mainstreaming protection and prevention of sexual exploitation and abuse was conducted jointly by UNHCR, UNICEF and UNFPA at district level.



Core relief items (CRI) distributed to IDPs in the Ndeja Site, Sofala Province, Mozambique ©UNHCR.

Update on Achievements

Operational Context

On 14 March 2019, Tropical Cyclone Idai became one of the deadliest storms ever recorded to hit Southern Hemisphere. The cyclone caused catastrophic flooding, landslides and large number of casualties across Mozambique, Malawi and Zimbabwe. In **Mozambique**, the hardest hit by the cyclone, nearly 240,000 houses were damaged and over 111,000 totally destroyed. Approximately 1.85 million people are in need

of assistance. After the closure of the last temporary accommodation centres between 15 and 22 June, displaced people were transferred to permanent relocation sites across the four affected provinces of Manica, Sofala, Tete and Zambezia. While Mozambique was still recovering from Tropical Cyclone Idai, even stronger Tropical Cyclone Kenneth made landfall in Cabo Delgado Province on 25 April causing further loss of life and extensive damage to infrastructure and housing. Nearly 200,000 people have been affected in northern Mozambique. In **Malawi**, nearly 870,000 people were affected including some 87,000 people who were displaced from their homes. The most affected districts include Chikwawa, Machinga, Nsanje, Phalombe and Zomba. In addition, some 1,900 Mozambicans entered into Malawi to seek safety in Nsanje District. In eastern **Zimbabwe**, heavy rains and strong winds caused riverine and flash flooding. Over 270,000 people were affected, 122,000 in Chipinge and 115,000 in Chimanimani districts. In addition, approximately 6,000 refugees and asylum-seekers living in Tongogara Refugee Camp were severely impacted as 1,060 houses, latrines and water boreholes were completely or partially damaged.

Tropical Cyclone Idai caused extensive loss of life, large-scale destruction of infrastructure and a surge in humanitarian needs far exceeding the response capacities of governments and humanitarian actors. On 22 March 2019, the Emergency Relief Coordinator activated an [IASC Humanitarian System-Wide Scale-Up](#) in Mozambique for an initial period of three months. UNHCR joined the collective UN system response in all three countries. As UNHCR's response needed to be scaled up significantly, the UN High Commissioner for Refugees, Filippo Grandi, activated UNHCR emergency procedures covering all three countries in order to facilitate the delivery of the Office's commitments under the IASC system-wide Scale-Up protocols. This allowed UNHCR to take the necessary actions to scale up its operational capacity, including mobilizing and/or re-allocating human, financial, material and other relevant resources. The close involvement in the joint humanitarian response also demonstrates UNHCR's solidarity with the people in the region who have for decades generously hosted refugees and shared their limited resources with them.

UNHCR also deployed emergency teams, consisting primarily of protection staff, to the three affected countries to support the response as well as to lead the [Protection Clusters](#) that have been activated by the Inter-Agency Standing Committee to protect people with specific needs coping with the aftermath of the disaster. UNHCR is particularly concerned about the safety and well-being of women and girls, unaccompanied or separated children, disabled and elderly people living in precarious conditions in multiple makeshift displacement sites. Many female-headed households are also facing heightened risk of exploitation and abuse as their sources of income and livelihoods were destroyed by the cyclone.

UNHCR is coordinating closely with the authorities and partners, including UNICEF and UNFPA, to ensure that protection is mainstreamed throughout the response, including through preventing and responding to gender-based violence as well as sexual exploitation and abuse. In Mozambique, Malawi and Zimbabwe, some people have reportedly lost their identity documents when their homes were destroyed or damaged by heavy winds and flooding. As protection cluster (co) lead, UNHCR is working closely with relevant authorities and partners to assess the situation and provide the support needed by the three governments.

As UNHCR was already implementing refugee operations in Mozambique, Malawi and Zimbabwe, the Offices were able to join the collective UN system wide response in all the three countries promptly. UNHCR swiftly airlifted approximately 240 MT of shelter and relief items from global stockpiles to the three countries affected to assist initially some 36,000 most vulnerable cyclone survivors. In particular, family tents and

plastic tarpaulins were delivered to shelter those who had lost their homes, mosquito nets to protect from malaria, jerry cans and water buckets to store clean water to minimize cholera and other waterborne diseases, solar lanterns to provide light during the night and to recharge mobile phones, as well as sleeping mats and blankets to keep warm.

The Government of Mozambique officially deactivated the national emergency for the Cyclone Idai on 14 May 2019 and initiated the reconstruction phase. An International Pledging Conference to secure support for reconstruction following the devastation caused by cyclones Idai and Kenneth was held on 31 May and 1 June in the city of Beira, Sofala Province. Donors pledged almost US\$ 1.2 billion out of the total requested needs amounting to US\$ 3.2 billion. Nevertheless, robust humanitarian funding will still be needed to bridge the transition from emergency to recovery.

The UN Secretary General, António Guterres is expected to visit Mozambique, from 11 to 12 July 2019. A key objective of his visit will be to mobilise resources for the ongoing inter-agency response to provide lifesaving protection and assistance.

In Malawi, emergency clusters were deactivated on 30 June. The deactivation comes in the context of the Government's launch of the Return and Relocation Strategy and Post Disaster Needs Assessment which aims to support timely return, recovery and a transition to development programming.

In Zimbabwe, it is expected that temporary camps will be required until end of 2019, however, Camp Coordination and Camp Management (CCCM) partner funding is expected to stop by the end of July 2019. All clusters have been requested to submit their early recovery plans feeding into the Early Recovery Working Group planning. The World Bank estimates that the recovery cost will be US\$ 640 million. However food insecurity levels remain high in the cyclone affected districts of Chimanimani due to a combination of factors, including drought and the prevailing macro-economic conditions. The cyclone has had a catalytic effect worsening the situation. The cluster members are preparing the next response appeal document with programming for their respective areas of responsibility and priorities covering July 2019 to April 2020. The UN Resident Coordinator will brief the HCT on moving forward with the international response. The appeal will be multi-sectoral, but with focus on food insecurity and affordability as well as taking into account on-going humanitarian support post Idai, projects in current appeal that need to continue and/or be expanded as well as new projects required to respond to increased need.

At the end of a week-long mission to Mozambique, Zimbabwe and Malawi in June to see first-hand the humanitarian response to Tropical Cyclone Idai, Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator, Ursula Mueller called on the world to support the affected countries to address the challenges, risks and impacts of extreme weather events and climate change on the most vulnerable. She also emphasised during the ECOSOC Humanitarian Affairs Segment that each of these countries requires comprehensive solutions that incorporate food security, healthcare, water and sanitation, education and protection.

Achievements



PROTECTION

MOZAMBIQUE

Achievements and Impact

- UNHCR continues to co-lead the Protection Cluster with its government counterpart, DPGCAS (Provincial Directorate of Gender, Child Protection and Social Action) on capacity development that will enable gradual transfer of protection coordination and oversight as part of a responsible disengagement strategy.
- At the request of the provincial government and DPGCAS, the Protection Cluster has contributed key protection inputs for a governmental Plan of Action (PoA) for resettlement sites, which includes creation of children and women friendly spaces; support for the most vulnerable including the attainment of legal documentation, capacity development of community workers and leaders to support the inclusion of people with disabilities and the creation of referral systems.
- UNHCR has also recommended the inclusion of female representation within the military forces, national police, community police and community leaders responsible for the resettlement sites. The UN Refugee Agency has also urged the continued training of these personnel in the PoA.
- The Protection Cluster is in the process of finalising the [Protection Cluster Strategy](#) and related Plan of Action with the aim of re-aligning activities towards the upcoming recovery phase.
- UNHCR and the Protection Cluster continue to advocate with the government for the full respect of the Guiding Principles for Returns, Relocations and Resettlement. Through field monitoring, UNHCR is able to raise concerns relating to the protection, security and dignity of resettled IDPs with the relevant authorities, while staff and partners provide assistance to IDPs in resettlement sites.
- Community based protection focal points in resettlement sites comprising trained volunteers from affected populations, acting as links between the community and service providers on awareness raising activities, continue to be identified and trained.
- Efforts to strengthen coordination with other organisations are being made with the aim of harmonizing and complementing community engagement activities.

Identified Needs and Remaining Gaps

- Lack of adequate resources to ensure basic support of facilities for displaced populations in return and resettlement sites, is contributing to heightened protection risks, particularly for the most vulnerable.
- Protection monitoring must be increased, to build sustainable community-based protection approaches, with a focus on ensuring that systems are in place for Communication with Communities (CwC) and Community-Based Feedback and Complaints Mechanism (CBCM).

- Community structures need to be strengthened and new ones established in newly created sites where unavailable. In line with the Protection Cluster Strategy, resources are needed to capacitate the authorities at every level.
- UNHCR is concerned that the transition from emergency response to recovery is leaving thousands of IDPs in a vulnerable position, as development-oriented pledges take time to materialise.

MALAWI

Achievements and Impact

- UNHCR co-led the Protection Cluster with the Ministry of Gender, Children, Disability and Social Welfare (MoGCDSW), which was activated on 19 March and deactivated on 30 June. The last Regional Protection Cluster meeting was held on 20 June in Blantyre with a follow-up meeting to officially close the Cluster at the national level on 2 July.
- Following the closure of the Protection Cluster, protection activities will be coordinated through a sectoral approach as stipulated by a letter issued by the Government of Malawi. The protection sector will be led by UNICEF, in accordance with coordination structures in place prior to the declaration of a State of Emergency.
- UNHCR, in collaboration with the GBV and Child Protection co-leads has now finalized a report capturing the lessons learned and advising on a proposed way forward. In developing recommendations and guiding the strategy, the report draws from information obtained during the Protection Monitoring Exercise (conducted by UNHCR in May), from observations from the ERT team, and from consultations with District Social Welfare Officers, local police, and the MoGCDSW. The *Protection Cluster Lessons Learned and Way Forward Report* will be made available to the public, shortly.

Identified Needs and Remaining Gaps

- There is ongoing need to capacitate committees and local authorities at the return sites. UNHCR will continue engaging its NGO partner, Plan International Malawi, to provide training and conduct post-distribution monitoring at return sites.
- The *Protection Cluster Lessons Learned and Way Forward Report* has highlighted the importance to prioritize sound prevention measures and advocate for activities to address pre-existing protection concerns, for long term interventions for affected populations. This two-tiered strategy also aims to increase resilience and build capacity when responding to calamities of this nature in the future.

ZIMBABWE

Achievements and Impact

- A protection mainstreaming and PSEA training was conducted jointly by UNHCR, UNICEF and UNFPA, from 1 to 4 July for 84 participants from various stakeholders and cluster partners in the Chimanimani and Chipinge districts. The training is in response to various protection needs and the importance for partners to integrate protection planning when they design, implement and monitor their activities.

- A five-day mental health GAP Action Programme (mhGAP) training was concluded on 28 June with participants from 16 health facilities in Chipinge District. The training was organized by district health authorities with support from UNHCR and partner TdH. The training is expected to capacitate primary healthcare nurses to be able to identify, diagnose and manage major mental health conditions that are otherwise usually missed. The training used the [WHO/UNHCR mhGAP Humanitarian Intervention Guide](#), developed specifically for humanitarian response after disaster or mass population movement. This is the first time the mhGAP-HIG is used in Zimbabwe.
- A village assessment report by IOM, using a Displacement Tracking Matrix reports that 59,125 people are displaced, across the districts of Chimanimani and Chipinge.

Identified Needs and Remaining Gaps

- It is estimated that 100,000 persons need duplicate civil registration documents. UNHCR and UNICEF will prioritize the issuance of civil status documentation to Zimbabweans affected by the cyclone, to ensure continued access to basic social services.
- Government's mid to long-term plan on housing and return solutions needs to be clarified to help IDPs and affected population make informed decisions on their future. A major concern with regards to displacement and return is the unavailability of a sustainable approach. Many households have returned to their places of origin without clear long-term plans for their reintegration.
- The inclusion of specific needs, including child protection, disability and other GBV concerns should be systematically integrated in the planning and implementation of other humanitarian sector interventions alongside food distribution, WASH, health, nutrition and shelter.
- There is need to strengthen the national civil protection unit system/representation (community-based protection) at ward and village level, to ensure the access of information, rights of person with specific needs, entitlement, complaint mechanism and community engagement in line with disaster risk reduction strategy.



SHELTER AND NFIS

MOZAMBIQUE

Achievements and Impact

- On 19 June, UNHCR and Shelter/NFI Cluster facilitated an interactive session on Vulnerability considerations in Shelter Recovery. The overall objective was to ensure the application of vulnerability criteria in the prioritization of shelter reconstruction.

Identified Needs and Remaining Gaps

- Significant underfunding continues to constrain the expansion of services, particularly in hard to reach areas in Central Mozambique.
- The transition from emergency response to recovery is negatively affecting the population whose basic needs are currently unmet and live in dire conditions, leaving them exposed to heightened protection risks and jeopardizing their safety and dignity.

- The Shelter/NFI Cluster estimates that approximately 96,000 persons in need of assistance have not been reached with any shelter/NFI assistance yet, particularly in Buzi District (Sofala Province) and Manica and Zambesia provinces.

MALAWI

Achievements and Impact

- UNHCR completed on 28 June, the distribution of core relief items to 7,500 households, in collaboration with the Department of Disaster Management Affairs (DODMA), as a part of the return package of the Government of Malawi.
- UNHCR's contribution to the Government of Malawi's return package builds on a release of core relief items undertaken in April, where 2,000 households benefitted in the districts of Chikwawa, Nsanje and Phalombe. During this period, 110 tents were also distributed to provide immediate shelter to households that had lost their homes.

Identified Needs and Remaining Gaps

- There is ongoing need to undertake post-monitoring exercise after the distribution of the return package, to ensure that beneficiaries received items and to assess the extent to which the items are meeting the needs of returned IDPs. UNHCR will continue engaging Plan International Malawi to undertake this exercise.

ZIMBABWE – IDPs

Achievements and Impact

- To date, a total of 6,163 households comprising of 32,064 individuals (19,049 in Chipinge, 12,754 in Chimanimani and in 261 Buhera) have received Core Relief Items in Manicaland Province. The distribution was coordinated with NFIs/Shelter/CCCM cluster, District Civil Protection Unit and UNHCR.
- A total of 442 households received emergency shelter support (family tents and plastic tarpaulin) in Chipinge and Chimanimani districts. In addition, 2,121 persons with specific needs have been supported with solar lamps in Chipinge, Chimanimani and Buhera districts.
- A post distribution monitoring report on the first round of NFIs and emergency shelter distribution was finalized and shared with UNHCR, cluster and district administration for endorsement. A total of 202 households were interviewed in the survey - 11.9 percent of the respondents lived in a camp and these were from Chimanimani, while 88 percent lived with the host community. Out of the total respondents 55.9 percent were female headed households.

Identified Needs and Remaining Gaps

- Despite general satisfaction with the items received, post-distribution monitoring showed that some respondents were concerned about the size and durability of jerry cans, sleeping mats and pots for IDPs with large families.
- Although ECONET plans to build 500 housing units, these homes will not be ready before December 2019. Similarly, selection criteria which will focus on vulnerable households could potentially create

a village set-up with no support network. The selection process will also not target urban displacement and therefore exclude persons living in the IDP camps.

ZIMBABWE – REFUGEES

Achievements and Impact

- A total of 119 refugee households comprising 589 individuals have benefitted from tent distribution. Some 572 tarpaulins for 439 households comprising 2,225 individuals were also distributed.
- On 21 June a draft Shelter Strategy was presented and shared with the Camp Administrator, UNHCR and partners in Tongogara Refugee Camp. The Shelter Strategy follows various needs assessments that do not only touch on long-standing concerns such as the risk of flash floods, congestion and dilapidated structures, but also on the damage caused by Cyclone Idai. The strategy's comprehensive approach includes camp lay-out, WASH facilities and community participation.
- The WASH strategy was presented to partners on 17 June as well as Harare Branch Office on 27 June. The strategy will set out objectives for improving WASH structures in the camp and builds on the assessments conducted by a UNHCR WASH expert, including shelter and site planning personnel.
- The construction of permanent latrines to replace latrines damaged by Cyclone Idai at the transit centre is on-going. So far 13 permanent latrines have been completed in addition to 43 concrete slabs. Construction of the latrine superstructures is outstanding.
- Drilling of a hand pump borehole has resumed in Section 9 and the borehole is expected to provide families with a regular water supply in the new extension.

Identified Needs and Remaining Gaps

- The Zimbabwe Electricity Supply Authority has embarked on a massive national electricity load shedding programme which the camp water supply heavily depends. The initial plan was to work on securing additional back-up systems in the form of generators within the camp at the pumping station. However, with the current fuel shortages in the country, back-up generators remain unsustainable and unreliable. The camp is in need of sustainable alternatives to the water challenge.
- The departure of emergency experts deployed to the Cyclone Idai response leaves the operation with gaps, especially in the areas of supply, WASH, shelter and health. As local partners do not have the staffing capacity, current activities, including responses to damage caused by the cyclone, may not be prioritized. Ensuring that implementation and the attainment of certain goals is at a satisfactory level may leave the operation at risk of not completing activities started by emergency response teams.

Working in Partnership

As part of inter-agency Tropical Cyclone Idai response, UNHCR cooperates closely with the governments, the UN Agencies, NGOs and affected communities in Mozambique, Malawi and Zimbabwe.

Financial Information

UNHCR has scaled up its operations to respond to the needs of affected people, including refugees in the three affected countries, and as part of its IASC commitments. Despite the response, needs remain particularly high. Cholera and malaria cases are on the rise, access to proper shelters and basic non-food items is limited and displacement sites have become highly congested. **The UN Refugee Agency urgently requires in total US\$ 11.3 million, to continue providing lifesaving protection and assistance** in the inter-agency response, of which 28% (US\$ **3,144,968**) has been received to date.

The **Central Emergency Response Fund (CERF)** has allocated a total of US\$ 20 million for humanitarian response in the three countries. UNHCR is grateful for the financial support of US\$ **99,876** for life-saving emergency response to cyclone affected persons in Mozambique, US\$ **343,409** for life-saving emergency response to Cyclone Idai-affected persons in Malawi and US\$ **250,020** for Cyclone Idai response in Zimbabwe.

Special thanks to the **Government of Norway** for the contribution of US\$ **576,967** to UNHCR protection activities under the humanitarian response plan for Mozambique.

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