A smiling woman with a floral headband and a pink t-shirt stands in a cornfield. She is holding a wooden staff in her right hand and a corn cob in her left. The background is filled with tall corn plants under bright sunlight.

Joint Assessment Mission (JAM) Report

Zimbabwe UNHCR-WFP JAM 2024



JOINT PROGRAMME EXCELLENCE AND TARGETING HUB

Table of Contents

Acronyms	5
Acknowledgements	6
1. Executive Summary	8
2. Objectives, Methods and Limitations	12
3. Operational Environment	15
3.1 Country context	15
3.2 Refugee and asylum seekers' population	16
3.3 Assistance to date and utilization	20
4. Identification of Needs	24
4.1 Livelihoods	24
4.2 Food access and food security	30
4.3 Protection needs and accountability to affected people	34
4.4 Access to basic services	42
4.5 Economic capacities	51
5. Overall Vulnerability	57
5.1 Vulnerability classification	57
5.2 Targeting and prioritization considerations	62
6. Conclusions and Recommendations	64
ANNEXES	69

Tables

Table 1: Household dynamics	19
Table 2: WFP support through food distribution planned for 2024	20
Table 3: Critical relief items from UNHCR 2024	20
Table 4: TRS assistance by partners, population covered and periodicity	21
Table 5: Stress livelihood coping strategies adopted by households	29
Table 6: Crisis livelihood coping strategies adopted by households	29
Table 7: Emergency livelihood coping strategies	30
Table 8: Food-based coping strategies	33
Table 9: Households aware of their entitlements and CFM	39
Table 10: Students enrolled in ECD, primary and secondary school	45
Table 11: Children with special needs	47
Table 12: Food basket informing the survival Minimum Expenditure Basket (sMEB)	55
Table 13: Profiling of vulnerability groups	60
Table 14: Conclusions and recommendations summary	67

Figures

Figure 1: Distribution of persons with specific needs	17
Figure 2: Map of TRS and surroundings	17
Figure 3: Disaggregation of refugees and asylum seekers by gender and age	18
Figure 4: Demographics: household heads	19
Figure 5: Households who reported receiving assistance in the past three months	22
Figure 6: Average number of days assistance lasted by household size	22
Figure 7: Households involved in income-generating activities.	24
Figure 8: Livelihood coping strategies	28
Figure 9: Food insecurity by head of household	30
Figure 10: Food Consumption Score (FCS) by household head	31
Figure 11: Household food consumption in the past 7 days	31
Figure 12: Frequency of consumption of food groups by household	32
Figure 13: Member of household responsible for collection of water	35
Figure 14: Assistance information dissemination platforms in TRS	40
Figure 15: Complaints and feedback mechanisms in TRS	40
Figure 16: School attendance of children according to age and sex	46
Figure 17: Main source household drinking water	48
Figure 18: Percentage of households by cooking energy	49
Figure 19: Main source of lighting	50
Figure 20: Food expenditure in the Tongogara Refugee Settlement (TRS)	52
Figure 21: Non-food items in Tongogara Refugee Settlement (TRS)	52
Figure 22: Percentage HHs by purpose of the savings	53
Figure 23: Percentage HHs by main reasons why debt was incurred in the past 6 months	54
Figure 24: Who households borrowed from	51
Figure 25: ECMEN by dependency ratio and sex of household head	56
Figure 26: Vulnerability Classification Framework	58
Figure 27: Vulnerability by household's dependency ratio and sex of household head	59

Acronyms

AAP	Accountability to Affected People
CO	Country Office
CRI	Core Relief Item
DSD	Department of Social Development
EMAP	Engaging Men through Accountable Practice
FAO	Food and Agriculture Organisation
FCS	Food Consumption Score
FGD	Focus Group Discussion
GBV	Gender Based Violence
GCR	Global Compact on Refugees
GoZ	Government of Zimbabwe
ICT	Information Communication and Technology
ISAL	Internal Savings And Lending Programme
JAM	Joint Assessment Mission
JAF	Joint Analytical Framework
JRS	Jesuit Refugee Services
JPA	Joint Plan of Action
KII	Key Informant Interview
MEB	Minimum Expenditure Basket
MoHCC	Ministry of Health and Childcare
NGO	Non-governmental organization
NFI	Non-Food Item
PBW	Pregnant and Breastfeeding Women
PSN	Persons with Specific Needs
RHU	Refugee Housing Unit
SGBV	Sexual and Gender Based Violence
SSN	Social Safety Net
TdH	Terre Des Hommes
TRS	Tongogara Refugee Settlement
UASC	Unaccompanied Asylum-Seeking Children
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VHW	Village Health Worker
WASH	Water, Sanitation and Hygiene
WFP	World Food Programme
WHO	World Health Organization
WVI	World Vision International
ZRC	Zimbabwean Refugees Committee
ZIMSTAT	Zimbabwe National Statistics Agency



Acknowledgements

The United Nations High Commissioner for Refugees (UNHCR), the United Nations World Food Programme (WFP), with the coordination and technical support of the UNHCR-WFP Joint Programme Excellence and Targeting Hub (Joint Hub), collaborated in the research and development of the 2024 Zimbabwe Joint Assessment Mission (JAM) report.

The team expresses sincere appreciation for the support from the Government of Zimbabwe under the overall guidance of the Department of Social Development, most specifically the Commissioner for Refugees, Mr. Totamirepi Tirivavi, and the Tongogara Refugee Settlement Administrator, Mr. Johanne Mhlanga, and their respective teams.

The JAM team is thankful for the invaluable support provided by enumerators, interpreters, and personnel from all partners, the private sector, and the local authorities who contributed to the JAM report. The JAM team also extends

its appreciation to the many refugees, asylum seekers, refugee leaders, and the host community who welcomed and worked with the survey team, facilitated the process, and provided invaluable information and logistical support during the assessment mission.

The team is grateful to the WFP and UNHCR country offices, management teams, and regional bureaux for the guidance received throughout the process.

The JAM team included:

Joint Hub: Cinzia Papavero, Senior Targeting Advisor; Felicia Takavarasha, Assessment and Analysis Officer; Sahand Tahir, Assessment and Analysis Officer; Sunee S. Dongol, Regional Coordinator; Cecilia Pietrobono, Senior Programme Advisor; Michel Dikkes, Protection and Accountability to Affected People (AAP) Officer; Cristian Bevacqua, Livelihoods and Economic Inclusion Officer; and Godwin Hlatshwayo, Joint JAM Coordinator and JAM report writer.

UNHCR Zimbabwe (based in Harare and Tongogara Refugee Settlement): Janeth Apelles Chambo, Senior Protection Officer; Tichaona Mabonga, Assistant Protection Officer; Portia Tachiwona, Assistant Information Management Officer; Yolanda Chilimanzi, Senior Protection Assistant; Brian Mapenzauswa, Senior Database Assistant; Naume Saruchera, Registration Assistant; Paddington Makovere, Administration/ Finance Officer; Patricia Murape-Tsaga, Senior Administration Associate; Monica Chikukwa, Finance Associate; Vongai Michele Zininga, Human Resources Associate; Gilbert Nhamo, Senior Transport Assistant; Liberty Tapererwa, Transport Assistant; Edgar Homwe, Transport Assistant; Rita Gwarada, Assistant Programme Officer; Blessing Chaumba, Senior Programme Associate; Otto Chimwanengara, Supply Associate.

The UNHCR TRS-based team included Catherine UM Epse Mbolo, Associate Protection Officer; Jennifer Msimbo, Community Services Assistant; Tinashe Chitate, Protection Associate; Lovemore Dumba, Consultant (Expert Functions); Rumbidzayi Gwete, Programme Associate; Teresia Mwaura, Resettlement Expert; Innocent Witila, Resettlement Expert; Catherine Wangaruro, Resettlement Expert; Gamaliel Mremma, Resettlement Expert; Cathrine Kamupandeni, Resettlement Assistant; Bridgette Mapwashike, Resettlement Assistant; Stanley Makuyana, Resettlement Assistant; Tapiwanashe Winnie Chitungo, Senior Protection Assistant; Nigel Nyakudya, Registration Assistant; Enock Sibiya, Registration Assistant; Taurai Ndemere, Resettlement Associate; Nompumelelo Sibanda, Transport Assistant; Solomon Tanyera, Transport Assistant; Arthur Musindo, Programme Associate; Obey Zvanaka Mutaruka, Transport Assistant; Trivies Chitiga, Registration Assistant.

WFP Zimbabwe: Kudzai Akino, Head of Research, Assessment, and Monitoring (RAM); Brenda Zvinorova, Monitoring & Evaluation (M&E) Officer; Rudo Sagomba, Vulnerability Analysis and Mapping (VAM) Officer; Isaac Taradzika, VAM Officer; Chenjerai Tom, VAM Officer; Tatenda Gwanzura, Programme Associate; Nina Berettapiccoli, Head of Programme; Sherita Manyika, Social Humanitarian Assistance Lead; Tsitsi Magadza, Emergency Preparedness Capacity Coordinator; Elizabeth Vanveen, Programme Policy Officer (Gender); Zuzana Kazdova, Head of Programme Support Unit; Albert Muraisa, Programme Policy Officer (Cash-Based Transfer); Miriam Ndava, Programme Assistant; Faith Dube, Nutritionist; Moreblessing Nyahwema, Monitoring Assistant; Lynn Chiripamberi, Head of Field Office; Chika Ohashi, Head of Resilience; Bezel Goredondo, Programme Policy Officer.



01 EXECUTIVE SUMMARY

As of February 2024, Zimbabwe has a total population of 23,735 individuals who are refugees and asylum seekers, spread across the country. The Tongogara Refugee Settlement (TRS)¹ in Manicaland province, located approximately 420 km southeast of the capital city of Harare near Chipinge, currently hosts the majority of this population: 17,189 individuals, of which 10,061 are refugees and 7,128 are asylum seekers and other people of concern.

The overall objective of the Joint Assessment Mission (JAM) is to collect up-to-date information to understand the context, needs, risks, capacities, and vulnerabilities of refugees and asylum seekers regarding food security, consumption and expenditure patterns and other essential needs, livelihoods, and the interlinkages to other thematic areas. The JAM can provide strategic directions for the World Food Programme (WFP) and the United Nations High Commissioner for Refugees (UNHCR) programming and refugee management in Zimbabwe. It serves as the basis for the Joint Plan of Action (JPA) by WFP and UNHCR to ensure that effective programming and policy development are developed based on recommendations and key findings.

The most recent comprehensive JAM was conducted in 2019. Since then, the context has changed and negatively impacted the situation for refugees and asylum seekers.

Key changes include: reduced funding against growing needs; additional inflow of refugees from the Democratic Republic of Congo (DRC) due to ongoing conflicts;² climate-related shocks and below-normal harvests; ongoing macroeconomic (hyperinflationary) context and economic policy volatility; long-term effects of the COVID-19 pandemic; and price increases for basic food and non-food commodities due to the Russia-Ukraine crisis.

Between November 2023 and February 2024, WFP and UNHCR conducted the JAM in TRS with the support of sector personnel, the Government of Zimbabwe, and non-governmental organizations (NGOs). The assessment was coordinated through the UNHCR-WFP Joint Programme Excellence and Targeting Hub (Joint Hub) and informed by the Joint Analytical Framework (JAF).³

The assessment utilized mixed methods including secondary data review, primary quantitative and qualitative data collection, and joint technical discussions with UNHCR, WFP, the government, and partners on the different thematic areas of cooperation. In total, the JAM surveyed 349 households and held focus group discussions, key informant interviews and community consultations with 179 participants, in addition to technical discussions with sector experts and staff.

1 In 2023 the Government of Zimbabwe announced that it was designating Tongogara Refugee Camp a Settlement. Throughout this document, it is referred to as Tongogara Refugee Settlement (TRS).

2 There has been a steady and regular increase of inflows because of the relaxation of COVID19- restrictions. In 2023, the average rate of arrivals was 74 people per month.

3 UNHCR-WFP Joint Analytical Framework (JAF) - WFP-UNHCR Joint Hub (wfp-unhcr-hub.org)

Key findings

Overall, the JAM findings indicate a shared understanding that broader economic inclusion of refugees is essential for building effective resilience pathways. Achieving this requires substantial engagement with the government, donors, private sector, and other actors beyond UNHCR-WFP. Regarding essential needs, findings show that a household needs, per month per household member, approximately US\$16.61 for food and about US\$20.61 for both food and non-food items and services. Overall, results showed that without any external assistance, 86.5 percent of the households are highly economically insufficient to meet their essential needs. Only 13.5 percent of households are involved in income-generating activities. To a large extent, informal and seasonal activities are mainly in farming, livestock, brickmaking, carpentry, and small trade (own business).

Vulnerability: Approximately 90 percent of households are considered vulnerable, unable to fulfil essential needs without external assistance. The most vulnerable households include households headed by single mothers with dependents, elderly-headed or with only elderly members, and households with persons with disabilities. Based on the findings of severe vulnerability in TRS, consultations with partners and the government highlighted the growing funding shortfall and its adverse effects on the vulnerability of the households and the need to identify the “least” vulnerable refugee households – i.e., those households that are relatively better able to meet their needs as compared to others. These households were identified as households involved in income-generating activities.

Households’ ability to economically meet their essential needs without any form of external assistance is extremely limited: 86.5 percent of the households have highly insufficient economic capacity to meet their essential needs. The following were identified as the main reasons why they struggled to meet

essential needs: legal restriction to work, limited employment opportunities, particularly for youth, lack of access to loans, and lack of education and training.

Food security: Nearly eight out of ten households (78.2 percent) are experiencing food insecurity, and more than half (52.2 percent) had borderline or poor food consumption scores.

Access to services: While school attendance is high among households that had enrolled their children in school (94.9 percent), there are still challenges in accessing and providing education services, leading to poor attendance, low teacher motivation, and poor pass rates. Approximately 64.8 percent of households have access to an improved source of drinking water, but the average daily consumption per household member is 10.8 litres, falling short of the UNHCR recommended 20 litres per person per day. Only 31.5 percent of households have access to improved sanitation facilities. Insufficient housing units within TRS particularly affected new arrivals, leading to overcrowded accommodations – 16.3 percent of residents had a crowding index of three or greater (meaning more than three individuals shared a sleeping room). Additionally, communities reported infrastructure challenges in their current housing. Health services are most affected by lack of availability of health specialists such as doctors, lack of equipment, and language barriers at referral institutions.

Protection and gender: Security in the settlement remains stable. However, reports of intra-household gender-based violence (GBV) have been frequent. Child marriages and teenage pregnancies are reported to be prevalent. Despite the prevailing peace, there have been cases of theft in settlements. Discussions with residents and protection partners concurred that theft and sexual abuse are threats. Community consultations also concurred that people with disabilities risk being targeted and attacked by thieves, as people know that they have mobility challenges. It was also noted that the fence that barricades the settlement from the game reserve is now old and worn out, and at times, animals encroach the settlement, causing security risks.

Accountability to Affected People: Results show that TRS residents are well aware of their WFP entitlements (88 percent), well aware of their UNHCR entitlements (82.5 percent), and very aware of complaints and feedback mechanisms (CFMs) (93.1 percent). UNHCR and WFP are currently using a variety of channels to communicate key messages and receive feedback and complaints. There is collaboration on managing a help desk during WFP distributions, as well as suggestion boxes (in collaboration with the joint partner, Terre des Hommes). People who face challenges in receiving WFP/UNHCR information include people without cell phones, youth, new arrivals at the TRS, the elderly, people with no social connections, and the illiterate, deaf and blind.

The assessment concluded that there is room for further strengthening the joint management of feedback and complaints, especially in the way referrals are made and how responses are given to feedback mechanism users, including an option for potential consolidation of the existing separate agency help lines into a joint help line.

The JAM also found that residents relied heavily on community leaders, especially for feedback/complaints. The functionality of the available channels is also inconsistent.

Humanitarian programming, livelihoods, and self-reliance: Only 13.5 percent of households surveyed are involved in small-scale productive, income-generating activities. Moreover, livelihood support and training provided to refugees has limited impact mainly due to lack of opportunities within the camp and lack of resources to start up any economically viable activities.

The presence of several shops and small-scale entrepreneurship in the TRS suggests some degree of economic activity. A number of livelihood initiatives have been implemented inside the settlement, including government-led initiatives to increase land allocation for agricultural production, and initiatives facilitated by humanitarian actors (e.g. irrigation schemes and animal husbandry). Some TRS residents also

engage in vocational skilled jobs, including brick moulding, building, hair styling', and charcoal production.

The JAM concluded that, except for the irrigation scheme managed by UNHCR, livelihood initiatives were small-scale, with a limited business-oriented approach, thus yielding minimal profits for the participants.

In addition, JAM concluded that small-scale livelihoods programmes alone are inadequate for achieving self-reliance for refugees. Developing effective pathways to this goal requires broader stakeholder engagement including the private sector and government institutions, along with careful investment planning, targeted market studies, and a comprehensive skills inventory. Advocacy efforts should be maintained to improve the enabling environment, particularly regarding encampment policy restrictions on freedom of movement and formal employment.

Recommendations

Advocacy to reform encampment policy:

There is a need for deeper, evidence-based, and sustained advocacy to achieve an enabling environment necessary for refugees to achieve self-reliance and to advocate for the removal of current policy limitations, such as restrictions on freedom of movement and access to formal employment. This policy limits the achievement of refugees' self-reliance. The government's initiative to transform the camp into a settlement could represent an opportunity to develop a multistakeholder plan for long-term self-reliance. Advocacy could also expand to the possibility to include asylum seekers in livelihood activities.

Targeting: In the short term, targeted food assistance is not recommended with the current high levels of vulnerability. In the household survey, 90 percent of households were identified as highly vulnerable or extremely vulnerable, rendering them unable to fulfil their basic needs without the current levels of assistance, while only 10 percent were least or moderately vulnerable. However, there is an intention to align the targeting of

various livelihood activities for refugees in the settlement with long-term planning towards resilience. There is a strong linkage between livelihoods training and reduced vulnerability (of the 10 percent moderately vulnerable, 60 percent reported having received livelihood trainings).

WFP does not view targeting monthly general food assistance as a priority, given the complexity of targeting for the relatively small caseload (13,900 individuals). Resource mobilization is possible to ensure the current continuation of general food assistance. WFP and UNHCR country offices should focus on the need for a business plan for TRS that leads to self-reliance and resilience of the refugees, involving regional bureaux and development partners.

Protection and gender: The JAM recommends further strengthening the reporting process, ensuring that reporting of GBV and other issues is not linked to resettlement; increasing the representation of female police officers to facilitate reporting; and strengthening current efforts for GBV response mechanisms to include males. To alleviate child marriages and teen pregnancies, the JAM recommends incorporating a family well-being programme; continuing to implement comprehensive

education programmes; and increasing reproductive health care services for teenagers, while enhancing teenage support groups. Further research is required to understand root causes of GBV, child marriages and teen pregnancies and potential solutions moving forward.

Strategic programming for self-reliance: Stakeholders agreed that a refugee self-reliance strategy is a priority, in alignment with the Government of Zimbabwe's pledges at the 2019 Global Refugee Forum and announcement in 2023 for the transition from Tongogara Refugee Camp to Tongogara Refugee Settlement. There is also a need to strengthen collaboration among various stakeholders beyond UNHCR-WFP, including with the private sector and civil society.

During the technical discussions with UNHCR-WFP country office teams and management, there was consensus that achieving self-reliance and addressing these challenges requires strategic thinking, collaboration, and resource mobilization beyond the capacities of humanitarian organizations, necessitating a multi-year and multi-stakeholder partnership. There is a need to invest in transformative livelihood programmes that can generate long-term impacts and build upon present experiences and expertise.



02 OBJECTIVES, METHODS AND LIMITATIONS

The overall objective of the JAM was to collect up-to-date information on refugee food security, livelihoods, essential needs and related indicators to provide strategic directions for UNHCR and WFP refugee programming in Zimbabwe. The JAM also serves as the basis for the Joint Plan of Action (JPA) by UNHCR and WFP to ensure that effective programming and policy is developed based on recommendations and key findings.

The specific objectives of the joint mission were to:

1. Assess and review cross cutting thematic areas including livelihoods, energy and environment, education, shelter and camp infrastructure, water, sanitation and hygiene (WASH), health, gender, and non-food assistance. Establish common understanding of current refugees and asylum-seekers' vulnerability levels, basic needs, food security, incomes, livelihoods and economic capacity outcomes as well as protection and safety issues.
2. Suggest sector-specific recommendations for comprehensive thematic interventions to promote self-reliance and to facilitate targeted assistance for refugees and asylum seekers in the TRS.
3. Develop a multi-year, multi-partner action plan for implementation of thematic based recommendations with specific timelines, focal agencies and achievable milestones.

The assessment will inform:

- The review of the existing/new targeting and prioritization approach and associated eligibility criteria, if required;
- Joint (programmatic and strategic) activities that contribute to the self-reliance of TRS households; and
- The update of the Minimum Expenditure Basket (MEB) for TRS.

Household survey design, data collection and validation

Household survey data was collected between 24 and 30 November 2023 using interviewer-administered questionnaires from a representative sample of 349 households. Data was collected on mobile devices using the Open Data Kit (ODK).

According to the Zimbabwe National Statistics Agency (ZIMSTAT), in mid-November 2023, there were 2,555 households in the TRS.⁴ Sampled households were selected across the settlement using a systematic approach (95 percent confidence limits and 5 percent margin of error). The sampling list was compiled from a household listing exercise performed by ZIMSTAT in mid-November 2023.

Sampled households that were not found during the data collection were replaced by the nearest household that was not in the original selection.

Data was collected from all 10 sections of the TRS.

Qualitative data was collected from 5 to 6 February 2024 in the TRS. Various qualitative data collection methods were used, including key informant interviews, focus group discussions, consultations, and workshops. Joint data collection was conducted by four teams from the WFP and UNHCR country offices and the Joint Hub. In total, 13 focus group discussions (12 with refugees and one with the host community) and five key information interviews, including health, education personnel, refugees, and host community leaders, were carried out. A total of 179 respondents, including 166 refugees and 13 host community members, were consulted. The consultations included 91 women, 88 men, 50 people with specific needs, and 60 youths (ages 13–24). Protection and livelihood discussions were conducted based on the sector expectations of partners in the TRS. Community leaders, including religious leaders, WFP staff, UNHCR staff, partners, and officials from the social development, health and education departments were among the participants.

Three separate validation workshops were held in TRS on 15 May 2024 with 113 participants drawn from the province, district, TRS, and the host community (76 male and 37 female). On 16 May 2024, feedback sessions were held in three separate town halls across the TRS, attracting 356 participants (188 male and 168 female). A national-level feedback and information sharing workshop was held in Harare on 29 May 2024, with 60 participants (28 male and 32 female). Participants came from the government, private sector, academic and research institutions, implementing partners, and WFP and UNHCR country office staff and management.

Both validation workshops and feedback sessions in the TRS largely confirmed the

findings, conclusions and recommendations of the JAM report and provided additional information that helped in strengthening the report findings. The national-level workshop validated the report and provided practical follow-up suggestions to strengthen partnership with the country offices, especially from the private sector and research institutions. Two recommendations were added. On livelihoods, it was recommended to consider additional research on refugees residing outside of TRS to understand their vulnerability and livelihood activities. This would deepen understanding of how the encampment policy affects the livelihood potential of refugees and would inform policy recommendations around encampment. It could also lead to more creative/broader thinking about refugee livelihood options and approaches. On the Joint Plan of Action, it was recommended that one of the overall actionable outcomes of the JAM is to develop a joint multi-year and multi-stakeholder self-reliance road map, which would include a national market analysis and TRS feasibility study to help implement the road map, with costed activities, timelines, and roles of the involved partners.

Data analysis

Descriptive analysis was used to compute the frequency of indicators extracted from the survey data. Subsequently, inferential statistics were used to obtain the profiles of households that were the most and least vulnerable.

For qualitative data, content and thematic analysis methods were used to identify the key issues that arose during discussions. Data was cleaned, and key topics were compiled into thematic categories that corresponded to the research questions using content analysis. Respondents identified and listed issues and explained their answers to each question in succession, which constituted the first step of the analysis process.

Limitations, data management and ethical considerations

Limitations: Household data was representative at the settlement level. Analysis using household size or the head of household's gender is not representative, given the homogeneity of the households in the resettlement; nevertheless, it still provides valuable insights into the household's situation related to the head of household's gender and the size of the household.

The household survey did not collect any data from the host community and as such, no objective comparison can be made between the vulnerability and situation of households in the TRS and those in the host community.

There was an underrepresentation of single-member households within the sample, as they are difficult to locate because they do not have fixed accommodation structures within the TRS.

Data management and ethics: The JAM upheld ethical standards and ensured the protection of all participants' confidentiality during and after the data-collection phase. Any personal information extracted from the questionnaires was carefully removed to safeguard the anonymity of participants.



03 OPERATIONAL ENVIRONMENT

3.1 Country context

Zimbabwe is a lower-middle-income country with a population around 15.1 million people in 2022.⁵ Approximately 48 percent of the population are male and 52 percent are female. About 67 percent of the population resides in rural areas.

The macroeconomic situation has been volatile due to parallel market exchange rates, which are the main drivers of price increases in both formal and informal sectors.⁶

This affects livelihoods and access to food, especially among poor households – which made up 70.5 percent of the population in 2017.⁷

In 2021, the World Bank reported that the COVID-19 pandemic and its consequences had severely affected livelihoods, leading to 1.3 million citizens falling into extreme poverty. As a result, the overall rate of extreme poverty was 49 percent in 2020.⁸

The pandemic exacerbated the challenges in providing basic public services, such as health care, education and social protection, which were already under strain before the pandemic. Unfortunately, these disruptions have disproportionately affected the most vulnerable citizens, particularly those living in poverty.

Agriculture continues to be the backbone of Zimbabwe's economy. Although agriculture contributes only 11–14 percent of GDP, the sector provides employment for some 70 percent of the population and about 60 percent of all raw materials for the country's industrial sector.

Approximately 45 percent of the country's exports are of agricultural origin.⁹ Among agricultural activities such as cotton, sugarcane, and coffee growing, tobacco production stands out as a dominant contributor and serves as the country's second-largest source of foreign currency. On 8 April 2024, Zimbabwe declared the 2023/24 summer cropping season a national disaster following El Niño-induced drought. The 2024 harvest is expected to be below average nationally due to the compounding impacts of the late start of the 2023/24 rainy season and prolonged dry weather.¹⁰ This evolving drought will have far-reaching negative effects on poor households.

Legal and policy framework for refugees and asylum seekers

The legal framework regulating the presence of refugees, asylum seekers, and other people of concern is the Zimbabwe Refugees Act 1983 (amended 2001). The refugee participation

5 Zimbabwe 2022 Census

6 In April 2024, Zimbabwe introduced a new currency, the ZiG. The impact on the market is not yet clear.

7 ZIMSTAT. 2017. Poverty, Income, Consumption, and Expenditure Survey (2017).

8 World Bank. 2021. Zimbabwe Economic Update: Overcoming Economic Challenges, Natural Disasters, and the Pandemic : Social and Economic Impacts.

9 <https://www.zimfa.gov.zw/index.php/about-us/zimbabwe-in-brief/agriculture>

10 <https://www.fao.org/zimbabwe/news/detail-events/en/c/1680404/>

allows an encampment policy that places restrictions on free movement and imposes reservations on their participation in the labour market. According to the encampment policy, only refugees residing in designated places are officially permitted to work. Arrangements are regularly made by the government to provide employment opportunities for skilled professionals, mainly in fields with limited human resources such as health care. In such instances, refugees are provided with permits to go outside the settlement. Additionally, the Government has land designated as part of the settlement, with portions of this land available for use in agricultural expansion and other self-reliance projects.

In Zimbabwe, the administration of refugee affairs falls under the Office of the Commissioner for Refugees (CfR) within the Department of Social Development, operating under the Ministry of Public Service, Labour, and Social Welfare. The Zimbabwe Refugees Committee (ZRC), chaired by the Department of Social Development, acts as the eligibility board for evaluating refugee status applications. The ZRC comprises representatives from various government departments, including state security, immigration, foreign affairs, defence, and the Zimbabwe Republic Police. UNHCR participated as an observer in the committee, offering technical and legal guidance based on emerging refugee-related developments.

In the context of the 2019 Global Refugee Forum commitments by the Government of Zimbabwe,¹¹ the Government pledged to improve the self-reliance of refugees and asylum seekers and their access to tertiary education, arts, sports, and cultural facilities. These pledges are also captured in the UNHCR Livelihood and Economic Inclusion Strategy 2023–2026.

3.2 Refugee and asylum seekers' population

As of 29 February 2024, Zimbabwe has a total population of 23,735 individuals who are recognised as refugees and asylum seekers. Of that population, there are 6,546 individuals that are not biometrically registered in UNHCR's proGres database. Of the five regions that host refugees, Manicaland province hosts 94 percent of the population, followed by Harare with 5.8 percent. The TRS in Manicaland is currently hosting the majority of refugees and asylum seekers: 17,189 individuals, of which 10,061 are refugees and 7,128 are asylum seekers and other people of concern.

Approximately 74 percent of the refugees and asylum seekers registered by UNHCR are from the Democratic Republic of the Congo (DRC), while 11 percent come from Mozambique, 6 percent from Burundi, 5 percent from Rwanda, and 4 percent from other nationalities.¹²

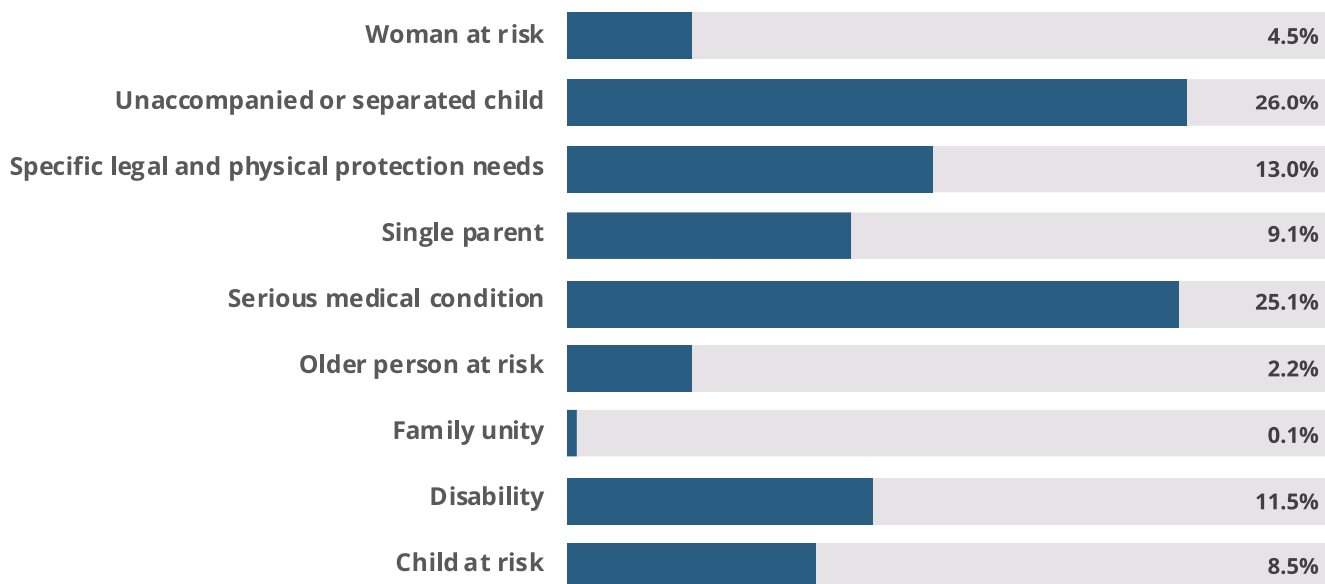
A total of approximately 3,130 individuals were identified as persons with specific needs (PSNs), representing about 18.4 percent of the total refugee and asylum seeker population. The classification breakdown of PSNs reveals that 26 percent are unaccompanied or separated children, and 25.1 percent have been identified as having serious medical conditions. Less than 5 percent of PSNs are women at risk. The majority of these PSNs, specifically 97.5 percent, are residing in TRS.

Below is the breakdown of the refugee population with specific needs among the refugee and asylum seekers population in Zimbabwe:

¹¹ The Global Refugee Forum is envisaged to facilitate the announcement of concrete pledges and contributions, and consider opportunities, challenges, and ways in which burden- and responsibility-sharing in support of the objectives of the Global Compact on Refugees (GCR) can be enhanced. Zimbabwe's submission and renewal of its pledges towards refugee protection at the 2023 Global Refugee Forum include supporting sustainable livelihoods, promoting and increasing access to tertiary education, inclusion of refugees and asylum seekers in sport, and improved asylum process in Zimbabwe.

¹² [Zimbabwe | UNHCR](#)

Figure 1: Distribution of persons with specific needs



Tongogara Refugee Settlement

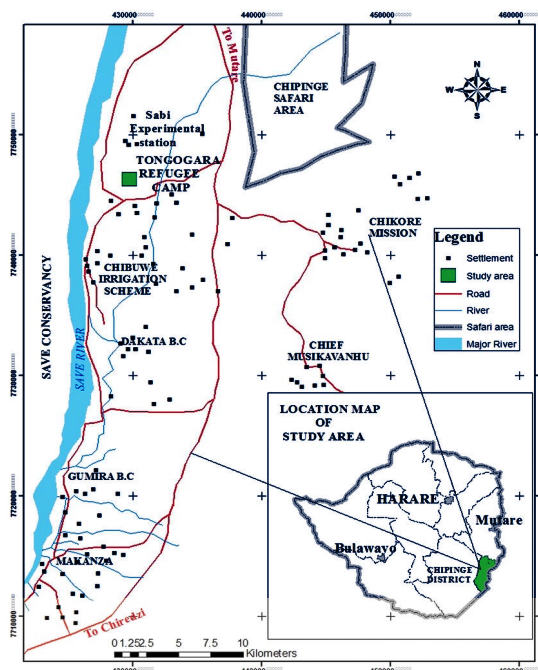


Figure 2: Map of TRS and surroundings

SOURCE: RESEARCHGATE OCTOBER 2022

TRS is situated near Chipinge, Zimbabwe. It is approximately 420 km southeast of Harare

and was established in 1984 following Zimbabwe's independence from the United Kingdom. Initially, TRS provided refuge to those fleeing the conflict between the Mozambican government and the Mozambican National Resistance Movement. By 1994, the camp's population had swelled to an estimated 58,000 refugees. After 1995, many residents returned to Mozambique, leading to the camp's closure. However, it reopened in 1998 to accommodate refugees from various African countries. By 2017, the camp's population was around 10,000.

In 2023, the Government of Zimbabwe announced that it was designating Tongogara Refugee Camp a Settlement. While a refugee camp is typically a temporary, emergency response setup with basic facilities, a refugee settlement is more permanent, with better infrastructure and a focus on long-term stability and integration.¹³

13 [Refugee Camps | Definition, facts and statistics \(unrefugees.org\)](#) and [A Refugee Settlement is Different from What I Thought | Oxfam in Uganda](#) both last accessed 16 July 2024

Household data from JAM

Quantitative data collected in November 2023 shows that the TRS is an extremely young community, with the median age of residents 16 years, and 53.2 percent of the population under the age of 18. The median age of the residents with TRS was 16 years, with 53.2 percent of the population under the age of 18. Women and children constitute 75.2 percent of the total population. Household survey data shows that the median household size in TRS is six members. Data also shows that 6.8 percent of people suffer from chronic illness, while 3.5 percent have some form of disability.

Head of household characteristics showed that the median age was 39 years and 59.4 percent were married or cohabitating. 15.9 percent had a chronic health condition, 5.4 percent had some form of disability, and 5.7 percent were elderly.

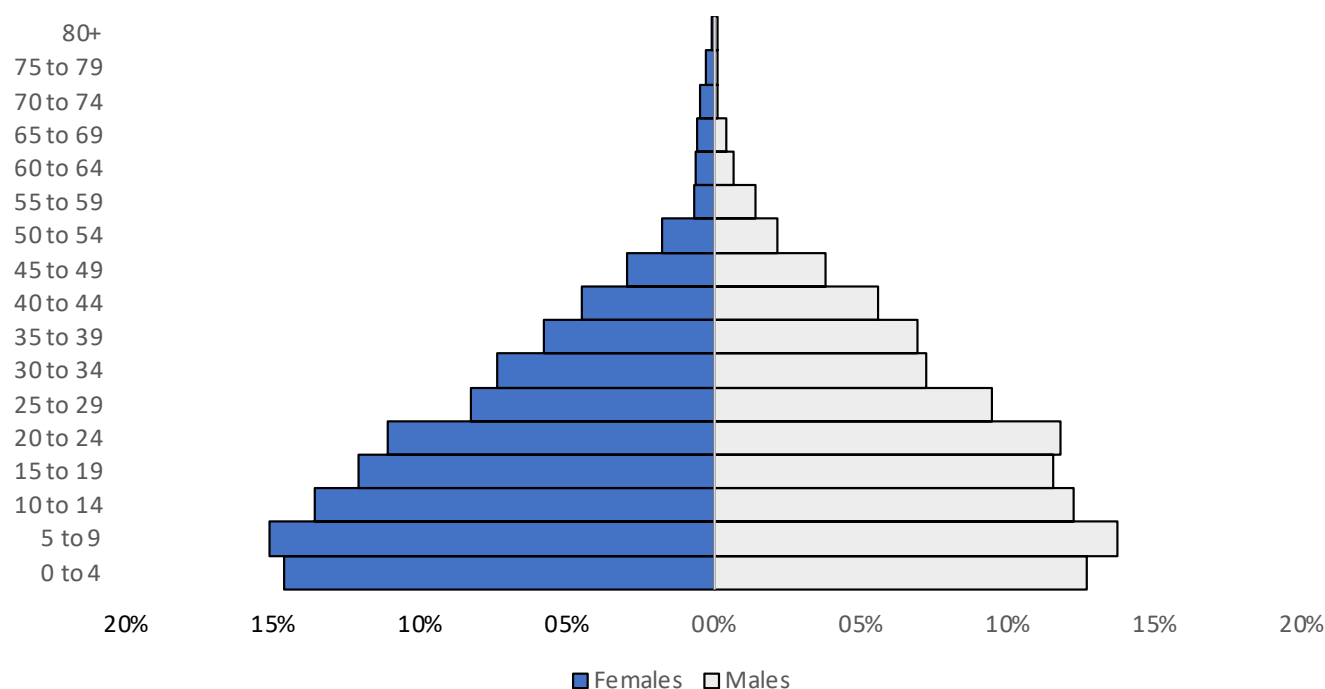
The TRS head of household characteristics reveal that female headed households constitute 41.8 percent of all households, with 50.7 percent of female-headed households either widowed

or divorced. **Table 1** presents the household dynamics disaggregated by gender to understand some core issues and dynamics facing refugees and asylum seekers at the TRS. It offers a detailed perspective on the family structure within the TRS, which can have significant implications for the nature and type of assistance needed.

Female household heads in TRS, compared with their male counterparts, are more likely to be younger (by 10 years on average), single (frequently widowed or divorced), the sole adult in the household, and support an older family member. Compared with male household heads, they also have limited access to land and participate in fewer activities that generate revenue, demonstrating differences in economic opportunities between males and females.

The largest proportion of female-headed households was widowed (31.3 percent), while most male-headed households were in a monogamous marriage (71.6 percent). This stark contrast may reflect a societal structure in which women are more likely to be left as heads of households due to the loss of a spouse.

Figure 3: Disaggregation of refugees and asylum seekers by gender and age
 TRS Population distribution by age and gender



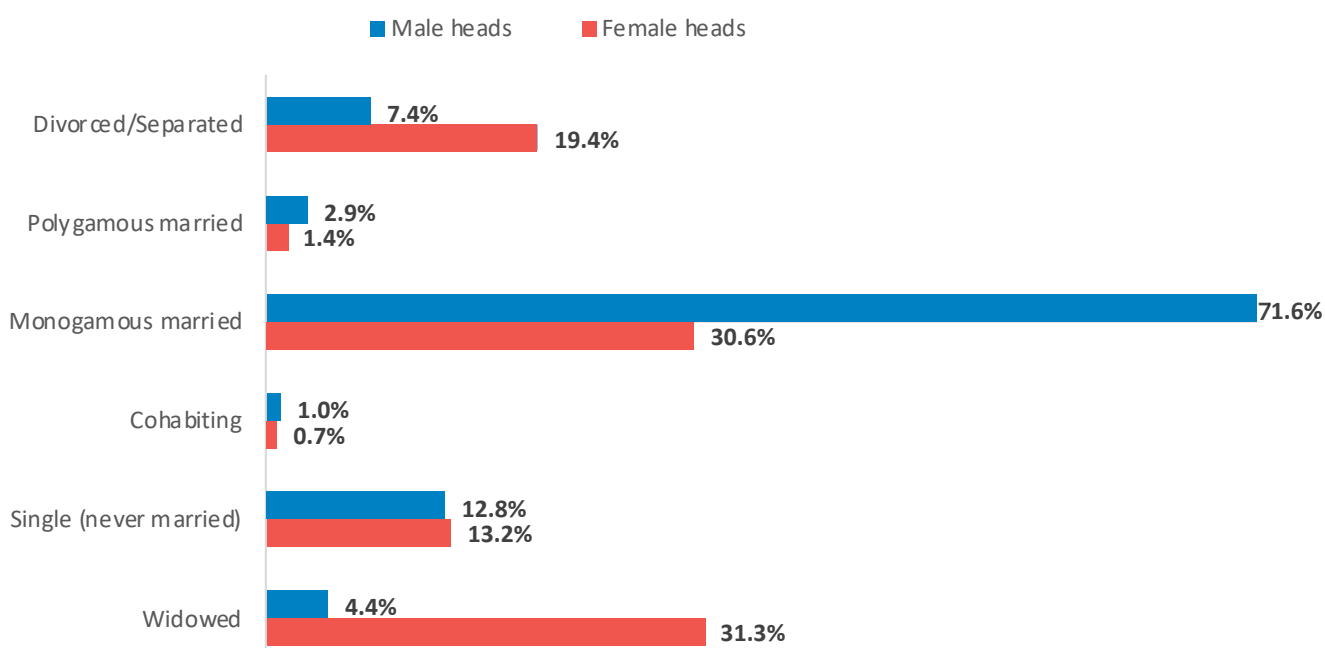
Source: UNHCR proGres as of 29 February 2024

Table 1: Household dynamics

	Male headed households	Female headed households
Household size (average)	6	5
Age of household head (median)	47	37
Dependency ratio (average) ¹⁴	1.3	1.8
Widow	4.4%	31.3%
Divorced	7.4%	19.4%
No other adult in the house	16.2%	41.7%
Taking care of at least one elderly member	4.4%	11.8%
Access to land	26.5%	18.1%
Engaged in income generating activities	10.3%	3.2%

Source: Zimbabwe JAM 2024

Figure 4: Demographics: household heads



Source: Zimbabwe JAM 2024

The disparities revealed by this analysis require a gender-sensitive programming approach. Female-headed households face unique challenges, such as higher rates of widowhood, less access to land, and lower economic engagement. Gendered programmes could account for these dynamics, perhaps through women-focused vocational training, microcredit facilities, or agricultural support. Female-headed households may require support systems that include counselling and community support mechanisms to help them navigate the challenges of single parenthood and reintegrate into the workforce or community life.

¹⁴ A dependency ratio relates the number of children and older persons to the working-age population, which is defined by UNHCR as 59–18 years old. A dependency ratio of 2 means that for every able-bodied, working-age adult between 18 to 59 years, there are two household members unable to engage in productive work because they are too young, too old, disabled or chronically ill.

3.3 Assistance to date and utilization

Food assistance: WFP food assistance is provided to all biometrically registered refugees and asylum seekers. WFP provides a monthly hybrid basket of US\$ 7 and 13.5 kg of maize meal (donated by the Government) to each person. Children under the age of five, pregnant and breastfeeding women (PBWs), and chronically ill persons also receive 6 kg of Super Cereal Plus per person per month to help improve their health and nutritional status. New arrivals are given an in-kind package including 13.5 kg of maize meal, 2 kg of pulses and 0.75 kg of vegetable oil per person.

Table 2: WFP support through food distribution planned for 2024

WFP food assistance is planned up to December 2024 to all biometrically registered refugees and asylum seekers and constitutes the following:	
Monthly	<ul style="list-style-type: none"> • Monthly cash of US\$ 7 • 13.5 kg maize meal donated by the Government • 6 kg of Super Cereal Plus per person per month for children under 5, PBWs and chronically ill
New arrivals (first 3 months after arrival)	<ul style="list-style-type: none"> • 13.5 kg maize meal • 2 kg pulses • 0.75 kg oil • 0.150 kg salt • 6 kg Super Cereal Plus for their children under 5, PBWs and chronically ill household members
<p>Planning figures for 2024:</p> <ul style="list-style-type: none"> • Overall planning caseload is 13,100 with a maximum of 13,900, agreed by WFP, UNHCR, the Government and partners • Children under 2,000–1,830 :5 • PBWs: 450–400 • Chronically ill: 400–375 	

Source: WFP

Despite the exclusion of refugees and asylum seekers from social protection programmes, the Office of the Commissioner for Refugees occasionally offers them some form of social protection. For instance, in situations when there were difficulties with the settlement’s food supply, the Government provided food rations such as rice to refugees and asylum seekers.

Critical relief items: All new arrivals receive critical relief items from UNHCR including individual items (blankets, sleeping mats, plastic water containers, sanitary pads) as well as household/family items (mosquito nets, kitchen sets, etc.). Additional relief items are provided every two years or on a needs basis.

Table 3: Critical relief items from UNHCR 2024

Each person gets the following	2 blankets; 1 sleeping mat; 3 plastic water containers; 7 items of clothing; 1 kg of soap
Women	30 pieces of sanitary pads for 2 months
Mosquito nets	Family of 2-1 gets 1; family of 4-3 get 2; family of 5 get 3. Married couple gets 1
Solar lamps	1 per household
Kitchen set	1 per household; families of more than five people get two

Source: UNHCR

Livelihoods support: The largest livelihoods project is UNHCR's 25 hectare (ha) irrigation scheme. The project has constructed canals for agricultural purposes and to support refugees' self-reliance through farming. The Government of Zimbabwe has also increased the land allocated for refugees' agricultural production and other self-reliance projects from 50 ha to 150 ha (an increase per household from 0.1 ha to 0.2 ha). UNHCR is now preparing to expand the irrigation scheme and agricultural activities, benefiting more than 700 families in 2024. UNHCR also supports a number of small-scale projects in the TRS largely focused on agriculture and micro-farming, such as insect farming, fishery, hydroponics, livestock, and chicken rearing. Overall, the livelihood projects support more youth than adults, and more women/girls than men/boys.

There is insufficient empirical evidence to demonstrate that these projects can consistently

generate significant financial returns or sustain economic benefits over extended periods. Participant feedback indicates that these projects are neither at scale nor sustainable; therefore, there is a need to explore creative strategies, including individual targeting, promoting market aggregation, research, and promotion of tailored schemes for financial access/inclusion, market assessments, and value chain analysis.

Further investigation is needed to establish the potential of these projects for delivering sustainable livelihoods.

Other support: Several international and national non-governmental organizations supplement the Government in delivering humanitarian and livelihoods assistance across different areas of responsibility. These organizations include WFP, UNHCR, World Vision International, Caritas and Terre Des Hommes (TdH).

Table 4: TRS assistance by partners, population covered and periodicity

PARTNER(S)	ASSISTANCE	POPULATION COVERED	PERIODICITY
Government, Ministry of Health and Childcare (MoHCC), TdH and UNHCR	Primary health care and referrals	All refugees and asylum seekers	Ongoing
WFP, GoZ	Food rations	All refugees and asylum seekers	Monthly
GoZ/UNHCR	Basic education	School-age children. Primary and secondary education supported	Ongoing
GoZ	School feeding	Schoolchildren	When resources are available
UNHCR and TdH	Core relief items	All refugees and asylum seekers	Once every two years (biannual)/ upon arrival/on need basis
GoZ: Department of Social Development (DSD) & UNHCR	Shelter	All new refugees and asylum seekers	Ongoing
GoZ, UNHCR and TdH	Energy (firewood)	All households	Monthly
UNHCR	Sanitary pads	Women and girls	Bimonthly – i.e., Once every two months
UNHCR	Female underwear	Women and girls	Biannually
UNHCR, World Vision & TdH	Agricultural inputs	Selected farmers	Seasonally
Facilitated by World Vision	Microfinance	Selected refugees and asylum seekers	Ongoing
Caritas and Norwegian Agency for Development Cooperation	Vocational training	Selected refugees and asylum seekers	Ongoing
Childline & TdH	Child protection, prevention of sexual exploitation & abuse	All refugees and asylum seekers	Ongoing

Source: Zimbabwe JAM 2024

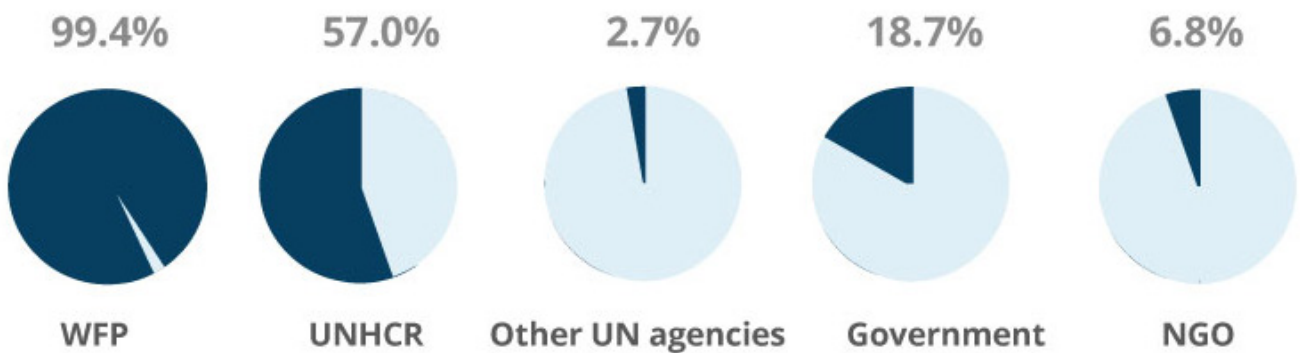
Utilization of assistance

All surveyed households confirmed that they had received assistance in the last three months prior to the survey. A total of 99.4 percent had received assistance from WFP, 57 percent from UNHCR, 18.7 percent from the Government, 6.8 percent from NGOs and less than 3 percent had received assistance from either friends, family, or religious institutions. Cash and in-kind were the most common modalities of assistance, with approximately 98.3 percent

and 87.2 percent of households reporting having received these forms of aid, respectively, in the last three months.

Approximately 72.3 percent reported that in general, female members within their households collected assistance. On average, households received US\$ 7 per month per person, which corresponds to the amount provided by the WFP. The figure below provides information on the providers of assistance in the last three months captured in the TRS during JAM.

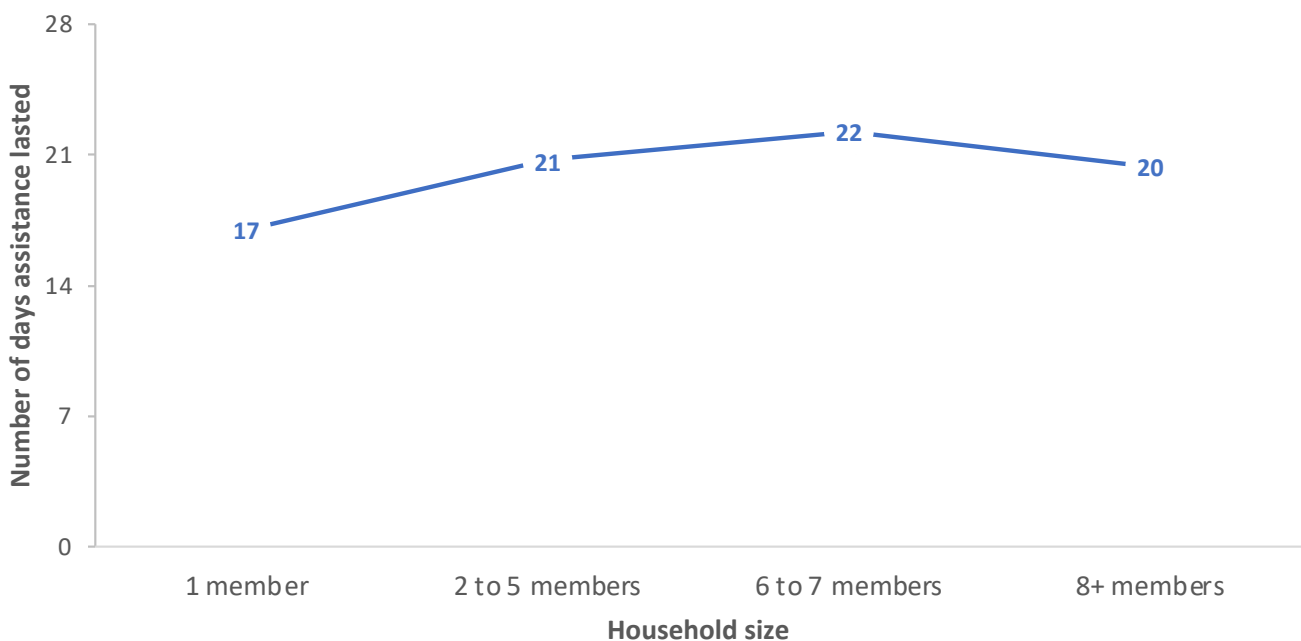
Figure 5: Households who reported receiving assistance in the past three months



Source: Zimbabwe JAM 2024

Assistance was reported to last for an average 21 days. There were slight variations in the average number of days of provided assistance by household size.

Figure 6: Average number of days assistance lasted by household size



Source: Zimbabwe JAM 2024

Approximately 27.2 percent of the households reported that they had sold part of their rations in the last three months prior to the survey. Focus group discussions revealed that households often sold the assistance they received, particularly mealie meal, to purchase rice which they preferred. Households with a dependency ration higher than two were twice as likely to sell their rations.¹⁵ A dependency ratio of two means that for every able-bodied, working-age adult between 18 to 59 years, there are two household members unable to engage in productive work because they are too young (aged 0 to 18 years), too old (60 years or above), disabled, or chronically ill.

Among those that sold their rations, a majority (79.5 percent) reported that they sold less than half of their assistance.



¹⁵ This result was significant even after taking into account the household head's sex, education level, marital status, single parenthood, and household size. The adjusted odds ratio was 2.03, with a 95 percent confidence interval between 1.10 and 3.75, and a p-value of 0.024.

04

IDENTIFICATION OF NEEDS

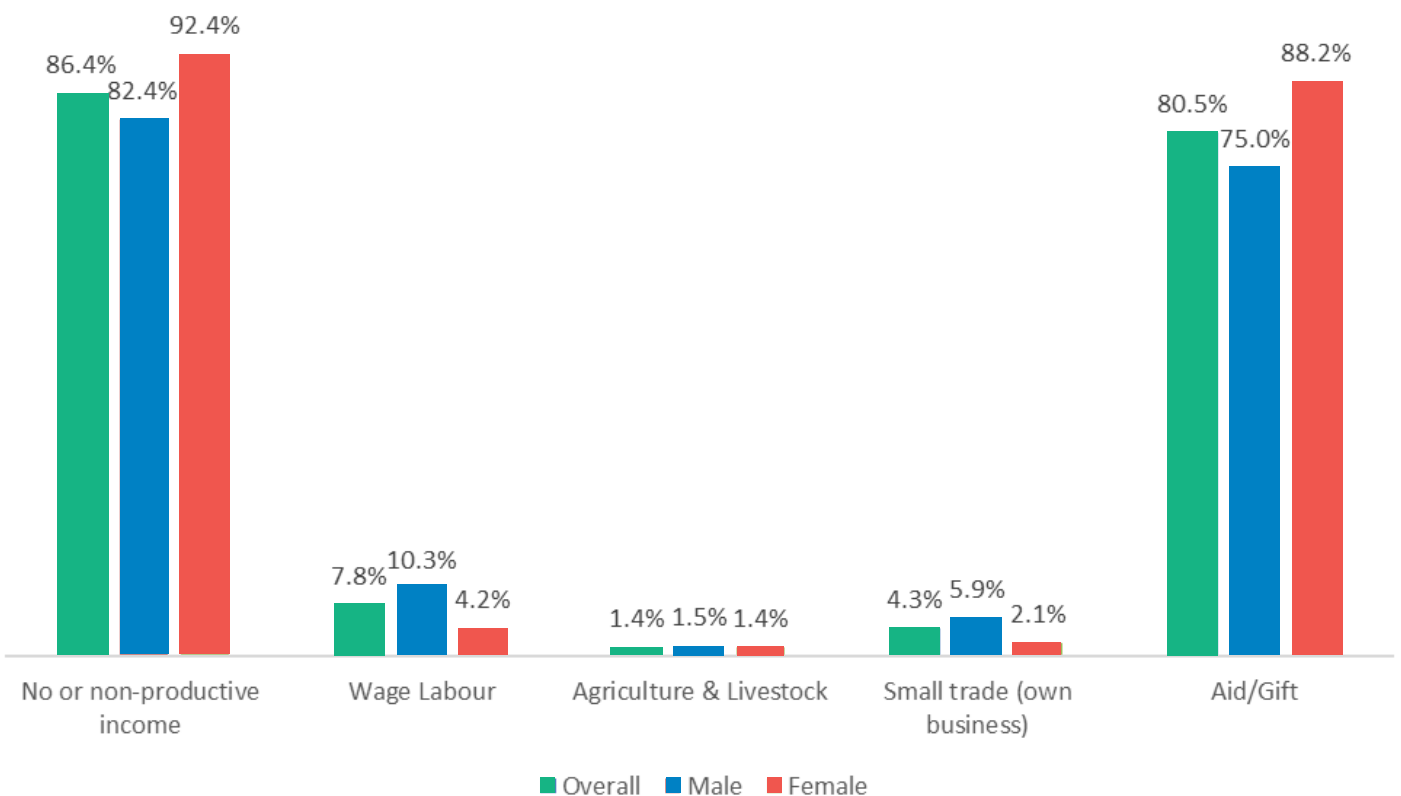
This section details the livelihoods opportunities and challenges, food security, protection needs, and access to basic services available for the population of TRS.

4.1 Livelihoods

Income sources & livelihoods

The survey results showed that over 86 percent of households do not have a productive livelihood activity. Aid/gifts was the main income source for TRS residents, with female-headed households more reliant (88.2 percent) than male-headed households (75.0 percent). Male headed households were more likely to engage in productive income-generating activities – including informal wage labour within the settlement or family-owned micro enterprises – compared with female headed households (17.7 percent and 7.6 percent, respectively).

Figure 7: Households involved in income-generating activities



Source: Zimbabwe JAM 2024

The assessment showed that the scale of income from wage labour is very low, and more than half of job opportunities (59.6 percent) are temporary or seasonal. These informal and seasonal activities are mainly in crop farming, livestock farming (goats, poultry, cattle, fish and pigs), brick making, and carpentry.

Results on the amounts obtained from the household's primary income source showed that half of the households in TRS were earning the following wages or less per activity. Median wages per capita (expressed per household member per month) were:

- Skilled wage labour: **US\$ 10.00**
- Unskilled agriculture wage labour: **US\$ 7.00**
- Unskilled non-agriculture wage labour: **US\$ 17.50**
- Sale of agriculture & livestock: **US\$ 3.60**

Dominance of non-productive income (86.4 percent): The overwhelming majority of the TRS population do not engage in income-generating activities. This figure suggests that many settlements depend on assistance and external support for their livelihoods. Such high reliance on non-productive income highlights the difficulties faced in creating self-sufficient, income-generating opportunities within the settlement. It indicates a substantial lack of access to the capital, resources, or training needed to engage in productive work.

Modest engagement in wage labour (7.8 percent): A small fraction of the population is involved in wage labour, which may include casual jobs, possibly within or around the settlement. A few of those educated were able to obtain jobs, such as teaching or working for different institutions in the settlement – for example serving as interpreters for Mukuru, a financial services company providing cash transfers. Some households had members engaged in skilled trade activities such as handicrafts, carpentry, brick moulding, and styling hair, enabling them to earn an income

to supplement the rations they were receiving. This indicates that, while there are some opportunities for employment, they are not extensive enough to substantially impact the overall income profile of the community. This points to a lack of job creation initiatives or limited access to the broader labour market due to geographic isolation and/or regulatory barriers from the encampment policy and lack of work permits.

Small trade ventures (4.3 percent): An entrepreneurial subset of the community operate their own businesses in retail trade. Small traders, such as those who own businesses like grocery shops, transport, barbershops, and hair salons were deemed less vulnerable as they were able to generate income. While this indicates a move towards economic activity and self-reliance, the relatively low percentage suggests that such ventures do not generate sufficient economic value chains to boost the TRS's overall viability as a trading centre. Both the survey and community consultations confirmed that the TRS population experiences limited market access, scarcity of start-up funds, and a small customer base within the settlement.

Agriculture and livestock as a minor contributor (1.4 percent): Agricultural and livestock activities contributed marginally to the settlement's income. Households cannot own land within TRS, and only 22.9 percent of the households have access to small, irrigated plots (0.05 ha) used for crop production, mainly maize, sugar beans, and potatoes or butternut. The plots are far below the 0.25 ha recommended by the Food and Agricultural Organization (FAO) to ensure self-sustainability.

Given the rural setting of TRS, this surprisingly low figure could reflect constraints such as insufficient land, lack of agricultural knowledge and inputs, or adverse environmental conditions for animal husbandry. This could also suggest a need for agricultural support programmes that enable refugees to utilize these skills for both food security and income generation.

There is an ever-growing interest in accessing land at TRS. UNHCR plans to increase the number of beneficiaries of the agricultural irrigation scheme project from 435 to 750 households, and the government has already approved the increase of the allocated land from 50 ha to 150 ha (0.1 ha to 0.2 ha per household on the existing and new caseload). The upscaling of the scheme has the potential to increase agricultural production and turn it from current household consumption into a profitable business enterprise.

Remittances and other cash assistance:

Remittances, often a significant source of income for communities in developing contexts, are nearly non-existent in TRS (making up just 0.3 percent of overall income sources). This could indicate that the refugee population is largely cut off from a broader network of support or that the diaspora associated with this population is not facilitated to connect and participate financially. In this scenario, the WFP's cash injection of US\$ 7 a month is significant for the local economy in both the TRS and the host community.

Access to resources

Markets

The market environment in the TRS camp is characterized by a diverse array of market types and significant challenges faced by the residents. The most common markets available are agricultural and fresh food markets (60.5 percent), retailers (46.4 percent) and clothing markets (33.0 percent). Livestock markets are less frequently found (9.7 percent), as only 28 percent of the population report owning livestock. Of those, the majority are male-headed households.

Households primarily choose markets based on proximity (58.5 percent), lower prices (47.0 percent), and better quality or availability of food commodities (28.4 percent). Despite the availability of these markets, 18.6 percent of households struggle to find the food and non-food items they need. Moreover, a significant portion (87.7 percent) of households face

overcharging (20.9 percent), high travel expenses (14.0 percent), poor quality of goods (14.0 percent), and long distances to marketplaces (9.3 percent).

Further investigation of TRS market functionality is recommended.

Finance

TRS residents are largely unbanked for several reasons. With 80.5 percent of the TRS population relying solely on assistance from others – resorting to begging and borrowing to get by – it is practically difficult for residents to access financial services. Additionally, their refugee and asylum seeker status make it difficult to access financial services for lack of documentation.

Savings are reported by only 14.3 percent of households, and largely informally (90 percent), while only 2 percent used microfinance institutions and 2 percent village group savings means. Savings were largely used to meet basic needs (85 percent) and consumption (38 percent).

Only 4 percent had an account at a financial institution (i.e., bank, mobile service provider) and rarely used it. Of those, nearly half (45.3 percent) preferred mobile money, since it requires little to no legal documentation.

In such a context where formal financial systems are not preferred or difficult to access by the refugee population, there is a potential need to introduce informal financial mechanisms as well as microfinance-based interventions, including internal savings and lending programmes (ISALs) that allow refugees access to basic financial services and financial education programmes.

Trainings

Two in five households (40 percent) confirmed having at least one member who had received some form of skilling and training in the last five years. Among the participants who had received training, the areas with the highest uptake were technical and vocational training (tailoring, skilled trade, information communication and

technology) and agricultural training in crop production and animal husbandry. Technical inspection of those livelihood projects being implemented in the TRS shows potential for profitability if brought to scale in training, funding, and market linkages.

Households believed that for capacity building and skilling to be effective, there was a need to provide them together with start-up capital (for business and agriculture), infrastructure/assets/inputs such as shops, irrigation schemes, equipment, access to markets, extension services, and access to financial services.

“Gone are the days for humanitarian assistance to function as traditional service providers. There is need to look into long-term sustainability, policy reforming and programming.” - TRS Administrator

As detailed in the “Overall Vulnerability” chapter, there is a strong link between having received training/skilling and reduced vulnerability. This seems remarkable and should be further explored.

Challenges to livelihoods and livelihood coping

The main reasons why most residents of the TRS struggle to engage in economic activities include:

- Restriction to obtain formal work permits due to policy constraints related to the confinement of business activities within the settlement;
- Limited opportunities for youth, including lack of employment opportunities, lack of skills, and limited qualifications for the available employment opportunities;

- Lack of access to loans;
- Limited opportunities for employment;
- Lack of education and training;
- People with rejected status found it difficult to work; they had no freedom of movement as they were restricted by the encampment policy and relied on handouts for their requirements;
- Inadequate provision of services such as electricity (see 4.4 Access to basic services)
- Limited access to markets and incomplete value chain development;
- Some groups (orphans, disabled, widows, and single mothers) are not sufficiently included in economic livelihood activities;
- The lack of a strong and effective private sector mobilization to tap into companies’ expertise, incentives, and capacity to link refugees with the market; and
- Lack of formal financial services.

When confronted with work permit restrictions, people feel frustrated and discouraged. Technical discussions highlighted these critical issues as part of the agenda for advocacy and collaborative strategic planning with the government, the private sector, other UN agencies and broader partners.

Community consultations further requested specific training in tailored projects for different segments of the TRS population, such as youth, people with disabilities, and women entrepreneurs. The trainings should focus on business development and income generation, including profitable projects and projects tailored to specific groups (e.g., youth), training with capital, assets, and market linkages; access to capital; and access to land.

All interviewed respondents reported that they borrow from shops, vendors, and other community members at very high interest rates, which hinders household business viability and general livelihoods in the TRS. Some mentioned

that they were so heavily indebted that they were blacklisted and therefore had nowhere to borrow from. Most women noted that they were not allowed to borrow mainly because they were not trusted to pay back funds, yet trustworthiness was the major collateral security used to borrow in the TRS. This shows how basic retail businesses enhance financial flows within the TRS, which could provide a basis for microfinancing initiatives.

“We want to be self-reliant. Help us to set up business and support us by becoming our clients. If I am supported to open restaurant, you could buy food from us for workshops.”- Female refugee youth

Livelihood coping strategies

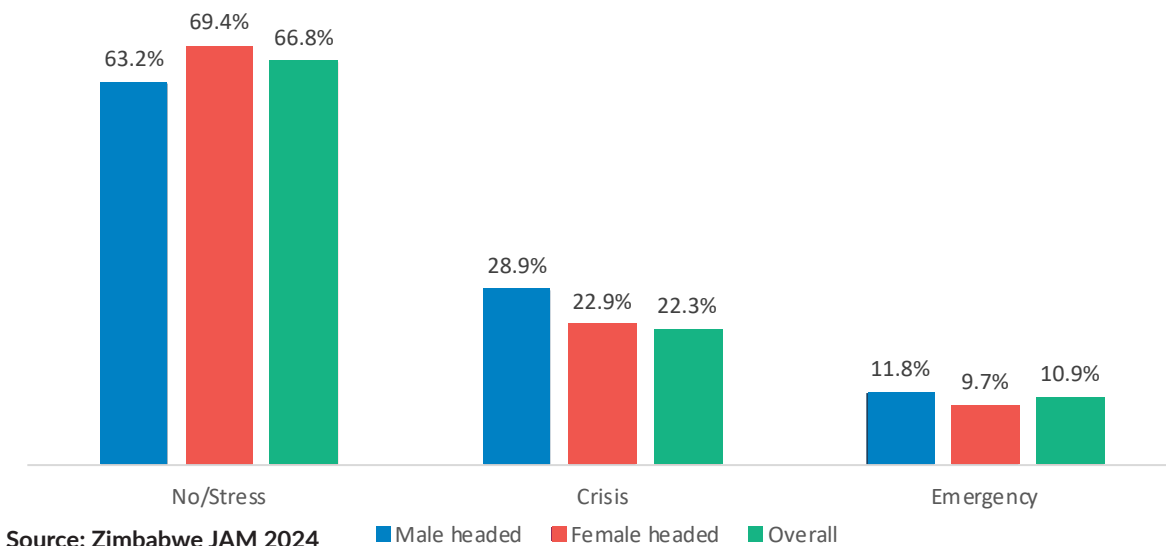
The Livelihood Coping Strategies – Food Security (LCS-FS) is an indicator used to understand households’ medium and longer-term coping capacity in response to lack of food, or the money to buy food, and their ability to overcome challenges in the future. The indicator is derived from a series of questions regarding the households’ experiences with livelihood stress and asset depletion to cope with food shortages.

Initial **stress livelihood coping strategies** could serve as the primary household’s response, signalling that households are starting to feel financial strain and are compromising on either the quality or quantity of household needs such as food to cope.

Crisis livelihood coping strategies, on the other hand, are more drastic, suggesting that households are jeopardizing their future stability to address their needs.

Emergency livelihood coping strategies indicate that households have reached a critical point, having exhausted all alternatives, and are resorting to survival mode, prioritizing immediate needs regardless of future repercussions.

Figure 8: Livelihood coping strategies



The above figure shows that most individuals at TRS (66.8 percent) adopted no or low coping strategies in the month prior to the survey. Households in stress coping strategies were most likely to sell, share, or exchange in-kind assistance because of a lack of resources to access essential needs. The gender of the household head was found to have no significant impact on the number of households with no coping strategies or those adopting stress coping strategies. The table immediately below shows the stress livelihood coping strategies adopted by households by head gender.

Table 5: Stress livelihood coping strategies adopted by households

STRESS	Livelihood Coping Strategy	Male headed	Female headed	Overall
	Sold household assets/goods (radio, furniture, refrigerator, television, jewellery, etc.)	15.7%	11.8%	14.3%
	Borrowed money to access essential needs	32.4%	40.3%	35.8%
	Sold, shared, or exchanged in-kind assistance (e.g. food rations or non-food items) due to lack of resources to access essential needs.	41.2%	43.8%	42.4%
	Reduced expenses on education due to lack of resources to access essential needs.	13.7%	8.3%	11.8%

Source: Zimbabwe JAM 2024

Crisis coping strategies were adopted by 22.3 percent of households. The most common crisis strategy was bartering/exchanging clothing for other essential needs. The adoption of crisis-coping strategies directly affects future productivity, including the sale of productive assets.

Table 6: Crisis livelihood coping strategies adopted by households

CRISIS	Livelihood Coping Strategy	Male headed	Female headed	Overall
	Sold productive assets or means of transport (sewing machine, wheelbarrow, bicycle, car, etc.) due to lack of resources to access essential needs.	5.4%	0.0%	3.4%
	Children under 15 years old worked to contribute to household income (e.g., casual labour) due to lack of resources to access essential needs.	3.4%	5.6%	4.3%
	Bartered/exchanged clothing for other essential needs (e.g., food, medicines, or clothing, etc.) due to lack of resources to access essential needs.	23.5%	18.1%	21.5%

Source: Zimbabwe JAM 2024

Emergency coping strategies were adopted by 10.9 percent of the refugees. The reliance on emergency coping strategies signified a dire level of desperation. Strategies such as begging, selling essential property such as livestock or engaging in socially degrading jobs are distress signals. These actions can have lasting negative effects, stripping households of their assets and their ability to recover from shocks. This group's situation is especially precarious, because their actions to cope with food insecurity can have irreparable consequences. The table below presents the percentage of households engaged in emergency coping activities.

Table 7: Emergency livelihood coping strategies

EMERGENCY	Livelihood Coping Strategy	Male headed	Female headed	Overall
	Sold more animals than usual	8.3%	4.2%	6.6%
	Begged (asked strangers on the streets for money, food, or other goods) and/or scavenged due to lack of resources to access essential needs.	7.8%	7.6%	7.7%
	Engaged in socially degrading, high-risk, exploitive jobs, or life-threatening jobs or income-generating activities (e.g., smuggling, theft, joining armed groups, prostitution).	3.9%	2.1%	3.2%

Source: Zimbabwe JAM 2024

4.2 Food access and food security

The method employed to assess the overall food security status of refugee and asylum seeker households in TRS is the Consolidated Approach for Reporting Indicators of Food Security (CARI). The CARI is a composite indicator comprising three outcome indicators: (1) the household’s Food Consumption Score (FCS), (2) economic capacity to meet essential needs (ECMEN) (described in section 4.5), and (3) the Livelihoods-based Coping Strategy Index (LCSI). By combining these three indicators, the population is categorized into four groups: food secure, marginally food secure, moderately food insecure, and severely food insecure. Food insecurity is therefore measured by the number of households that are either moderately or severely food insecure.

Food security and household food consumption

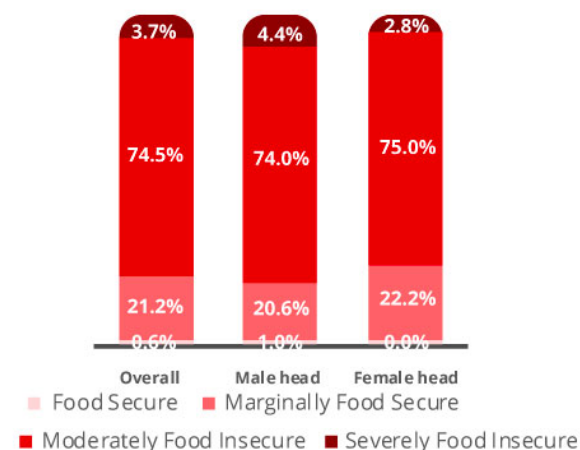
Food insecurity is very high in TRS, with about 78.2 percent of the households experiencing food insecurity. When data was disaggregated by sex of household head, there were no differences between female or male headed households in terms of food insecurity.

Results from qualitative data show that there is limited access to nutritious food, which is a major concern, especially for vulnerable groups in the TRS. It was noted that all vulnerable groups relied on food assistance, and they sometimes experienced shortages. Some households were forced to eat only once a day, which can lead to malnutrition among children, pregnant women, and the elderly.

Food consumption

Household food consumption serves as a fundamental aspect of food security analysis, assessed through Food Consumption Score (FCS). The FCS is a composite indicator that includes various factors such as dietary

Figure 9: Food insecurity by head of household

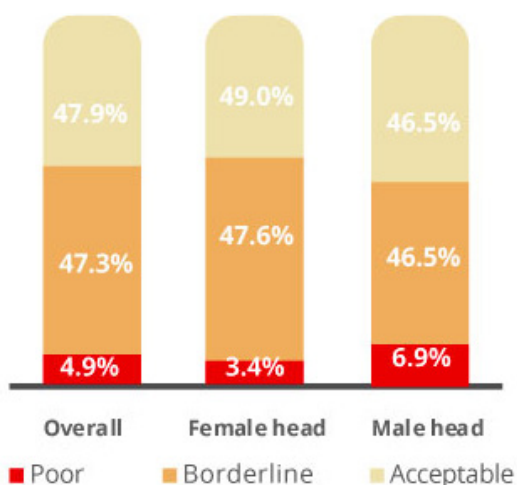


Source: Zimbabwe JAM 2024

diversity (the range of food groups consumed over a week), food frequency (how often specific food groups are consumed), and the nutritional significance of different food groups. A higher FCS indicates greater dietary diversity and frequency, which in turn increases the likelihood of achieving nutritional adequacy. The FCS categorizes households into one of three groups: acceptable, borderline, or poor food consumption, based on their scores.

Overall, 47.9 percent of the households had acceptable food consumption, while 47.3 percent had borderline and 4.9 percent had poor consumption. Male-headed households were more likely to have poor food consumption scores than female-headed households.

Figure 10: Food Consumption Score (FCS) by household head

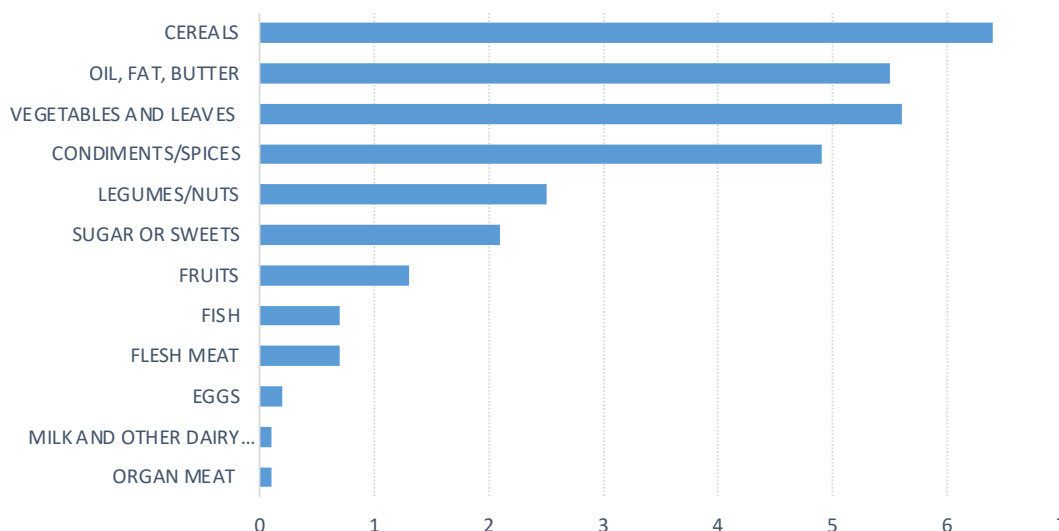


Source: Zimbabwe JAM 2024

Dietary diversity

Households were most likely to consume cereals, oils/fat/butter, vegetables, or condiments on a daily basis. Households usually consume rice or maize meals with green vegetables or beans, similar to the foods usually consumed by the host community. Over three-quarters of the households received their cereals from assistance. All other food items consumed by the households were mainly bought from local shops, except for pulses, which were grown by 10.9 percent of households. Approximately 41 percent of households bartered/traded goods and 34.3 percent bartered/traded services for fruits and vegetables. The consumption patterns of households did not differ by gender of the household head.

Figure 11: Household food consumption in the past 7 days



Source: Zimbabwe JAM 2024

The JAM classified foods according to the following categories:

A **Foods rich in vitamin A:** Milk and other dairy products (fresh/sour milk, yogurt, cheese, other dairy products), organ meat (such as liver, kidney, heart), eggs, orange vegetables rich in vitamin A (carrot, red pepper, pumpkin, orange sweet potatoes, butternuts), green leafy vegetables (spinach, broccoli and/or other dark green leaves, cassava leaves, pumpkin leaves) and orange fruits rich in vitamin A (mango, paw paw, apricot, peach).

Protein **Food rich in protein:** Foods from the following six groups: (1) legumes/nuts (beans, cowpeas, peanuts, lentils, nut, soy, pigeon pea and/or other nuts), (2) milk and other dairy products, (3) flesh meat (beef, pork, lamb, goat, rabbit, chicken, duck, other birds, insects), (4) organ meat, (5) fish including fresh, sun-dried, and/or canned fish in large quantities (not as a condiment) and (6) eggs.

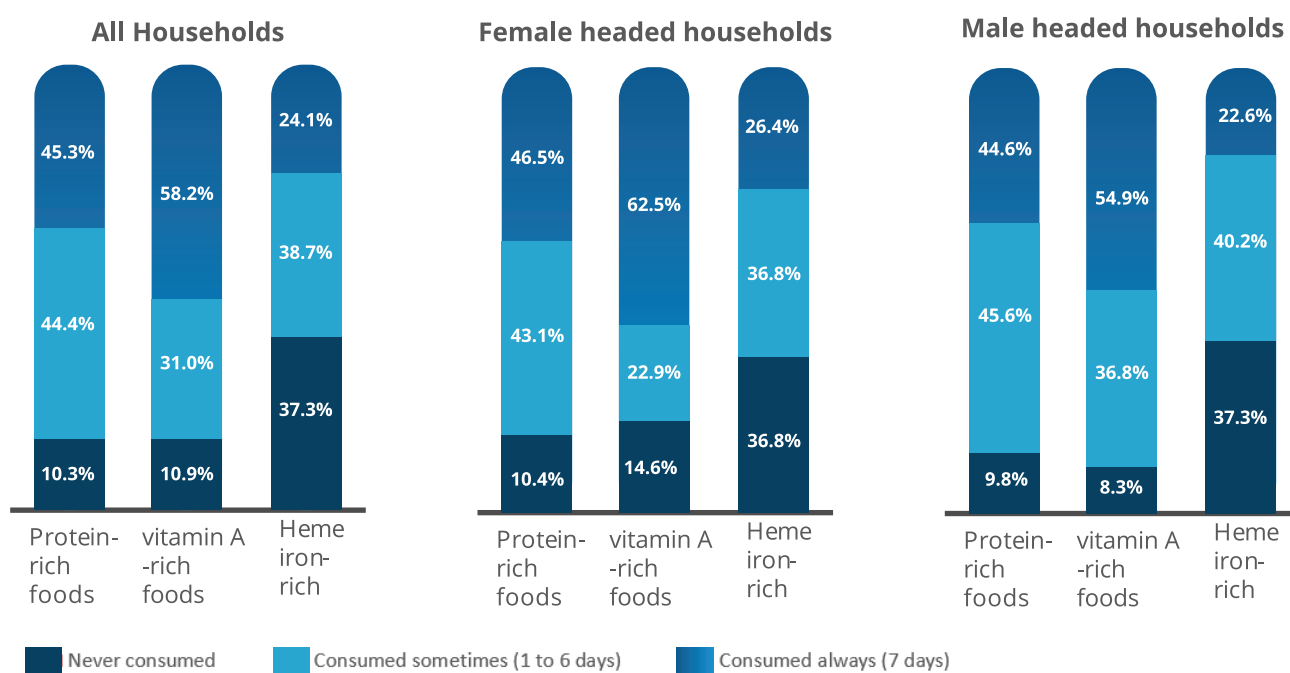
FE **Foods rich in heme iron:** Foods from the following three groups: (1) flesh meat, (2) organ meat and (3) fish.

Refugees and asylum seekers, regardless of the gender of the household head, tend to eat similar diets in terms of how often they consume foods rich in protein, vitamin A and iron.

Most households consume protein and vitamin A, with nearly half consuming it daily. Female-headed households seemed to consume vitamin A-rich foods more consistently throughout the week (62.5 percent) compared with male-headed households (54.9 percent). Approximately 11 percent of households reported not consuming any protein or vitamin A-rich foods in the seven days prior to the survey.

Heme iron from animal-based foods was the least frequently consumed nutrient. Less than a quarter (24.1 percent) of households eat it daily. Almost four out of every ten households reported eating it sometimes, between one and six days per week.

Figure 12: Frequency of consumption of food groups by household



Source: Zimbabwe JAM 2024

Households employ various strategies to manage food shortages or insufficient resources to purchase food. Coping strategies concerning food consumption reflect the extent and severity of behaviours adopted to address food-related challenges. A higher reduced consumption strategy index (rCSI) score, serving as a proxy indicator for households' food access, indicates greater stress endured by the household while managing food deficits.

The rCSI score typically ranges from 0 to 56, with higher scores indicating higher levels of food insecurity. Here's a general guide for interpreting the scores:

- 0–3: Little or no food coping mechanism. Households are not using coping strategies frequently.
- 4–18: Moderate food coping mechanism. Households are using coping strategies occasionally.
- 19–42: High food coping mechanism. Households are frequently using coping strategies.
- 43–56: Severe food coping mechanism. Households are almost constantly using coping strategies.

Food-based coping strategies

Overall, the mean rCSI was 12.8 out of a maximum of 56, suggesting that households employed a moderate level of coping strategies in response to stressors such as food insecurity. The gender of the household head showed no impact on the difference in coping strategies employed based on the mean rCSI. Most households relied on the less preferred, less expensive food to cope with food insecurity in the previous seven days preceding the survey. Other alternative coping strategies that were common among the households were reducing portion size of meals at mealtimes (61.3 percent) and reducing the number of meals eaten per day (59.9 percent). Among households with children, almost four out of every ten households restricted consumption by adults for young children to eat.

Table 8: Food-based coping strategies

Food consumption coping strategy	Male head	Female head	Total
Relied on less preferred, less expensive food	73.0%	80.6%	76.2%
Borrowed food or relied on help from friends or relatives	28.4%	32.6%	30.1%
Reduced the number of meals eaten per day	62.8%	56.3%	59.9%
Reduced portion size of meals at meals time	62.8%	59.0%	61.3%
Restricted consumption by adults in order for young children to eat*	37.7%	41.1%	39.2%
Mean rCSI	12.2	13.6	12.8

*Households without children not included in the analysis. Source: Zimbabwe JAM 2024

4.3 Protection needs and accountability to affected people

Safety and security

Overall, very few protection incidents were reported within the settlement. Focus group participants including women, men, youth, older people and people with specific needs agreed that they generally feel safe and secure in the TRS, even in the evening and at night. The safety and security issues that do exist are perceived to be isolated events. They reported that there are measures in place to provide a secure environment within the settlement, including regular police patrols, and the current ongoing settlement administrator's engagements with the TRS population. Residents were encouraged to report any safety concerns or incidents of violence including gender-based violence (GBV).

A total of 4 percent of the households reported to have a household member who had experienced protection challenges in the past 12 months before the survey. Among those who did experience protection challenges, 57.1 percent reported these incidents had occurred at the UNHCR/WFP programme sites.

Participants in focus group discussions and key information interviews noted that they also generally feel safe in the host community because there were no gunshots, no one terrorising them and they do not see people being beaten. They receive good hospitality from those who look after them.

However, it was pointed out that despite the prevailing peace they enjoyed, there were cases of theft in the settlement, although they could not confirm whether the thieves were from within or outside the TRS. Discussions with protection partners concurred with residents' perceptions that theft and sexual abuse are real threats. Respondents concurred that people with disabilities faced higher risks of being targeted and attacked by thieves, because of mobility challenges. It was also noted that the fence that barricades the settlement from the game reserve

is now old and worn out, and at times animals encroach on the settlement, causing security risks.

Participants also provided recommendations to improve their overall safety and security in the TRS. Top among the suggestions was to improve lighting across the settlement, including at water points, which was raised by both female and male participants at focus group discussions. They requested provision of more street lights as lighting is currently poor, and suggested more public information messages that encourage schoolchildren to walk in groups. Another suggestion was to encourage residents not to frequent the shops late in the evening to mitigate the issues that threaten safety and security of the TRS residents. To reduce thefts, community members suggested strengthening livelihoods opportunities.

Sources of conflict

Heterogeneity

In focus group discussions, residents stated that conflicts at times arise from different nationalities and tribes, thus disturbing safety and peace in the settlement. Some minority groups indicated that they received limited support, as they did not have relatives – one respondent mentioned being denied access to water, for example. Additionally, stigmatization and rumours are sometimes spread in some sections of the settlement, with the potential to affect people's peace and safety. Food poisoning is a common phenomenon in urban settlements. Accusations of witchcraft in the settlement, particularly against some elderly residents, can cause serious stigma and societal isolation. The Bembe people from the DRC are the most affected, accused of malice, ill-will, suspicions of food poisoning, and of bewitching others at the settlement. This results in mistrust and conflict and has even led to their children being shunned at water points.

Juvenile delinquencies

During qualitative data collection, a large number of participants reported increasing cases of children resorting to negative coping

mechanisms that resulted in them engaging in petty theft, sex for food or money, and running away from home to look for employment. Schools, especially local secondary schools, reported an alarming increase in the lack of discipline and an increasing number of unruly pupils, especially those with the prospect of resettlement.

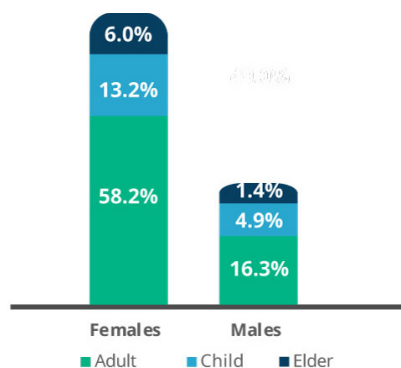
Mental health cases

From a complex interplay of issues facing TRS residents, participants concurred that depression is the most common form of mental health problem faced by the community in the settlement. Furthermore, due to past traumatic experiences, some people adopt negative coping strategies that result in conflict with and among family members. Although it was unclear whether it was due to past trauma, poverty, or economic pressure, some respondents from focus group discussions said that they experienced high levels of depression due to economic stress and poverty – to the point of abandoning their children and families.

Gender equality

The JAM sought to understand gender dynamics within households and communities through household surveys and focus group discussions. Understanding the delegation of household duties is used as a proxy for perceived gender norms. Through quantitative analysis, the JAM measured which members within the household were usually tasked with collecting water. The findings show that for over three-quarters of the households, the collection of water was delegated to female household members. Discussions with community members showed

Figure 13: Member of household responsible for collection of water



Source: Zimbabwe JAM 2024

that within the community and more so in the household, traditional gender roles still exist in which female adults (especially mothers) carry out domestic tasks such as cooking and sweeping while fathers are responsible for the safety of the house, educating children, and providing for the family. There was also differentiation in the types of tasks assigned to men and women. Men are described as doing “difficult tasks,” while women handle “light jobs.” This reflects a persistent stereotype of gender-based task assignment.

“Most men now listen to their spouses for the sake of peace.” - FGD participant

There was acknowledgement that there was a general shift towards more equal gender roles, mainly due to the relocation of households from their country of origin to the TRS. This shift in gender roles is also attributed to education from various organizations and programmes, particularly Engaging Men and Boys in Accountable Practices (EMAP) being implemented by UNHCR. To some extent, while the shift shows an intentional effort to challenge and change traditional gender norms, in other instances, it has been done for household harmony and conflict avoidance, which may be closely linked to avoidance of any household disturbance so as not to jeopardize their chances for resettlement.

Some interviewees noted that adult males usually do not have many roles in the settlement, and alternatively try to get jobs in Harare and other places.

For other households, most roles were said to be equal due to education and influences from different organizations and programmes in TRS. Programmes targeting girls, such as Girl Shine and Adolescent Girls Empowerment Programme (AGEP), are run by the TRS child protection partner TdH, with the support of UNHCR, and emphasize female empowerment sessions or girl mentorship sessions across the TRS. There is now a girl mentorship programme to try and include girls in wellness centres.

Women's role in decision making

To understand the decision-making dynamics within the TRS, data was collected from the household survey and triangulated with responses gathered from community consultations. Findings from the household survey regarding decision making show that about six out of every ten households engaged female members in these three decisions:

- major household purchases
- what to do with the cash assistance
- what to do with the in-kind assistance

About 77.1 percent of households reported that female members were involved in deciding what to do with the cash assistance. Engagement with the community through qualitative methods showed that financial decisions play a crucial role in family harmony, and misallocation of resources can lead to conflicts. The role of the head of the house in decision making may contribute to either stability or challenges within the household, depending on the specific circumstances. Instances of misuse of cash assistance by households – e.g., the use of cash to purchase alcohol – usually led to conflicts within the household. This was influential in the modality of assistance preferred by the youth, as they deemed in-kind assistance to bring more harmony within the household.

Females were less likely to be engaged in decision making regarding major household purchases compared with the other two decisions. This aligns with the results of discussions with the community, indicating that older generations tend to hold traditional views of male dominance when it comes to significant household purchases. By contrast, younger individuals were more likely to view such decisions as collaborative efforts involving both parents.

Gender-based violence (GBV)

The findings on gender-based violence (GBV) were mainly informed by community consultations. The qualitative assessment consisted of questions related to GBV. These questions were formulated to encourage

general responses to the trends within the TRS. Thus, the data captured in the JAM report is not reflective of individual data and does not represent a comprehensive analysis of GBV within the settlement.

"Girls - some are engaging into sexual exploitation relationships to get money to buy their toiletries and hairdos." - FGC participant

While findings are limited, focus group discussions and key information interviews confirmed that GBV cases are prevalent in TRS. Participants reported that intra-household GBV was more prevalent than inter-household GBV because there was a perception that inter-household GBV could lead to diminished opportunities for resettlement. This perception was also found to negatively impact reporting on intra-household violence, and most cases of GBV reportedly occur between intimate partners. Teenage girls are particularly vulnerable to sexual exploitation, often engaging in exploitative relationships to afford personal hygiene products that their households cannot provide.

Child marriages and teenage pregnancies were reported to be prevalent, especially among the nationality groups where there was general acceptance of such a harmful culture. It also emerged that there was a common hush culture of protecting perpetrators in child marriages or other issues deemed to cause conflict in society or delay resettlement processes. Such cases are said to go unreported. Pregnant teens sometimes enter forced marriages, elope with lovers, or are chased from home, since such pregnancies bring shame to families.

Infidelity accusations among couples, mental illness, and disagreements on how to spend money are the reported drivers of physical, economic and emotional abuse. Other GBV cases reported involved monetary issues, especially after distribution, as beneficiaries

argue on the sharing and use of money or food. Though not as direct a cause, cases of jealousy, unequal attention, and unequal resource allocation have been reported in polygamous marriage cultures, especially among asylum seekers. These tensions generally lead to abuse. Some cases manifest in the neglect of spouses and children, especially in sharing scarce household resources. Excessive alcohol consumption and substance abuse (cannabis) were reported to be common practices and viewed as major factors leading to abuse, especially by intoxicated husbands who have a propensity to physically abuse their spouses when drunk.

Interethnic group marriages among different nationalities and tribes were deemed at times to result in cultural differences that caused emotional and other abuse.

GBV reporting and support services awareness

Community consultation participants concurred with the importance of strengthening support services and awareness campaigns for reporting and addressing GBV in the TRS. Most community members were aware of various GBV reporting channels, including community leaders, the police, close relatives, church leaders, the telephone hotline Childline, clinics, offices, TRS administration, pastors, TdH (Terre des Hommes), UNHCR, and the Department of Social Development (DSD) community services. Childline serves as a crucial resource, especially for children experiencing GBV, whereas community leaders play a pivotal role as the initial point of contact for reporting GBV cases. The reporting pathway for GBV varies depending on the offense's perceived severity.

Community members emphasized the need to continue building trust in formal reporting mechanisms, such as police and Childline, while also promoting the utilization of other available resources, such as DSD community services and office support.

"If it's a serious case they report to the police. At times they come to report at the office. If it's a case for a child they can go either to Childline or to TdH. Churches refuse to handle GBV cases, they usually give advice." - Refugee leader

However, the data also highlighted the existing challenges of distrust and reluctance within the community, which may impede open discussions on GBV. Men facing GBV may hesitate to report because of feelings of embarrassment and the stigma associated with being victims or survivors. Nonetheless, programmes such as EMAP have been initiated as platforms that allow for the reporting of GBV cases by men and boys.

Community consultations acknowledged that engaging men in transformative individual behaviour change, guided by the voices of women, brings peace and cohesion at the household level. Some focus group discussions called for more programming like EMAP, emphasizing engaging men in accountable practices. They agreed that engaging men and boys as individuals and through their partners and families in (GBV) prevention and response have a longer-term impact. The EMAP posits that working with men can allow for changes in beliefs, attitudes, and norms about what it means to be a man and the development of new, non-violent ideas of manhood and masculinities.¹⁶ In this regard, UNHCR community services are strengthening the community-based protection approach and ensuring that men and boys are involved in the existing GBV prevention and response structures.

¹⁶ There are challenges and barriers for men who are involved in GBV prevention and response work. Men who work to end violence against women are challenging the dominant culture and the understandings of masculinity that maintain it. Thus, male activists are often met with suspicion, homophobia and are being questioned about their "masculinity." Furthermore, it is essential for GBV programmes that involve men and women to acknowledge the potential for men to feel disempowered as programmes that involve women empowerment may lead to them feeling excluded.

Strategies to enhance GBV reporting and support services

Respondents from community consultations mentioned that there is a need for increased education and awareness of measures that can enhance GBV prevention efforts. By promoting confidence in close relatives, ensuring prompt responses by protection staff, and enhancing anonymous reporting platforms, both community and humanitarian organizations can work towards creating a safer and more supportive environment for those affected by GBV.

Community discussions revealed a widespread perception that GBV reporting and support services are effective, and that GBV cases have decreased within the community. Some noted that GBV has reduced because the partners are avoiding it deliberately, so that one's resettlement process will not be rejected. Others felt GBV manifested as emotional abuse, which is not easy to report or dictate.

The enhancement of anonymous reporting platforms has received widespread acceptance. Some participants mentioned that anonymous reporting platforms can provide a safe space for survivors to share their experiences without fear of reprisal and can help improve data collection and tracking of GBV cases.

Prevention/mitigation proposals

Data collection involved getting the perceptions and recommendations of participants. The following was discussed and proffered by TRS residents as other possible measures to prevent or mitigate the protection concerns.

- Continuous community involvement via consultations and various meetings around protection concerns.
- Carrying out various awareness campaigns and community education and sensitization in the settlement to highlight protection concerns and how they affect the community.

- Mentoring programmes to address GBV cases such as the International Rescue Committee's Girl Shine and UNHCR's EMAP.
- Established section-based GBV focal points in the community.
- Offer psychosocial support and counselling to people involved such as couples.
- Empower and engage community leaders to support various groups that support community protection-related activities.
- Involvement of Unaccompanied Asylum-Seeking Children (UASC) in various programmes as they are the most vulnerable, so that they are aware of their rights.
- Promotion of good behaviour in children and positive parenting skills.
- Establishment and expansion of support groups for married, and young and teen mothers.

Social cohesion

Refugee and host community leaders confirmed that the two communities live in peaceful co-existence. A host community leader who was interviewed as a key informant added that intermarriages are common, which was also mentioned by other host community men and women. Moreover, the host community leader highlighted that their community built an evacuation centre for the refugees since the refugee settlement is prone to floodings.

Host community women and men who were consulted in a focus group discussion indicated that members of their community regularly go to the refugee settlement to seek different types of services such as hair dressing and barber shops, tailoring or transport (some refugees are known to own motorbikes), as well as goods such as chicken meat. At the same time, host community members regularly sell vegetables to the refugees. Some refugees are also renting land from host community members to engage in farming – only a limited number of refugees are able to do so, however, due to the significant rental cost.

Host community members underlined that they appreciated the access to clean water coming through pipes from boreholes in the refugee settlement. Nevertheless, they shared that the assistance given to refugees should be carefully balanced with the assistance that is provided to the host community to avoid a situation where refugees end up having a better quality of life than the host community, which could cause tensions.

Despite the generally good relationship, focus group discussions with refugees indicated that there were some tensions between the refugee community and the host community, specifically regarding the damage that cattle can do to vegetable gardens. Refugees suspected people from outside the settlement to account for most of their security problems, as outsiders are perceived to be the ones who come to disturb peace at the settlement, especially when they are drunk, including cattle herders who bring their animals around the settlement for grazing.

Protection partners confirmed that there have been such conflicts between refugees and host communities at times. Partners reported that when cattle damage their gardens, host communities often remind the refugees that they are foreigners.

Accountability to affected people (AAP)

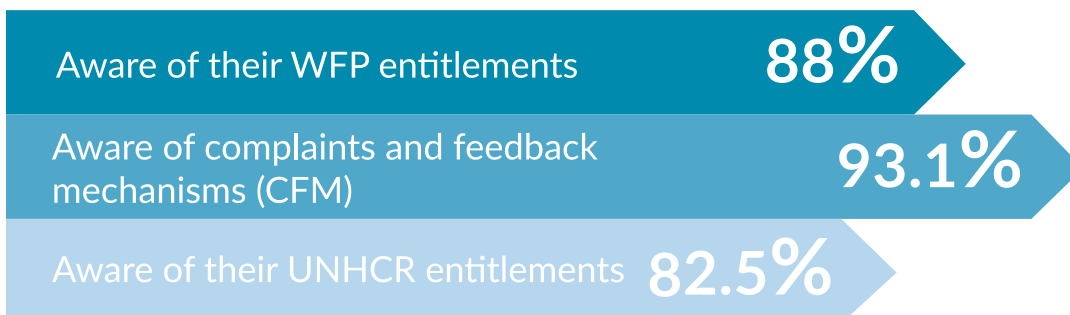
The vast majority (93.1 percent) of households are aware of the complaints and feedback mechanisms (CFMs) available. The assessment showed that 88 percent of the refugee community respondents were also well aware of their WFP entitlements and 82.5 percent were aware of their UNHCR entitlements.

This demonstrates that both agencies effectively disseminate important information on the selection criteria, entitlements, programme modalities, distribution dates, and access to feedback mechanisms. The results showed that most people relied heavily on community leaders as well as noticeboards, when regularly updated, and WhatsApp group platforms for receiving information. It is important to note that WhatsApp is only available on smartphones, which are more commonly owned by men than women.

The results in figure 14 show that the feedback channel most used by the refugees at TRS is the WFP help desk (51.6 percent of respondents). This suggests that the refugees value direct engagement with help desk personnel to voice their feedback and concerns.

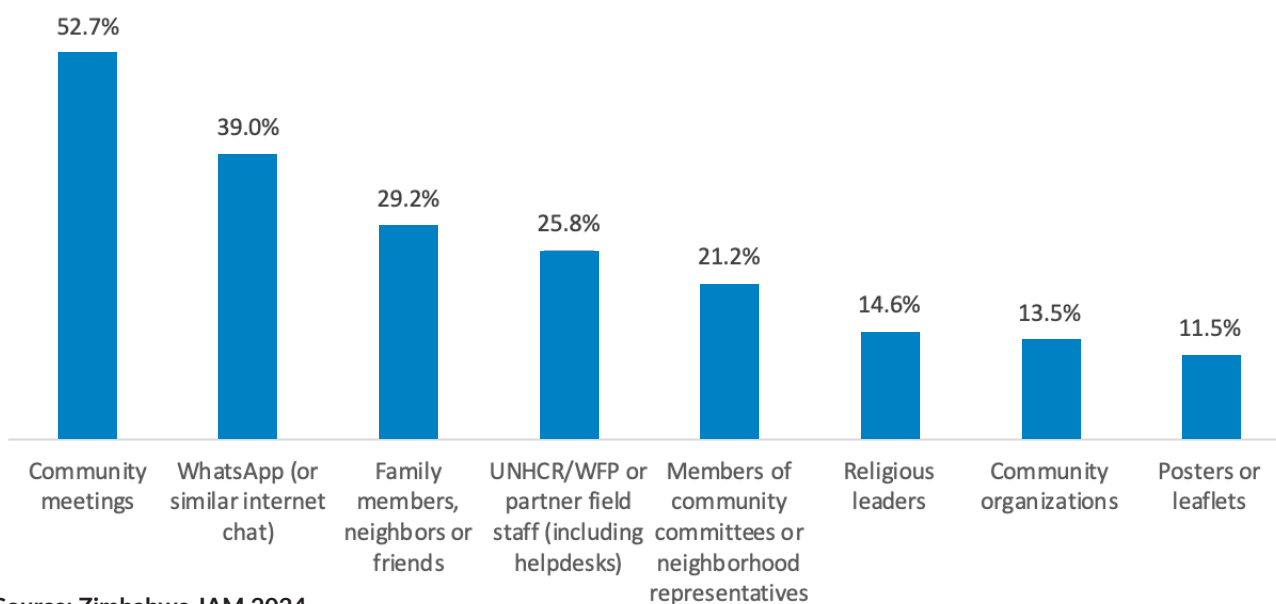
Table 9: Households aware of their entitlements and CFM

Percentage of households



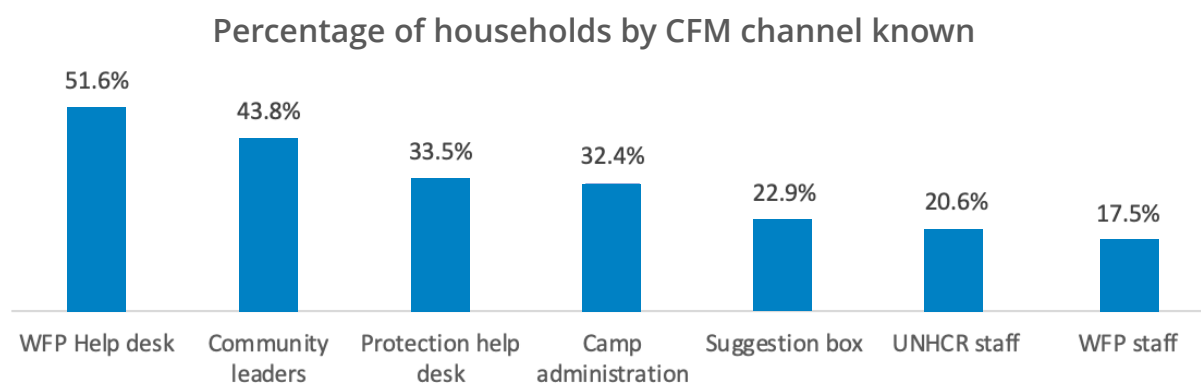
Source: Zimbabwe JAM 2024

Figure 14 :Assistance information dissemination platforms in TRS



Source: Zimbabwe JAM 2024

Figure 15: Complaints and feedback mechanisms in TRS



Source: Zimbabwe JAM 2024

The results indicate that refugees at the TRS value a variety of feedback mechanisms that cater to different preferences and needs. The figure shows that community meetings are the most common way for residents to access information, but underscore the importance of other channels of information – such as WhatsApp groups or similar Internet chats, friends and neighbours, UNHCR/WFP or partner field staff and help desks, and members of community committees or neighbourhood representatives. Engaging in regular face-to-face communication with community leaders and the camp administration is seen as an important way to provide feedback on the WFP–UNHCR assistance.

However, some groups experienced challenges in accessing information, as detailed in the following section.

People facing challenges in receiving WFP/UNHCR information

The categories of people who face challenges accessing WFP/UNHCR information include those without cell phones, new arrivals, older people, people with no social connections, illiterate people, people with hearing and/or visual impairments, and youth.

Without phones: Refugees who do not have access to phones face significant barriers to communication and information access. This lack of connectivity makes it challenging for them to receive updates, announcements on time, and assistance from WFP/UNHCR.

New arrivals at the settlement: A significant number of new arrivals face difficulties in

navigating the settlement environment, understanding the available resources, and accessing information regarding the assistance provided by WFP/UNHCR. They require additional support and guidance to help them integrate into the community and access necessary services.

Older people: Older refugees face real challenges in accessing important information due to various factors such as limited mobility, health issues, or difficulties in using technology. Special efforts may be needed to ensure that this vulnerable group receives the necessary support and timely information about available assistance programmes.

People with no social connections: Refugees who lack social connections or support networks find it more difficult to access information about WFP/UNHCR assistance. Social isolation can exacerbate feelings of disorientation and helplessness, making it crucial to provide alternative channels for information dissemination to reach these individuals.

Illiterate people, deaf and the visually impaired: Illiterate refugees struggle to read notice boards or navigate text-based communication channels, thus limiting their access to important information. They rely on verbal announcements from community leaders. Alternative forms of communication, such as visual aids or community outreach programmes, may be necessary to ensure that illiterate individuals receive assistance.

Youth: While youth may be more tech-savvy, they still face barriers to accessing information, especially if they lack reliable Internet access or are unfamiliar with the available communication channels. Efforts should be made to engage youth through platforms they are comfortable with, such as social media or interactive workshops, to ensure that they are informed about the assistance programs available to them.

Measures to improve information dissemination and feedback mechanisms

Addressing the information access challenges faced by these different refugee categories in the TRS will require a multifaceted approach that considers their unique needs and circumstances. Tailored communication strategies, community outreach efforts, and targeted support programmes can help ensure that all refugees have equal access to important information regarding WFP/UNHCR assistance. Most participants proposed reliance on community outreach activities and monthly meetings with TRS administrators. Youths perceived Internet and smartphone use as better options for improving the reception of information. They argued that when people are provided with cell phones and the Internet, they are able to access information via WhatsApp groups on time. The youth felt that they were underrepresented in community leadership, thereby delaying information. As a result, they perceived the need for youth representation at all levels as another solution. Many participants advocated for an improvement in the use of noticeboards; it requires constant follow-up to keep them updated.

Although the majority of residents were aware of CFM from WFP and UNHCR, only 20 percent have utilized them. Of those who used the CFM, including those who did not get any response to their query, about 62.5 percent reported satisfaction with the feedback they received.

The JAM survey sought to understand the factors that limited more widespread use of the CFM channels. Several reasons were raised that highlight why many community members were not using the CFM in place: it emerged that the majority did not have any feedback or anything to report (80.9 percent). Some households (5.4 percent) feared negative consequences, while some (3.2 percent) did not trust their feedback would be useful.

Other challenges cited during focus group discussions and interviews include:

- Limited awareness of helpline numbers
- Both lines were reportedly not functioning correctly
- Help desks were said to be only available during the distribution of assistance and people did not know where to go outside distribution days
- The distance to the offices of UNHCR, TdH and the settlement administration is too long (highlighted by female participants)
- Humanitarian staff need to be more available within the settlement itself
- Suggestion boxes were ineffective and did not result in any feedback
- Lack of direct contact with the UNHCR protection personnel
- Illiteracy
- Lack of responses to text messages and lack of follow-ups
- Preference for anonymous methods to be introduced or popularized due to shame at face-to-face consultations (highlighted by youth)

When probed to indicate the categories of the population that faced challenges, the illiterate, the youth and people with visual impairment were identified. The youth noted that they have no good opportunities to share their complaints, and that the leadership may not always act on complaints shared and fail to conduct follow ups. Similar concerns were also shared by men with specific needs. People who are visually impaired reported that they also faced challenges in accessing and using many available channels. It is critical to make key messaging about the existing CFMs accessible to persons with disabilities and ensure that they can access at least one channel to submit complaints and feedback.



4.4 Access to basic services

Health

In Zimbabwe, refugees and asylum seekers are entitled to access health services as a right guaranteed by the Government of Zimbabwe. Their level of access and the types of services available to them were comparable to those accessed by members of the host community. The Government provides salaries to health personnel engaged in settlement health facilities.



The clinic at TRS provides 24-hour outpatient and referral services to refugees, asylum seekers, and the host community. Operated by TdH with support from UNHCR and supervised by the Ministry of Health and Childcare, the clinic offers a range of services, from free access to medicines and immunization to HIV testing and counselling, ensuring that residents have access to essential health care. Regular visits by medical specialists ensure comprehensive care, with referrals facilitated by district and provincial hospitals when necessary. Ambulance assistance is available for transportation needs, including for bedridden cases.

The TRS clinic has 14 trained village health workers (VHWs) and five counsellors who provide support and outreach service communities, including referrals for WFP's Super Cereal Plus assistance. Additionally, VHWs conduct regular weight screenings and growth monitoring of children either at the clinic, at the household level, or with a mobile clinic. Respondents found their service to be vital and relevant to their needs, since they were the most accessible.

Participants in key informant interviews mentioned that men generally do not seek health services in the settlements as they often travel outside to seek work. On the other hand, women and girls are almost always in the settlement taking care of their children; hence, they frequently seek health services at the clinic, such as family planning and baby screening. Boys are usually free and have time to access wellness centres and play sports, but normally do not visit the clinic frequently.

Challenges in providing health services to refugees

The findings from the qualitative survey showed that there were challenges in the provision of health services and access to these services by community members. These challenges include the following:

Limited funding contributing to a decline in the availability of medicine at both the TRS clinic and the referral hospital. This shortage of medications poses challenges in meeting the health care needs of the community, with refugee leaders specifically noting the lack of medicines at the clinic, particularly for serious ailments. The local clinic confirmed that they were experiencing limited availability of medications.

The limited availability of doctors and inadequate services in referral institutions were seen as a critical challenge, particularly for services such as sonographers for scans and the most critical medication. JAM findings indicated that doctors visit only once a week, if at all, and are unable to keep up with the demand for their services due to lack of resources and pharmaceutical shortages. This infrequency of doctor visits poses a major problem, especially for maternity cases requiring regular monitoring, as the extended duration between visits is too long. When identified, unusual pregnancy cases must be transported to the district hospital immediately before delivery.

Language barriers between health service providers and patients caused major delays in health seeking among refugee and asylum communities. Maternal cases were greatly affected by this, as expectant mothers were less likely to want to be referred to referral facilities early because of language barriers. The mothers also fail to utilize the important expectant mother facilities used by health facilities to curb home deliveries. Expectant mothers refuse to wait at district hospitals, causing needless emergencies in clinics. The assessment confirmed that expectant mothers' preference for being served in the settlement was primarily due to the language barrier. This can lead to mothers delivering at home without health professionals.

Education

Refugees and asylum seekers are included in the national education system. The Government provides salaries for teachers at TRS schools, while UNHCR provides support with school fees and learning materials for children at primary and secondary levels. In 2021, UNHCR prioritized increasing the learning space in Tongogara primary and secondary schools. This included the purchase of classroom furniture to avoid overcrowding, increasing accommodation for teachers, introducing early childhood development classes, and providing support for advanced levels.¹⁷

There are three schools in TRS: one early childhood development (ECD) school, one primary school (grades 1 to 7), and one secondary school (forms 1 to 4). They were all less than 1 km from the furthest point of TRS. Some of the host community parents also bring their children to the schools at the settlement and pay school fees, while refugee and asylum seeker students were given full school fees to form 4.

For advanced levels (A levels, comprised of forms 5 and 6), students can only attend schools outside TRS, going to surrounding boarding schools within the district that include Chikore, Chibuwe, Mt. Selinda, and Gideon Mhlanga schools. A total of 38 students were enrolled in high school outside the settlement. None of the A-level students from the TRS received any support. There is a sense of desperation among form 4 students who do not see any options for their futures.

Attendance

As of 29 February 2024, the UNHCR proGres database showed that in-settlement enrolment at the three TRS schools was 3,476 learners. More males than females were enrolled in school at all levels.

Table 10: Students enrolled in ECD, primary and secondary school

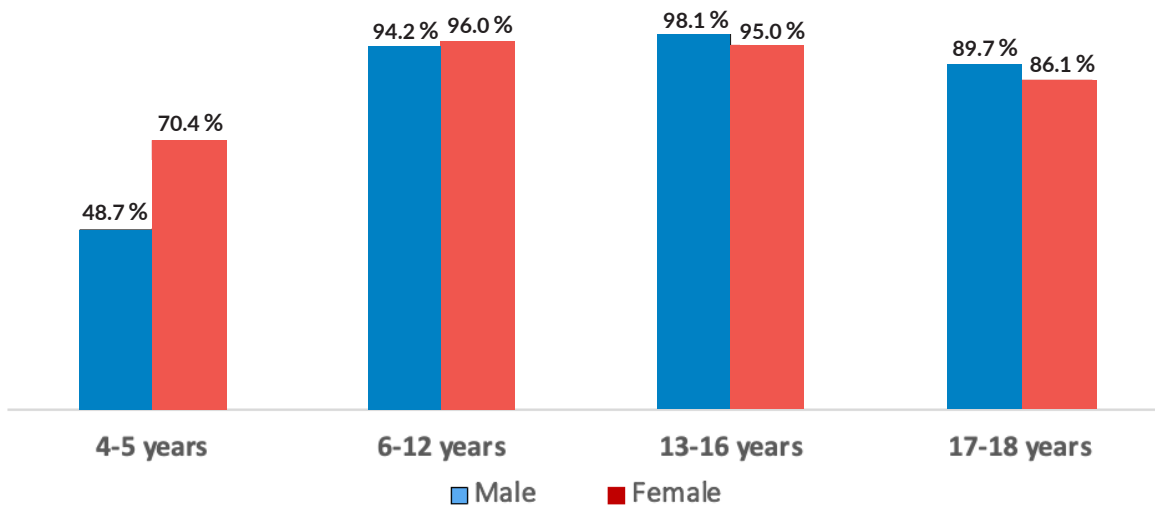
School	Ages	Total number of students	Boys %	Girls %
ECD	4-5 years	565	55.0%	45.0%
Primary	6-12 years	2,115	52.0%	48.0%
Lower secondary (forms 1-4)	12-16 years	688	53.5%	46.5%
Upper secondary (A levels, forms 5-6) Outside TRS	16-18 years	38	75.0%	25.0%
Total		3,476		

Source: UNHCR December 2023

Around 250 students are enrolled outside the settlement. This is more prevalent for those parents who own profitable businesses such as shops and transport businesses, because the pass rate is very poor at the TRS schools.

¹⁷ UNHCR Zimbabwe 2021 Joint Plan of Action: Detailed planning Nyanga.

Figure 16: School attendance of children according to age and sex



Source: Zimbabwe JAM 2024

Although 94.9 percent of the children between the ages of 6 to 18 years enrolled within TRS were reported to be attending school, school authorities commented that absenteeism was the main concern at secondary school, although the ECD and primary school were less affected.

There is lower attendance for older students, especially girls, because of the household chores they must attend to at home. Girls also rarely receive extra academic support such as tutoring due to their parents' security concerns and because of the chores they're expected to complete.

Respondents commented that absenteeism was more pronounced among pupils in the resettlement pipeline – students did not attend school because they were waiting for resettlement. Pupils also did not attend school after sitting examinations or during the first week of school opening. They also miss school when there is a distribution to assist their parents in carrying food parcels. Partner technical experts at the TRS pointed out that there was a need to encourage parents to be responsible for and supportive of their children's education.

Across the three schools, critical educational targets of enrolment, attendance, transition,

and completion rates from ECD to upper secondary schools would require closer review and support for learners to enter and complete school. School authorities concurred that apart from poor attendance, there are serious disciplinary issues with students which affect the overall quality of education and, ultimately, the pass rates.

Children with special needs

There are no special schools/classes for pupils with special needs in TRS or the host community. At primary school, however, two special education teachers mainly assist children with intellectual challenges and hearing impairments. In addition, the psychological department of the Ministry of Education regularly visits the settlement to assess children with disabilities and special needs.

Despite these efforts, community members have raised concerns about the discontinuation of support for students with hearing impairments and the potential neglect of students with special needs due to integration into large mainstream classes without additional support.

Table 11: Children with special needs

Level	Boys	Girls	Total number of children with needs
ECD	4	1	5
Primary school	7	6	13
Secondary school	5	3	8

Source: Zimbabwe JAM 2024

Education challenges

Overcrowding and low educational quality: A high student-to-teacher ratio contributes to poor passing rates. Statistics show that it is 1:26 at ECD and 1:50 at primary school, while 1:55 at secondary school. The pass rate for final exams in secondary school is only 10 percent, and in primary school, 27 percent. School authorities argued that this was because of a shortage of teachers, due to a government policy of only replacing teachers who are leaving rather than increasing the overall number of teachers, despite the increase in student numbers. High staff turnover was noted, which was blamed for poor teachers' salaries and a lack of incentives.

Limited learning materials and inadequate infrastructure: Community members reported facing numerous challenges such as limited learning materials, including books, ICT equipment, and school uniforms. Poor and inadequate educational infrastructure has also been highlighted as a major challenge. Students also face water challenges when boreholes break down. The secondary school has their own boreholes, and the primary school needs financing to complete the installation of an already drilled borehole.

Cost of education: Results from the focus group discussions indicate that while education is free, most children had challenges in securing uniforms, books, and other critical needs. Children face barriers in accessing education beyond form 4, because local schools do not offer higher grades.

Water, sanitation and hygiene (WaSH)

Access to improved drinking water sources

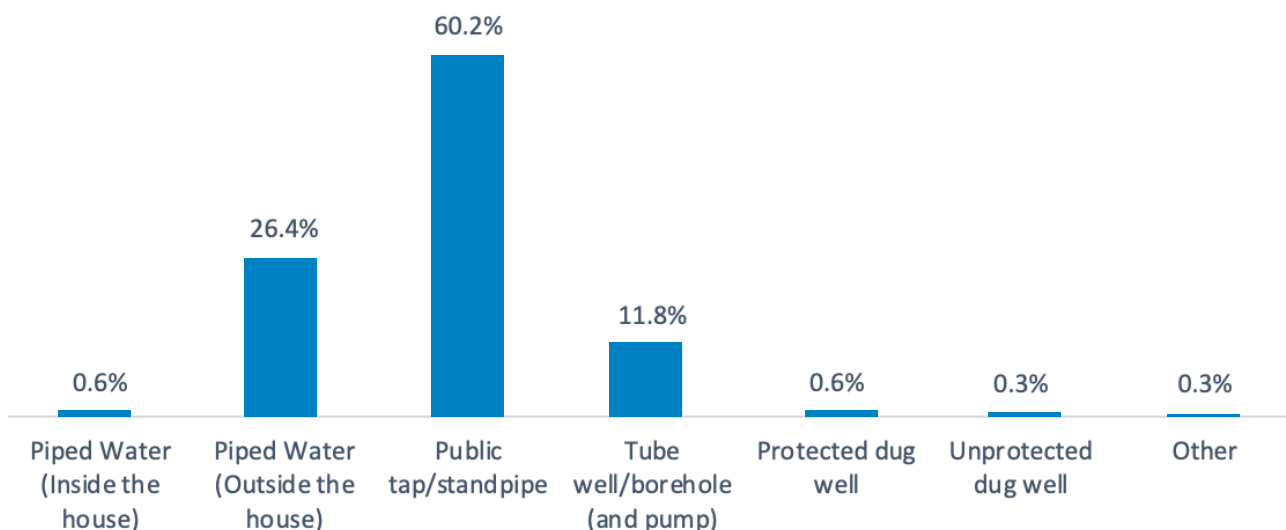
According to the JAM, access to clean and safe drinking water was regarded as a challenge in TRS. Focus group respondents indicated that they had to walk long distances to fetch water – spending on average 26.5 minutes to walk to, queue for, collect, and walk back from the water source. They mentioned that limited water sources and insufficient water supply, especially during dry periods, leads to water scarcity and hygiene issues, and there were fears that it could lead to the spread of waterborne diseases.

Nearly two-thirds (64.8 percent) of households had access to improved drinking water sources. There were no disparities in access to improved sanitation based on the gender of the household heads. However, only 11.8 percent of the households had reported an average 20 litres or more used for drinking and cooking per person per day, as recommended by UNHCR.¹⁹ On average, 10.8 litres was used for drinking and cooking per person daily.

About 60.2 percent of the households collected their drinking water from a public tap/standpipe, 26.4 percent used piped water outside their yards, 11.8 percent used tube wells/boreholes, and less than 1 percent used piped water inside their houses/yards. Only 8 percent of the households treated their drinking water, of which 42.9 percent boiled the water, 28.6 percent used WaterGuard, a mild bleach solution, and the rest used aqua tablets.

¹⁹ Improved drinking-water sources are those protected from outside contamination, especially from faecal matter. These sources include piped water into the household, public standpipes, boreholes, protected dug wells, protected springs, and rainwater collection systems.

Figure 17: Main source household drinking



Source: Zimbabwe JAM 2024

Access to improved sanitation

Nearly a third of households (31.5 percent) had access to improved sanitation facilities. Similar to the findings on access to improved water, there were no disparities between households led by females or males in accessing improved sanitation.

Nearly 27 percent (26.9) used ventilated improved pit latrines, while 55.9 percent used pit latrines with slab. A total of 8.9 percent of households used pit latrines without slab while 4.9 percent of the households practiced open defecation. Approximately 31.5 percent of the households used shared sanitation facilities – i.e. the toilet facilities the household was using were shared with other households.

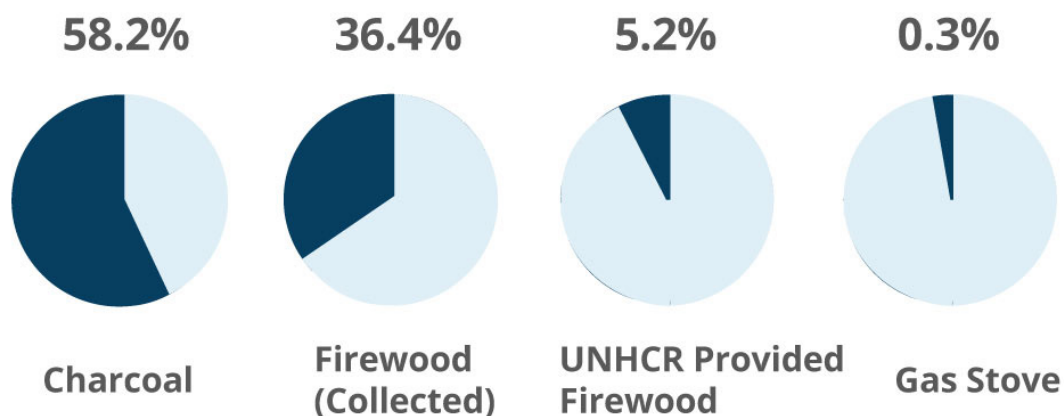
Among households with toilet facilities, 18.7 percent had handwashing facilities nearby. Of these households, nearly all (95.7 percent) used soap as a detergent, while 2.1 percent used ash. Overall, 20.6 percent of households had access to both improved water and sanitation.

Shelter

The Department of Social Development oversees the shelter committee led by UNHCR in providing Refugee Housing Units (RHUs). Upon arrival, refugees and asylum seekers are allotted RHUs based on the size of their families. The shelter committee is tasked with assisting newly established households in constructing their living units. Each homestead in Zimbabwe is allocated approximately 400 square metres of land by the DSD.

Brick (73.6 percent), cement (13 percent), and wood (3.4 percent) were the most utilized construction materials for the exterior walls of the living units. Of those that used brick, 61 percent used baked brick and 12.6 percent used unbaked brick. About 7.4 percent of the households stayed in tents. The most common roofing material used for the households was iron sheeting (68.2 percent), followed by asbestos (19.5 percent), bricks (1.7 percent), and then plastic sheeting (1.4 percent). Slightly over half (55.3 percent) of the household buildings were observed to have no damage, 35.0 percent were slightly damaged and approximately 10 percent had quite visible damage.

Figure 18: Percentage of households by cooking energy



Source: Zimbabwe JAM 2024

On average, the households had three rooms, excluding the kitchen and bathroom. The average crowding index was 2.12, meaning that, on average, there were approximately 2.12 individuals sharing a sleeping room. 16.3 percent of the households had a crowding index of 3 or greater.²¹

Qualitative data showed that there were challenges associated with RHUs, particularly discomfort caused by excessive heat inside these structures. Houses were reported to leak when it rains, usually resulting in damage to household belongings such as food and school items. Inadequate shelter for new arrivals is a major concern. The designated rooms to house new arrivals were reported to be too small, indicating challenges in accommodating the needs of the growing resettlement population.

Sources of energy

Cooking

The TRS population relies heavily on traditional energy sources for cooking, with a significant majority using charcoal and a smaller yet notable percentage using firewood from the forest or receiving it from UNHCR. Very few households have access to modern or environmentally friendly cooking technologies, such as gas stoves.

The use of firewood poses various challenges, including health risks associated with smoke,

the environmental cost of deforestation, and the burden on women and children who often bear the responsibility of collecting firewood.

Firewood (58.2 percent): Most of the surveyed households used firewood for cooking. This reliance suggests either a lack of access to cleaner fuels or economic constraints, which make firewood the most viable option. In the context of Zimbabwe, particularly in refugee settings, it is likely a combination of both factors. Heavy reliance on firewood can have significant environmental impacts, such as deforestation and health concerns due to smoke inhalation.

Charcoal (36.4 percent): Charcoal is another common source of energy for cooking, used by more than a third of households. Although it burns cleaner than firewood, its production is still harmful to the environment, and it may be cost-prohibitive for some families.

UNHCR provided firewood (5.2 percent): A small percentage of households received firewood from UNHCR. This assistance is crucial for those who cannot afford to buy wood or charcoal, even though it is not sustainable in the long run.

Gas stove (0.3 percent): An almost negligible proportion of households have access to a gas stove, a much cleaner and efficient technology for cooking.

²¹ WFP's Essential Needs Analysis (ENA) guideline considers a crowding index of 3 as a reflection of shelter deprivation.

In Zimbabwe, which receives a low average annual rainfall (200–400 mm), neither firewood nor charcoal are sustainable options in the longer term. There is a need to promote the transition to cleaner cooking technologies. Introducing energy-efficient stoves, facilitating access to alternative fuels, or supporting sustainable livelihood initiatives such as community woodlots could form part of a strategic direction to address both environmental and health concerns. This would not only contribute to improving the living conditions of refugees and asylum seekers in TRS, but also align with broader environmental sustainability goals in Zimbabwe.

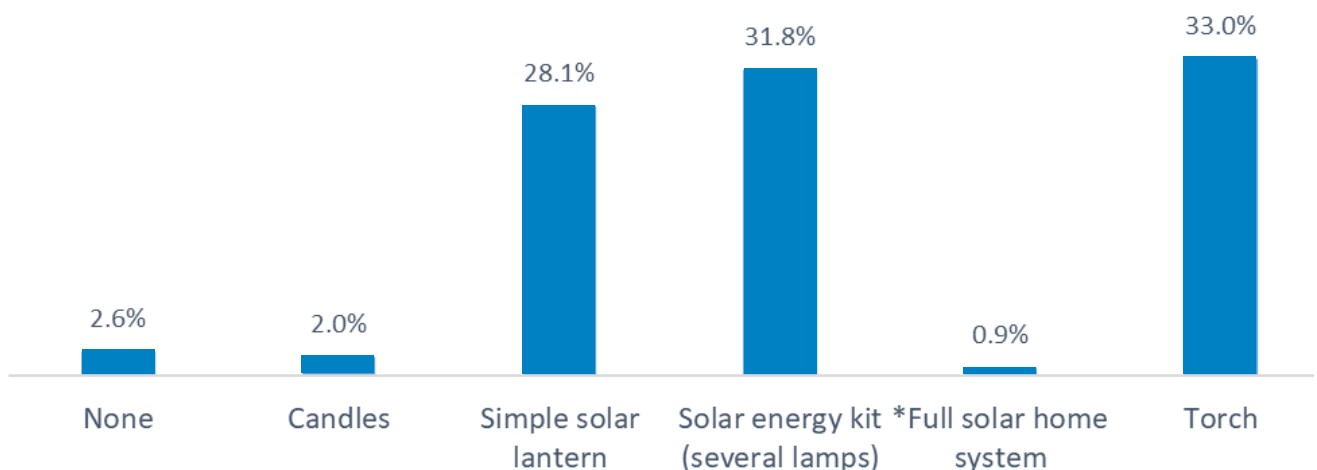
About 71.6 percent of the households reported that their energy source for cooking was inadequate to meet their needs. The main challenges in obtaining cooking energy were related to cost (43.3 percent), distance to collection source of energy (39.5 percent), availability (27.5 percent), and security

concerns regarding collection of sources of energy for cooking (17.8 per cent). Findings from qualitative studies show that collection of firewood from forests is usually not secure due to the presence of herders, as well as wildlife such as snakes. They also feared getting arrested as national parks and wildlife authorities forbid the collection of firewood from the forests. A small percentage (4.0 percent) of respondents reported skipping meals due to insufficient energy sources.

Lighting

A third (33 percent) of the households use torches for lighting, 31.8 percent use solar energy kits that power several lamps, 28.1 percent used simple solar lanterns, only 2 percent used candles and 0.9 percent had a full solar system that could power several lamps and electric appliances in the household. 2.6 percent of households reported not having any source of lighting.

Figure 19: Main source of lighting



*Full solar home system (sufficient for several lamps and electric appliances)

Source: Zimbabwe JAM 2024



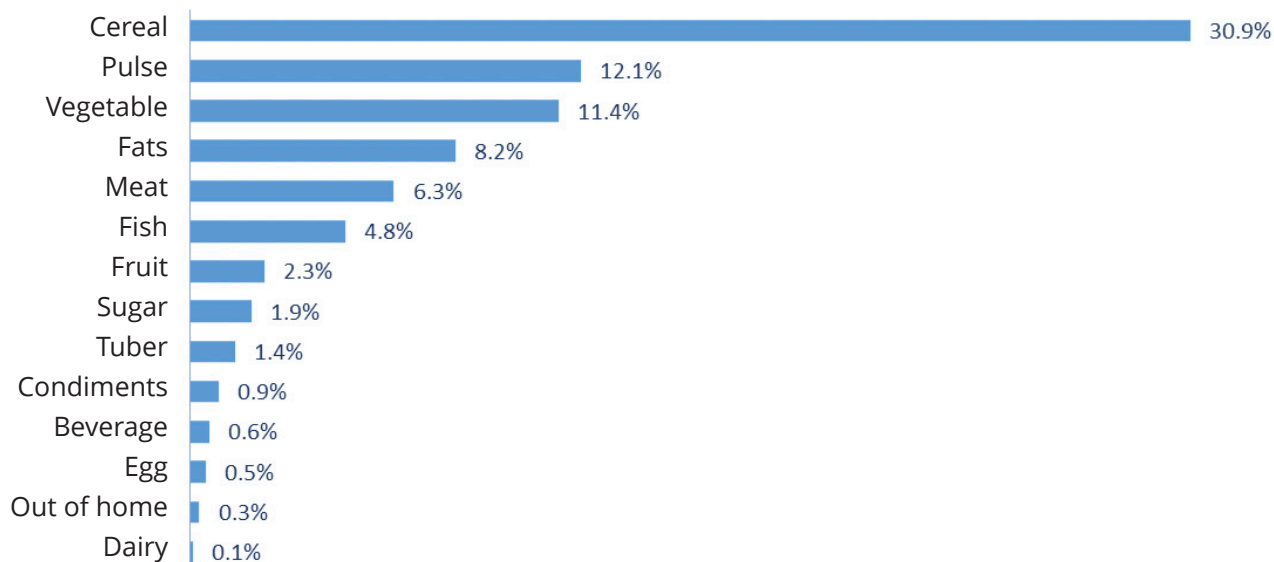
4.5 Economic capacities

Results using the Economic Capacity to Meet Essential Needs (ECMEN) approach show that without assistance, a total of 86.5 percent of households are classified as having highly insufficient economic capacity to meet their basic needs. Such households do not have enough economic capacity to meet their basic needs, or the economic capacity to meet their food needs alone. The section analyses the economic capacities of households, which is informed by the minimum expenditure basket (MEB) and household expenditures on food and non-food items, savings, and debts.

Household expenditures

The household survey established that overall food expenditure share (FES) of the household purse was 80 percent. Overall, the median food expenditure was US\$ 12.80 while the median total expenditure (food and non-food) per household is US\$ 16.00. Almost a third (30.9 percent) of surveyed households' expenditure went into purchasing cereals (maize, rice, sorghum, wheat, bread), 12.1 percent was used to purchase pulses (beans, peas, lentils, nuts – in-shell or shelled), 11.4 percent to buy dark green leafy/orange vegetables and 8.7 percent of the budget was used to buy vegetable oil or butter. Households were least likely to purchase dairy, eggs, and take-aways.

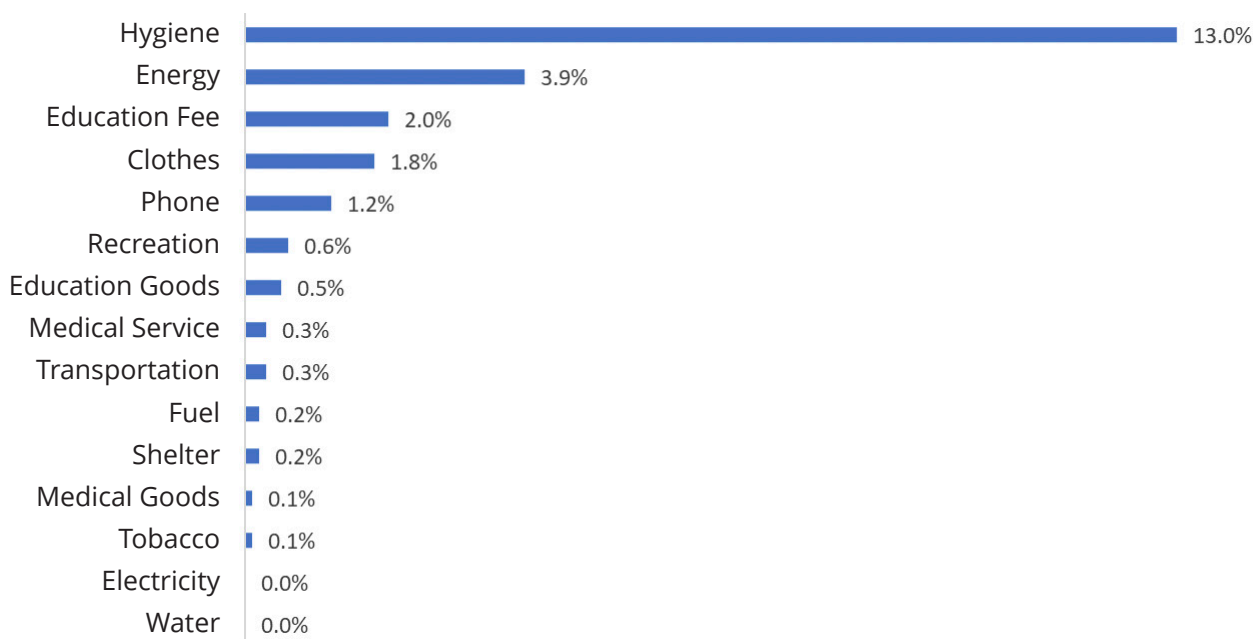
Figure 20: Food expenditure in the Tongogara Refugee Settlement (TRS)



Source: Zimbabwe JAM 2024

Overall, households’ non-food expenditure was approximately 20 percent of the total expenditure. A major share of this was spent on hygiene items including soap and services. Qualitative data also reflected that sanitary toiletries were a need that most households with women of reproductive years were concerned about. Some respondents mentioned that access to basic toiletries such as soap, toothpaste, and menstrual hygiene products was a challenge for TRS. Adolescent girls are said to be resorting to other means, such as looking for boyfriends who could provide them with sanitary pads and other needs. Inadequate sanitation facilities and lack of hygiene promotion programmes can lead to poor personal hygiene and the spread of diseases. Households tend to spend less on communication, including airtime.

Figure 21: Non-food items in Tongogara Refugee Settlement (TRS)



Source: Zimbabwe JAM 2024

Qualitative findings from discussions with the community revealed that:

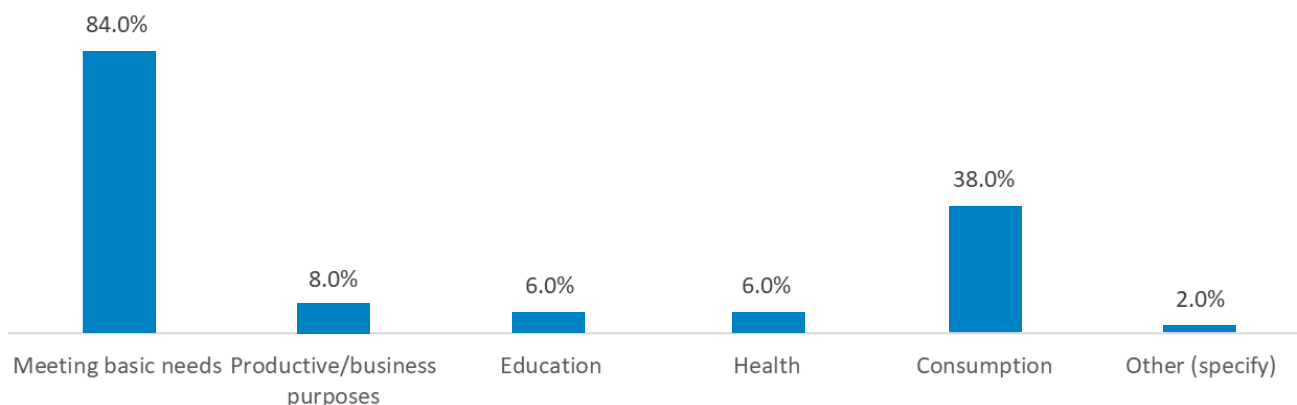
- Households that lack economic capacity are least likely to meet their children’s education needs, shelter/housing, medicine, health care, household essentials (e.g. sleeping mats, soap) and clothing needs due mainly to the inability of household members to work. Parents face challenges meeting the education needs of their children, especially after completing form 4. Affording advanced-level education, school uniforms, stationery, and shoes becomes difficult.
- For people with disabilities, they cannot get assistive devices (e.g. wheelchairs, spectacles) to assist in their everyday living. They also lack specialist health care, water accessibility issues (especially for people with physical disabilities), absence of proper facilities, lack of documentation hindering work or for those able to find farm work, they are faced with a high risk of exploitation. The elderly face challenges in having at least three meals per day, dietary diversity, uncertainty about their children’s future, limited job opportunities, and access to medication.

- Vulnerable youths struggle with obtaining adequate food, clothing, shelter, toiletries, and face limited employment opportunities, leading to potential exploitation.
- Challenges arise mainly due to the inability to work, lack of education and/or training and limited access to loans.

Savings and debts

Very few households (14.3 percent) reported having savings. Among those who saved, the main reason for having household savings was to meet basic needs (84 percent), followed by for consumption (38 percent). The average weekly savings were approximately US\$7.30. Almost nine out of every ten households that had savings kept them at home. Membership of any form of savings group was higher for female-headed households than for male-headed headed (12.5 percent vs. 7.8 percent, respectively). The graph below shows the purposes for which households save money, categorized into different needs or goals.

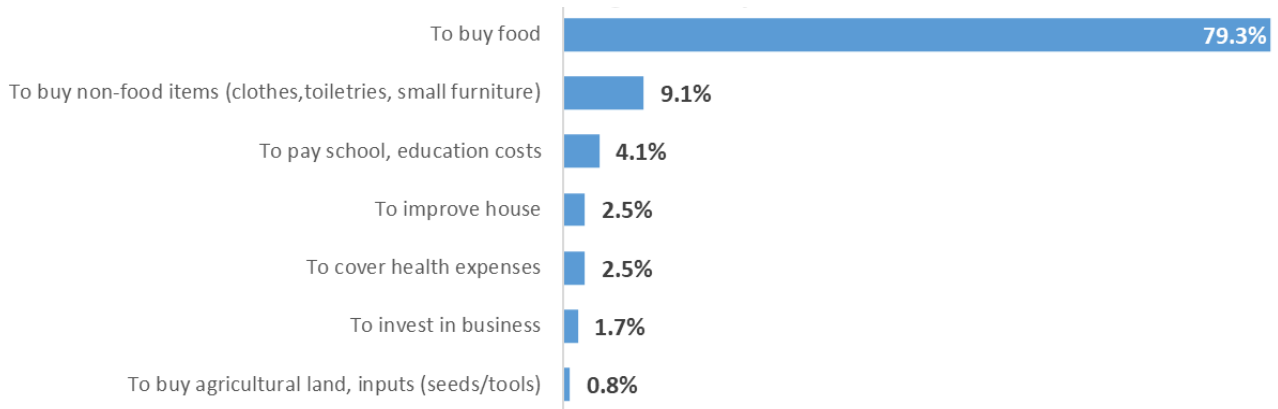
Figure 22: Percentage HHs by purpose of the savings



Source: Zimbabwe JAM 2024

A total of 34.7 percent of the households reported that their household had incurred debt. Among the households that had debt, 83.5 percent had incurred these debts in the last six months. There were no disparities by gender of household head or size among households that had debts in the past six months. On average, households borrowed less than US\$ 10.00. Almost eight out of every ten households that had debt had borrowed so that they could buy food, about 9 percent needed to buy non-food items such as clothes, toiletries, and small furniture and 4.1 percent borrowed to pay for schools or any education costs.

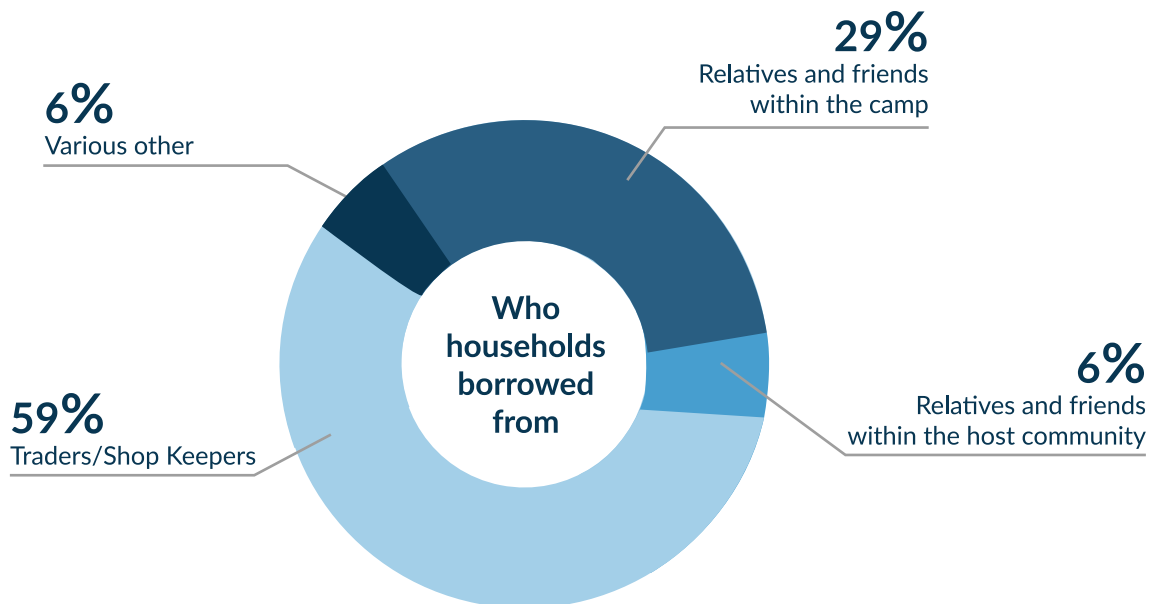
Figure 23: Percentage HHs by main reasons why debt was incurred in the past 6 months



Source: Zimbabwe JAM 2024

The amount of debt owed for all households ranged from US\$ 2.00 to US\$ 350.00, with an average household debt of US\$ 38.40. On average, it took the household two months to repay the debt. Male headed households owed on average more (US\$ 45.80) than female-headed households (US\$ 27.60). Most of the households that borrowed were most likely to borrow from traders/ shopkeepers – about 58.7 percent. Households were least likely to borrow from relatives and friends within the host community.

Figure 24: Who households borrowed from



Source: Zimbabwe JAM 2024

Minimum Expenditure Basket

The Minimum Expenditure Basket (MEB) is defined as what a household requires in order to meet its essential needs. Additionally, the survival MEB (sMEB) is established to determine the economic resources needed specifically for essential food requirements. Together, these metrics – taking into account household expenditure - helps to assess whether households have adequate economic resources to meet their essential needs. The MEB was calculated using the recommended hybrid approach, which combines the

expenditure-based approach and the rights-based approach.²²

Using the hybrid approach, the calculated per capita MEB is US\$ 16.61 for sMEB. Using the food expenditure share (80 percent), the MEB was calculated to be US\$ 20.76. The agreed food basket composition that informed the sMEB is captured in the table below.

As the average household expenditure of US\$ 16.00 is below the sMEB, this indicates that a substantial number of households cannot meet their food needs. This information informs the ECMEN, as outlined below.

Table 12: Food basket informing the survival Minimum Expenditure Basket (sMEB)

	Items	Requirement (kgs/per person per month)	Unit cost (per kg/ L)	Cost
Food Basket 2100 kcal	Fortified maize meal	12	\$0.28	\$3.36
	Rice	2.04	\$0.99	\$2.02
	Sugar beans	1.96	\$2.00	\$3.92
	Veg oil	0.75	\$1.75	\$1.31
	Dark green leafy	2.25	\$0.67	\$1.51
	Goat meat	0.75	\$3.50	\$2.63
	Eggs	0.39	\$1.20	\$0.47
	Brown sugar	1.02	\$1.25	\$1.28
	Salt	0.24	\$0.50	\$0.12
	Total			\$16.61

Source: Zimbabwe JAM 2024 & consultation with cash working group

²² The expenditure-based approach to constructing a MEB relies on household-level expenditure data to analyse the consumption behaviour of households who are just able to meet their essential needs. By studying the expenditure levels and consumption patterns of these households, it determines the minimum cost required to cover essential food and non-food needs, forming the basis of the expenditure based MEB. The rights-based approach involves creating a comprehensive list of both food and non-food items that constitute the MEB reference basket and pricing them according to current market rates. Combining information from each approach in a "hybrid" MEB means making sure that the MEB is consistent with the actual consumption behaviour of the population of interest as found in expenditure data, while keeping the rights-based lens. Currently, the MEB is estimated using the FES to estimate the NFI component, while the cash working group explores a rights-based NFI basket that can be used together with the expenditure data to arrive at a plausible NFI basket.

Economic Capacity to Meet Essential Needs

The Economic Capacity to Meet Essential Needs (ECMEN) assesses households' ability to afford both essential food and non-food items using their own economic resources (cash or through self-production). The ECMEN uses both MEB and food MEB to determine the economic resources needed specifically for essential

food requirements. If a household's per capita expenditure falls below the food MEB, it indicates highly insufficient economic capacity of the household. If expenditures surpass the food MEB but remain below the overall MEB, households still face insufficient economic capacity as they can't cover basic non-food needs. Conversely, if a household's per capita expenditure exceeds the overall MEB, it signifies a sufficient economic capacity.

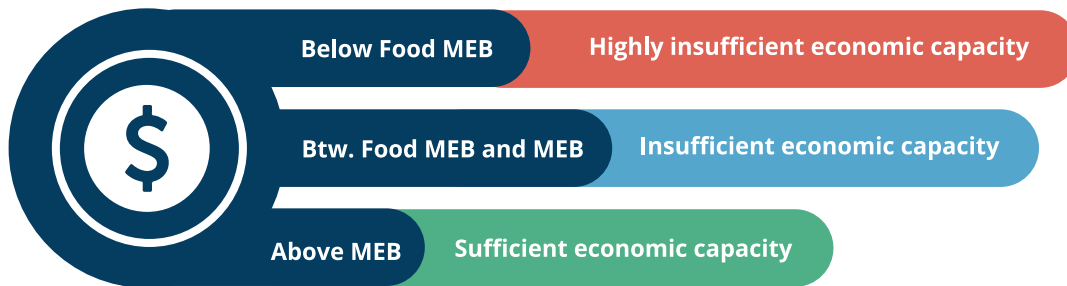
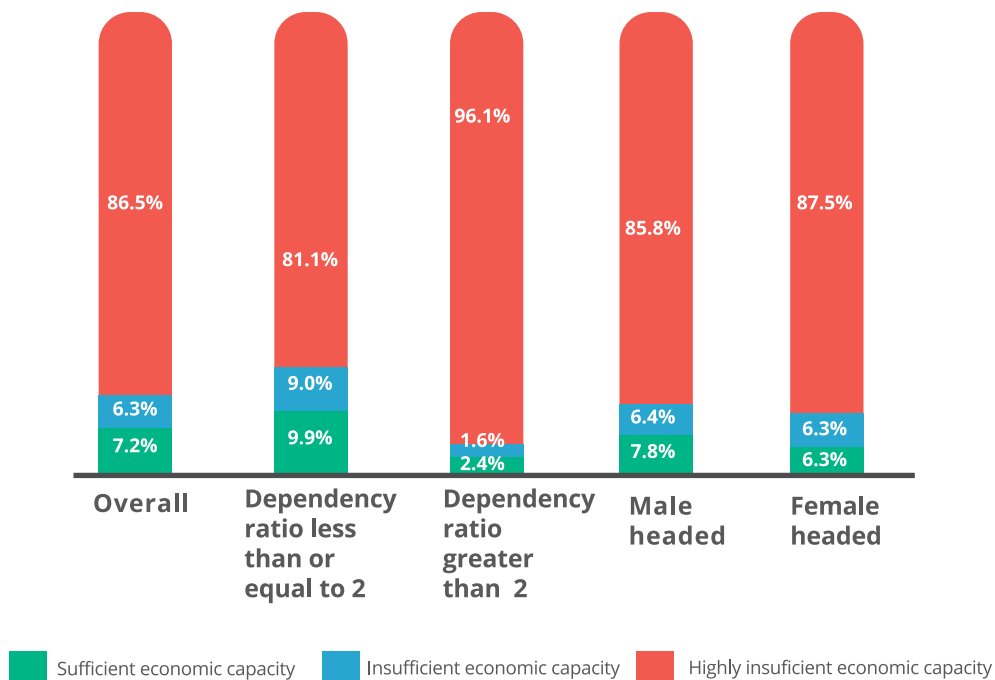


Figure 25: ECMEN by dependency ratio and sex of household head



Source: Zimbabwe JAM 2024

Results using the ECMEN approach show that without assistance, a total of 86.5 percent of households are classified as having highly insufficient economic capacity to meet their basic needs. This differs by household head's gender. Such households do not have enough economic capacity to meet their food needs alone. Households with a high dependency ratio (i.e. greater than 2) were more likely to have insufficient economic capacity compared with households with lower dependency ratios. The results suggest that, although the percentage difference was small, male-headed households were slightly more economically sufficient than female-headed households. These households were able to meet their food and NFI requirements.

05 OVERALL VULNERABILITY

This section details the livelihoods opportunities and challenges, food security, protection needs, and access to basic services available for the population of TRS.

The Essential Needs Analysis (ENA) method and the primary goal of the Joint Analytical Framework (JAF) is to assess the capacity of refugee and asylum seeker households to meet their basic food and non-food needs using their own resources, without relying on external aid. This analysis measures households' vulnerability levels, focusing solely on their capacity to meet essential needs independently, thereby highlighting variations in self-sufficiency among the households. The recommendations from the analysis can be applied in a wide array of programme responses, can guide approaches for humanitarian and development interventions and is useful in multipartner interventions.

Household vulnerability is a composite indicator measured by combining three outcome indicators, including household food consumption (FCS), livelihood coping strategies (LCS) and refugees' economic capacity to meet essential needs (ECMEN). A household's status reflected through these three dimensions determines its vulnerability classification: not vulnerable, moderately vulnerable, highly vulnerable or extremely vulnerable.

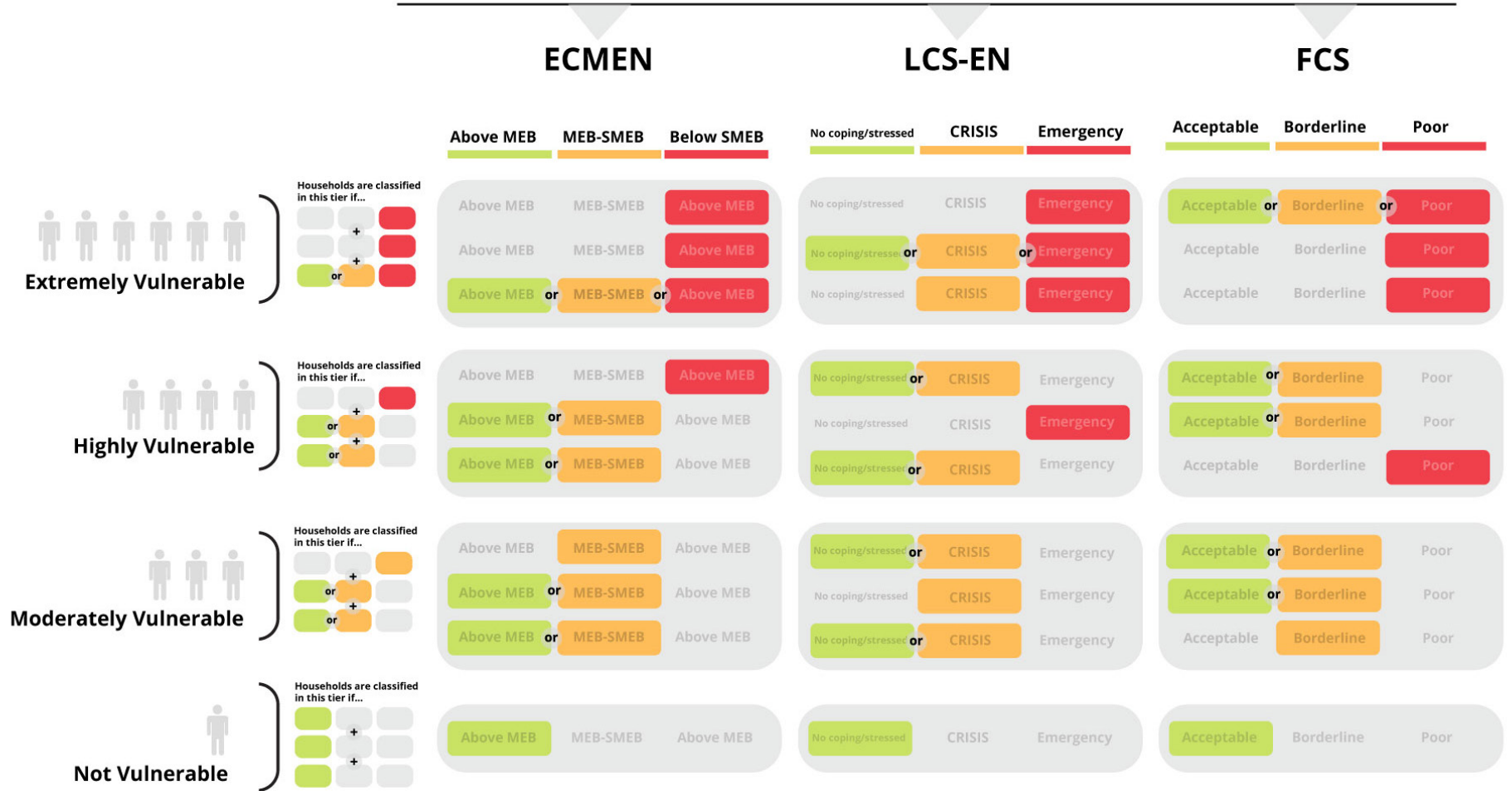
5.1 Vulnerability classification

The JAM uses WFP's Essential Needs Assessment approach and the following vulnerability classification framework using ECMEN, LCS, and FCS indicators to classify overall household vulnerability.



Figure 26: Vulnerability Classification Framework

INDICATORS THAT INFORM VULNERABILITY TIER CLASSIFICATION



Source: WFP Essential Needs Assessment, January 2023.

Household vulnerability is a composite indicator measured by combining three outcome indicators, including household food consumption (FCS), livelihood coping strategies (LCS) and refugees' economic capacity to meet essential needs (ECMEN). A household's status reflected through these three dimensions determines its vulnerability classification.

Extremely vulnerable: Households are classified as extremely vulnerable when at least two or all three indicators are categorized as severe or negative. Such households exhibit the highest level of vulnerability because of their inability to afford basic survival expenditures, poor food consumption, and/or low livelihood resilience to cope with resource shortages and any potential risk. Overall, 12 percent were extremely vulnerable. Households with a dependency ratio of two or more were slightly more likely to be extremely vulnerable than those with a lower dependency ratio. However, there were no disparities by gender of the household head.

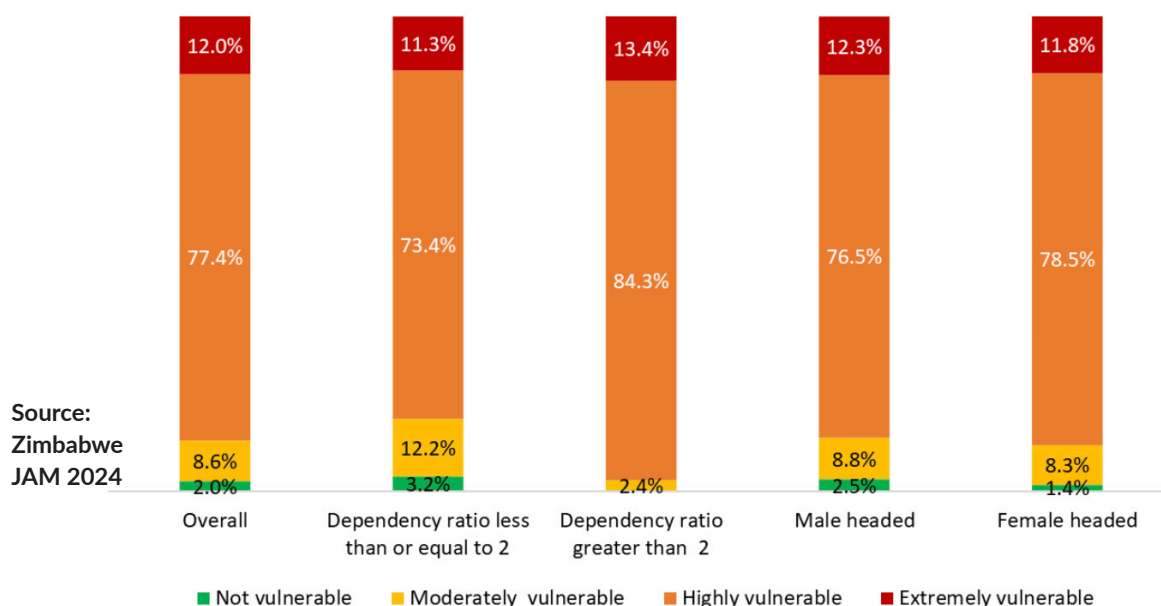
Highly vulnerable: Households are deemed highly vulnerable when one of the

three indicators falls in the most severe or negative category. In the TRS, over three-quarters of the households were classified as highly vulnerable. Similar to extremely vulnerable households, a higher dependency ratio appeared to be associated with increased vulnerability.

Moderately vulnerable: Households are classified as moderately vulnerable if two of the three indicators are positive. These households can afford survival expenditures but lack the required economic capacity to meet all essential needs. Additionally, their food consumption patterns and level of livelihood resilience may not be sufficient to ensure an adequate and sustainable level of well-being. About 8.6 percent of the households in TRS were moderately vulnerable.

Not vulnerable: Households in this category have shown satisfactory or acceptable levels across all three indicators. They can afford the expenditure of all essential needs and have an acceptable diet, while demonstrating strong livelihood resilience compared to other households. Overall, only 2 percent of refugees in the TRS were not vulnerable.

Figure 27: Vulnerability by household's dependency ratio and sex of household head



The profiling exercise identifies socio-demographic, asset- and livelihood-related characteristics that refugee households of similar levels of vulnerability have in common. The analysis helps to identify potential targeting criteria.

Table 13: Profiling of vulnerability groups²³

Characteristic		Least/Moderately Vulnerable 10.6% n=37	Highly Vulnerable 77.4 % n=270	Extremely Vulnerable 77.4 % n=270
Household head	Female-headed household	37.1%	42.3%	40.5%
	Head of household above 60 years old	8.6%	5.5%	4.8%
	Single parent head of household	20.0%	27.9%	40.5%
	Single female parent head of household	14.3%	23.9%	28.6%
	Head with no or primary education	18.9%	20.4%	28.6%
	Head of household disabled	5.7%	5.1%	7.1%
	Female headed household no or primary education	2.9%	8.5%	14.3%
Household members	Dependency ratio above 2	5.7%	39.7%*	40.5%*
	Small household (less than 4 members)	65.7%*	22.1%	31.0%
	Medium household (4 to 6 members)	16.2%	39.6%*	23.8%
	Large households (7 or more members)	18.9%	38.5%*	45.2%*
	At least one member above 60	8.6%	7.4%	7.1%
	At least one member below 2 years old	14.3%	48.2%*	47.6%*
	At least one member below 5 years old	14.3%	60.7%*	59.5%*
	At least one below 18 years old	45.7%	85.3%*	85.7%*
	Has 2 or more female members	45.7%	76.8%*	73.8%*
	Has 3 or more female members	22.9%	55.1%*	59.5%*
	More than 2 women of reproductive age	27.0%	36.7%*	50.0%*
	Crowding index above 2	8.6%	36.8%*	40.5%*
At least one disabled member	5.7%	5.1%	7.10%	
Livelihoods and income	Household with at least one productive income (wage, trade shop, agri & livestock)	28.6%*	12.1%	9.5%
	Access to land	37.1%	21.0%	23.8%
	Household who received livelihood support	17.1%	14.0%	2.4%
	Household who received training	60.0%*	39.7%	28.6%
	Household had savings	24.3%*	14.1%	7.1%
	Households with debts in the last six months	29.7%	34.1%	42.9%
Asset ownership	Have livestock	28.6%	30.1%	16.7%
	Household with more than 3 goats or pigs	14.3%*	3.7%	7.1%
	Household with more than 6 livestock of any kind (goats, pigs, rabbit, poultry)	25.7%*	12.1%	4.8%
*statistically significant at 0.05 level				

Source: Zimbabwe JAM 2024

23 The percentages provide an indicative distribution of household characteristics related to demographics, asset ownership and livelihoods across the different vulnerability groups. Only characteristics that are statistically significant are listed. The percentages show the likely prevalence of certain household characteristics in each vulnerability group. The differences for some characteristics are not strictly linear between the groups. In those cases, focus should be placed on the difference between the most and least vulnerable.

During discussions concerning the most vulnerable households, community members emphasized specific profiles that were considered more likely to be **highly/extremely vulnerable**.

These profiles included:

- Households headed by women with a high dependency ratio, especially widows with many dependents, due to difficulties in transitioning to work after their husbands' passing;
- Households with disabled or chronically ill members;
- Child-headed households;
- Those lacking productive income-generating activities;
- Households without livestock;
- Households with crowded living conditions;
- Those not receiving vocational training or extension services;
- Elderly households unable to work; and
- Households whose refugee or asylum status had been rejected faced unique vulnerabilities such as job limitations and challenges obtaining necessary documents.

The community identified certain profiles of households that they deemed **less vulnerable**:

- Those engaged in income-generating activities, including shop owners and those with access to capital for business ventures;
- Households with economically active adults (involved in self-funded projects or supported initiatives) as well as families with members employed in Harare or within TRS institutions;
- Land ownership for agricultural purposes are seen as being able to meet their food needs;
- Families that received vocational training and possessing skills, along with educated households with employed members;
- Compositions including both parents, small family sizes actively involved in livelihood projects, and married individuals, particularly women with supportive husbands; and
- Families with resettled members sending remittances are also viewed as less vulnerable, especially those receiving financial support from relatives in developed countries.

5.2 Targeting and prioritization considerations

Acceptability of needs-based targeting

When consulted about the possibility to introduce targeted assistance in case of scarce resources, refugees showed overall understanding of providing additional assistance to the most vulnerable members of the community, such as people with disabilities, unaccompanied children, older people, single mothers and pregnant women, especially since many of the most vulnerable face more challenges in engaging in livelihoods. This type targeting is common in settlements and is normally well-accepted by the community.

Despite the general agreement towards needs-based targeting, some community members, especially refugee leaders, cautioned that such targeting can potentially create conflicts if certain groups feel neglected or less important. Despite the potential for conflict, the consensus is that targeted assistance is beneficial for the community as a whole. It is believed that supporting disadvantaged groups ultimately benefits everyone as it fosters a sense of solidarity and ensures that support is provided where it is most needed.

However, targeting service-type projects/programmes, such as education, was not necessarily deemed acceptable. An education service provider within the TRS highlighted that targeting educational support, that is, availing free education to only those who could not afford to pay for their children's education, would not be generally acceptable. In fact, refugees see everyone in the community as equals and would not want to be treated differently; hence, there would likely be some level of resistance from the refugee community against any targeting of educational support.





“The community will understand because there was a time when single mothers and elders were getting their own assistance package. No one was complaining because they understood that they are the ones who need it more. We believe that if assistance is targeted, we will understand that the targeted group needs it more.” – Refugee female, FGD

A host community leader interviewed as a key informant indicated that he didn't think the needs-based targeting of assistance to refugees would affect the host community in any way, while other host community members shared that it could create jealousy and tensions between the refugees themselves.

Risk mitigation on potential and targeting risks

To mitigate any potential risks of assistance targeting, consultation participants repeatedly indicated that the community should be consulted on the targeting approach and that they should be informed transparently and early on regarding any changes to their assistance, the rationale behind the changes, and clear explanation of the targeting criteria.

Platforms such as community meetings can be used to engage the community in targeting, serving as a forum for dialogue, allowing community members to express their opinions and concerns while fostering a sense of collective decision-making.

06

CONCLUSIONS AND RECOMMENDATIONS

The JAM findings show that there is a shared understanding that broader inclusion of refugees and asylum seekers, and the development of their self-reliance programmes are of paramount importance, necessitating substantial engagement with the government, private sector and with actors beyond WFP and UNHCR.

Vulnerability: Approximately 90 percent of households are considered vulnerable, unable to fulfil basic needs without external assistance. The most vulnerable households comprise individuals lacking members capable of income-generating activities, including single mothers, elderly individuals, and persons with disabilities, and households with a high dependency ratio. The main reasons why refugees are struggling to meet basic needs are: restriction to work, limited opportunities for youth, lack of access to loans, limited opportunities for employment, and lack of education and training.

Consultations with partners and the government highlighted the growing funding shortfall and need for targeted assistance based on needs. Given this context, it is important to identify and prioritize the most vulnerable refugees.

Food security: Nearly eight out of ten households (78.2 percent) are experiencing food insecurity, and more than half (52.2 percent) had borderline or poor food consumption scores.

Access to services: While school attendance is high among households that enrolled their children in school (94.9 percent), challenges in accessing and providing education services

leads to poor attendance, low teacher motivation, and low pass rates.

Approximately 64.8 percent of households have access to an improved source of drinking water, but the average daily consumption per household member is 10.8 litres, falling short of the UNHCR recommended 20 litres per person per day. Only 31.5 percent of households have access to improved sanitation facilities.

Insufficient housing units within TRS particularly affected new arrivals, leading to overcrowded accommodations– 16.3 percent of residents had a crowding index of three or greater (meaning more than three individuals shared a sleeping room). Additionally, communities reported infrastructure challenges in their current housing.

Health services are most affected by lack of availability of specialist health professionals such as doctors, lack of equipment and language barriers at referral institutions.

Protection and gender: Security in the settlement remains stable. However, reports of intra-household GBV have been frequent. Child marriages and teenage pregnancies are reported to be prevalent. Despite the prevailing peace, there have been cases of theft in settlements. Discussions with the

residents and protection partners concurred with the residents' perceptions that theft and sexual abuse are real threats. Respondents concurred that people with disabilities risked being targeted and attacked by thieves, as they know that they have mobility challenges. It was also noted that the fence that barricades the settlement from the game reserve is now old and worn out, and at times animals encroach on the settlement, causing security risks.

Accountability to Affected People: Results show that TRS residents are well aware of their WFP entitlements (88 percent), well aware of their UNHCR entitlements (82.5 percent), and very aware of CFMs (93.1 percent). UNHCR and WFP are currently using a variety of channels to communicate key messages and receive feedback and complaints, but there is limited collaboration on managing a help desk during WFP distributions as well as suggestion boxes (in collaboration with the joint partner TdH). People who face challenges in receiving key information from WFP and UNHCR include people without cell phones, youth, new arrivals at the TRS, older people, people with no social connections, the illiterate, the deaf, and the blind.

The assessment concluded that there is room for further strengthening the joint management of feedback and complaints, especially in the way referrals are made and how responses are given to feedback mechanism users, as currently a significant share of CFM users are not receiving responses, but also in terms of the potential consolidation of the existing separate agency helplines into a joint helpline.

The JAM also found that residents relied heavily on community leaders, especially for feedback/complaints. The functionality of the available channels is also inconsistent.

On humanitarian programming, livelihoods, and self-reliance, the JAM found that the presence of several shops and small-scale entrepreneurship in the TRS suggests some degree of economic activity.

Several livelihood initiatives have been implemented inside the settlement, including government investments (e.g. in allocation of land) and those facilitated by UNHCR (e.g. irrigation schemes and animal husbandry). Some TRS residents also engage in vocational skilled jobs, including brick moulding, building, hair styling, and charcoal production.

The JAM concluded that, except for the irrigation project, all livelihood initiatives were small-scale with a limited business-oriented approach, thus yielding minimal profits and results. The success of these initiatives in achieving self-reliance is not evident and requires further investigation.

Regarding livelihoods, the JAM concluded that small-scale livelihoods programming alone cannot be expected to achieve self-reliance for refugees. However, if the enabling environment becomes more conducive over time, some successful initiatives could be scaled up further, with a careful detailed investment plan requiring involvement of the private sector, specific market feasibility studies, skills inventory, etc.

Recommendations

Advocacy to reform encampment policy:

The encampment policy presents obstacles to livelihood options for refugees and asylum seekers in terms of freedom of movement and formal employment. There is a need for deeper and sustained advocacy to achieve an enabling environment necessary for refugees to achieve self-reliance and to advocate for the removal of the current policy's limitations. The policy in place limits the achievement of refugee self-reliance; the government's initiative to transform the camp into a settlement could represent an opportunity to develop a multistakeholder plan for long-term self-reliance. Advocacy could also include the possibility to include asylum seekers in livelihood activities in the context of a "settlement approach."

Targeted food assistance is not recommended in the short term because of high levels of vulnerability. In the household survey, 90 percent of households were identified as highly vulnerable or extremely vulnerable, rendering them unable to fulfil their basic needs without the current levels of assistance, while only 10 percent were least vulnerable. However, there is the willingness to align the targeting of various livelihood activities for refugees in TRS with long-term planning towards resilience.

Given the relatively small caseload, the complexity of targeting and associated processes targeting food assistance is not currently a priority, and resource mobilization is possible to ensure the continuation of general food assistance. Rather, emphasis was on the need for a joint action plan for TRS that led to self-reliance and resilience of the refugees, involving development partners and private sector.

Protection and gender: The JAM recommends further strengthening the reporting process, ensuring that the reporting of GBV or other issues is not linked to resettlement, increasing the representation of female police officers to facilitate reporting, and strengthening current efforts for GBV response mechanisms to include males.

Strategy: Stakeholders agreed that a refugee self-reliance strategy was a priority, in alignment with the Government of Zimbabwe's pledges at the Global Refugee Forum and the announcement for the transition from Tongogara Refugee Camp to Tongogara Refugee Settlement, as well as the need to strengthen collaboration among various agencies and entities beyond WFP-UNHCR, including the private sector and civil society.

During the technical discussions with WFP-UNHCR country office teams, including the management team, there was consensus that achieving self-reliance and addressing these challenges requires collaboration beyond the capacities of humanitarian organizations, necessitating a multi-year and multi-stakeholder partnership.



Table of conclusions and recommendations

Below are specific conclusions and the recommendations proffered from the assessment.

Conclusions	Recommendations
Policy framework	
Encampment policy places specific challenges on refugees and asylum seekers that impacts their opportunities and ability for self-reliance.	Provide continuous advocacy on: <ul style="list-style-type: none"> • Removing restrictions within the context of the “settlement approach” on freedom of movement and formal employment • Enhanced partnerships with private sector • Consider possibility to include asylum seekers in livelihood activities
Basic needs and vulnerability	
Approximately 90% of households are considered vulnerable, unable to fulfil basic needs without external assistance.	Targeting for food assistance is not recommended at this time
Roughly 86.5% of households have insufficient funds to cover for their survival expenditure basket, with 80% of their expenditures allocated for food needs.	Monitor and regularly update Minimum Expenditure Basket and Survival Minimum Basket
The most vulnerable households comprise individuals lacking capable members for income-generating activities, including single mothers, elderly individuals, children heading families and persons with disabilities.	Explore multipurpose cash assistance to provide additional support for the most vulnerable refugees
Communication & complaint and feedback mechanisms	
Heavy reliance on community leaders, especially for feedback/complaints.	Strengthen available CFM channels
Policy framework	
Encampment policy places specific challenges on refugees and asylum seekers that impacts their opportunities and ability for self-reliance.	Provide continuous advocacy on: <ul style="list-style-type: none"> • Removing restrictions within the context of the “settlement approach” on freedom of movement and formal employment • Enhanced partnerships with private sector • Consider possibility to include asylum seekers in livelihood activities
Basic needs and vulnerability	
Approximately 90% of households are considered vulnerable, unable to fulfil basic needs without external assistance.	Targeting for food assistance is not recommended at this time
Inconsistent functionality of available channels.	Reinforce outreach activity/presence, particularly for vulnerable groups
Significant number of CFM users not receiving responses.	Strengthen monitoring of feedback/complaints and ensure timely responses Further analysis of CFM response rates
Limited collaboration on managing feedback and complaints.	Further strengthen joint feedback management: e.g. joint help-line, and strengthening of systematic external referrals and responses

Protection	
The temporary shelter for new arrivals is overcrowded, raising protection concerns.	Ensure RHU are available for new arrivals
While security in the settlement remains stable, reports of intra-household GBV have been frequent.	Strengthen reporting process Reconsider how reporting is linked with resettlement Increase the representation of female police officers to facilitate reporting Strengthen current efforts for GBV response mechanism to include males
There have been numerous reports of teenage pregnancy.	Incorporate family well-being programme Continue implementing comprehensive sex education programmes and increasing access to reproductive health care services for teenagers Enhance teenage support groups Conduct more research on root causes of GBV, teenage marriages and teenage pregnancies and proffer lasting solutions
Cases of transactional sexual dynamics have been reported.	Increase women and girls' economic empowerment projects
Livelihood	
<p>Only 13.5% of refugees have income/productive activities.</p> <p>Limited impact of livelihood projects mainly due to small scale and unsustainable nature of the projects and limited access to capital and to market.</p> <p>Of the 10% of refugees who are less vulnerable, there should be an alternative for more tailored support that could push them to the next level rather than maintaining their dependence on assistance provided in TRS.</p>	<p>With business-oriented approach:</p> <ul style="list-style-type: none"> • Identify and scale-up successful projects • Increase vocational training (aligning training offers with skills needed in local markets, include start-up package to facilitate the set-up and development of micro businesses mainly through tailored mentoring and coaching support) • Tailor assistance to specific groups (based on specific needs, interest, capacities) • Privilege individual targeting over group targeting, and promote market aggregation of individual businesses • Investigate and promote tailored schemes for financial access/inclusion <p>Consider conducting:</p>
Policy framework	
Encampment policy places specific challenges on refugees and asylum seekers that impacts their opportunities and ability for self-reliance.	<p>Provide continuous advocacy on:</p> <ul style="list-style-type: none"> • Removing restrictions within the context of the "settlement approach" on freedom of movement and formal employment • Enhanced partnerships with private sector • Consider possibility to include asylum seekers in livelihood activities

Basic needs and vulnerability	
Approximately 90% of households are considered vulnerable, unable to fulfil basic needs without external assistance.	Targeting for food assistance is not recommended at this time
	<ul style="list-style-type: none"> • Market assessment, value chain analysis, and market linkages for self-reliance programmes for TRS • Support business development for economically active refugees and asylum seekers • Further investigate the opportunity to link remittances with investment purposes of pre-selected refugees having promising micro businesses already in place and in need of resources to grow and scale, rather than for only satisfying food and basic needs
There is little researched knowledge and understanding of livelihood coping strategies and livelihood options of refugee and asylum seekers residing outside TRS (in total, 6,546 individuals).	As follow-up to the JAM, UNHCR and WFP country offices and the Joint Hub should consider additional research on refugees residing outside of TRS to understand their vulnerability and livelihood activities. This would deepen understanding of how the encampment policy affects the livelihood potential of refugees and would inform policy recommendations around encampment. It could also lead to more creative/broader thinking about refugee livelihood options and approaches.
Youth	
Few reported opportunities for youth and frustration of educated groups that have limited opportunities due to settlement confinement.	Emphasize youth inclusion in livelihood initiatives, including: <ul style="list-style-type: none"> • Explore alternative income generating opportunities for youth and those with disabilities • Increase vocational training opportunities with clear link to employment • Advocate for freedom of movement and work permits outside the settlement
Joint Action Plan	
Joint Action Plan	<p>To operationalize these conclusions and recommendations, develop a UNHCR & WFP Joint Plan of Action.</p> <p>One of the overall actionable outcomes of the JAM is to develop a joint multi-year and multi-stakeholder self-reliance road map, including a feasibility study to implement the road map, costed activities, timelines, and roles of the involved partners.</p>

ANNEXES

Annex 1: Terms of Reference

Annex 2: Data collection tools

Annex 3: Description of targeting approach and relevant findings from community consultations

Methods

The research methodology utilized both qualitative and quantitative primary data collection techniques. Quantitative data collection involved conducting a household assessment, during which structured surveys were administered to gather detailed information on essential needs indicators such as demographics including disability and chronic illness, household expenditure, food consumption, WASH, and other assistance. Quantitative data collection involved a household assessment, using a systematic sampling approach to select a sample of 349 households.

The qualitative data was collected through key informant interviews (KIIs) and focus group discussions (FGDs) with both refugee and host community members. The qualitative approach aimed to capture in-depth insights into accessibility of education and health services, social cohesion, vulnerabilities, and gender-based violence (GBV) within the community. By integrating these methods, the study provided a comprehensive analysis, combining the precision of quantitative data with the depth of qualitative insights to better understand the complex social dynamics and challenges faced by households and the broader community.

Sampling

A listing of all the households was carried out in mid-November 2023, with a total of 2,616 households identified. Table A1 below shows the households by their occupation status. All households (2,555) that had an occupation status of household structure as either occupied or short-term occupation were considered as the population of households to be used for sampling.

Table A1

Occupation status of household structure	Number of households	Decision
Destroyed/Abandoned	5	Excluded
Occupied	2,549	Included
Short term occupation	6	Included
Vacant/Unoccupied	56	Excluded
Grand Total	2,616	

Calculation of the sample size was done using the formula below.

$$n = N \times \frac{\frac{Z^2 \times p \times (1 - p)}{e^2}}{\left[N - 1 + \frac{Z^2 \times p \times (1 - p)}{e^2} \right]}$$

Where

- **n** is the total required sample size
- **N** is the total number of households in the camp – i.e. 2,555 in this case
- **Z** is the critical value from the standard normal distribution for a 95% confidence level (typically 1.96).
- **p** is the estimated proportion of the population with the characteristic of interest (50%).
- **e** is the margin of error, which is 5%

A total of 335 households were calculated as adequate to give data representative at settlement level. The household assessment collected data from 349 households.

Households that were not available during the data collection were replaced by the nearest household that was not in the initial sample. In order to effectively sample and identify the households due to the limitations experienced during pilot, households were mapped using maps.me, making it easier to locate the households.

Training and field testing

The training of 30 research enumerators was conducted over a three-day period and included interpreters to ensure that everyone had a consistent understanding of the research tools. Given the diverse languages spoken in the camp, back-translation of the tool was not feasible. Instead, engaging translators directly was found to be more effective. During the training, enumerators were thoroughly briefed on the survey instrument and its application, with interpreters facilitating clear communication. A pilot test was conducted at the end of the training, allowing the team to identify and resolve any issues. This was achieved either through additional training sessions or by revising the tool to address the identified problems, ensuring that the enumerators were well prepared for the data collection phase.

Data management and analysis

The analysis of the research data was methodically conducted, guided by the Joint Analysis Framework (JAF). Data cleaning, management, and analysis were performed at the cluster level to ensure accuracy and relevance. Descriptive statistics were utilized to illustrate the patterns and distribution of the indicators under investigation, providing a clear overview of the data. Bivariate analyses were employed to examine the relationships between vulnerability and various household characteristics. The analysis was executed using Stata version 17.0 and IBM SPSS Statistics version 29, which facilitated robust statistical computations and interpretations.

Data validation

Data validation was conducted through a participatory approach involving various stakeholders, including implementing partners, host and refugee communities, and other relevant parties. This inclusive process ensured that the data collected was accurate, reliable, and representative of the diverse perspectives and experiences within the community. Meetings and workshops were organized where stakeholders reviewed the data, provided feedback, and identified any discrepancies or gaps. This feedback was then incorporated into the data to enhance its accuracy. The importance of data validation lay in its ability to ensure the credibility of the findings, which is critical for making informed decisions and developing effective interventions. The process involved cross-checking data from multiple sources, verifying the consistency and completeness of the information, and making necessary corrections based on stakeholder input. By engaging all relevant parties in the validation process, the data became more robust and reflective of the actual vulnerabilities and conditions within the settlement.

Annex 4: Disaggregated statistics of main outcome indicators

Demographics	Total (n) of households	Percent (%)
Household head		
Marital status		
<i>Single (never married)</i>	55	15.6%
<i>Cohabiting</i>	5	1.4%
<i>Monogamous/Married</i>	195	55.4%
<i>Polygamous/Married</i>	9	2.6%
<i>Divorced/Separated</i>	37	10.5%
<i>Widowed</i>	47	13.4%
<i>Other</i>	4	1.1%
% of households by gender of household's head		
<i>Female</i>	147	41.8%
<i>Male</i>	205	58.2%
Age		
<i>less than 18 years</i>	1	0.3%
<i>18 to 24 years</i>	22	6.3%
<i>25 to 29 years</i>	40	11.4%
<i>30 to 39 years</i>	115	32.7%
<i>40 to 49 years</i>	104	29.6%
<i>50 to 59 years</i>	50	14.2%
<i>60 + years</i>	20	5.7%
<i>Median Age</i>	39 years	
<i>Average Age</i>	40 years	
% of households by nationality of household's head		
<i>DRC</i>	279	79.3%
<i>Rwanda</i>	19	5.4%
<i>Burundi</i>	21	6.0%
<i>Ethiopia</i>	2	0.6%
<i>Somalia</i>	0	0.0%
<i>Eritrea</i>	0	0.0%
<i>Mozambique</i>	30	8.5%
<i>Other</i>	1	0.3%
% of households with head with disability	19	5.4%
% of households with head with chronic illness	56	15.9%
Household		
% of households by household size		
<i>Single member households</i>	36	10.3%
<i>2 to 5 members</i>	136	39.1%
<i>6 to 7 members</i>	97	27.6%
<i>More than 8 members</i>	80	23.0%
Average number of household size	5.5	
Dependency ratio		
<i>2 or less</i>	222	63.6%
<i>More than 2</i>	127	36.4%
% household with at least one member with disability	55	15.8%
% household with at least one member with chronic illness	99	28.4%
Food consumption		
% of households by food consumption categories		
<i>Poor</i>	17	4.9%
<i>Borderline</i>	165	47.3%
<i>Acceptable</i>	167	47.9%
Food based coping		
Among households with food shortage % of households that had to use the following strategies to cope with lack of food or money to buy food		
<i>Relied on less preferred, less expensive food</i>	266	76.2%
<i>Borrowed food or relied on help from friends or relatives</i>	105	30.1%

<i>Reduced the number of meals eaten per day</i>	209	59.9%	
<i>Reduced portion size of meals at meals time</i>	214	61.3%	
<i>Restricted consumption by adults in order for young children to eat</i>	117	33.5%	
mean Reduced Coping Strategy Index (rCSI)	12.8		
Average number of days food item was consumed in the last 7 days	Days		
<i>Cereals (Rice, pasta, bread, sorghum, millet, maize, potato, yam, cassava, white/ red sweet potato)</i>	6		
<i>Legumes/Nuts (beans, cowpeas, peanuts, lentils, nut, soy, pigeon pea and / or other nuts)</i>	3		
<i>Milk and other Dairy Products (fresh milk / sour, yogurt, cheese, other dairy products) exclude margarine/butter or small amounts in tea/coffee</i>	0		
<i>Meat, Fish, Eggs (All types of meat including goat, beef, chicken, pork, blood, fish, including canned tuna, and / or other seafood, eggs) (If not consumed skip to 5)</i>	1		
<i>Flesh Meat (beef, pork, lamb, goat, rabbit, chicken, duck, other birds, insects)</i>	1		
<i>Organ Meat (liver, kidney, heart and / or other organ meats)</i>	0		
<i>Fish: fresh fish, sun-dried fish, and/or canned fish (fish in large quantities not as a condiment)</i>	1		
<i>Eggs</i>	0		
<i>Vegetables and Leaves (spinach, onion, tomatoes, carrots, peppers, green beans, lettuce, pumpkin leaves etc.) (If not consumed skip to 6)</i>	6		
<i>Orange Vegetables Rich in Vitamin A (carrot, red pepper, pumpkin, orange sweet potatoes, butternuts)</i>	0		
<i>Green Leafy Vegetables (spinach, broccoli and/or other dark green leaves, cassava leaves, pumpkin leaves)</i>	3		
<i>Fruits (banana, apple, lemon, mango, paw paw, apricot, peach, etc.) (If not consumed skip to 7)</i>	1		
<i>Orange Fruits Rich in Vitamin A (mango, paw paw, apricot, peach)</i>	1		
<i>Oil, Fat, Butter (vegetable oil, palm oil, butter, margarine, other fats / oil)</i>	6		
<i>Sugar, or sweet: sugar, honey, jam, cookies, candy, cookies, pastries, cakes and other sweet sugary drinks</i>	2		
<i>Condiments/spices: tea, coffee, cocoa, salt, garlic, spices, yeast/ baking powder, tomato sauce, meat or fish as a condiment, condiments including small amount of milk in tea/ coffee</i>	5		
% of households by Food Consumption Score Nutritional Quality Analysis	Protein-rich foods	Vitamin A-rich foods	Heme iron-rich foods
<i>Never consumed</i>	10.3%	10.9%	37.3%
<i>Consumed sometimes (1 to 6 days)</i>	44.4%	31.0%	38.7%
<i>Consumed always (7 days)</i>	45.3%	58.2%	24.1%
Minimum Dietary Diversity for Women			
% of households with a pregnant woman by number of pregnant women			
0	283	90.4%	
1	28	9.0%	
2	2	0.6%	
MDDW_5			
<5	204	75.3%	
>=5	67	24.7%	
Shelter. WASH and Energy			
WASH			
% of households with access to improved drinking water sources	226	64.8%	
% of households by current drinking water sources			
<i>Piped Water (Inside the house)</i>	2	0.6%	
<i>Piped Water (Outside the house)</i>	92	26.4%	
<i>Public tap/standpipe</i>	210	60.2%	
<i>Tube well/borehole (and pump)</i>	41	11.7%	
<i>Protected dug well</i>	2	0.6%	
<i>Unprotected dug well</i>	1	0.3%	
<i>Other</i>	1	0.3%	
% of households by current drinking water sources location			
<i>In Own Dwelling</i>	5	1.4%	
<i>In Own yard/plot</i>	4	1.1%	
<i>Elsewhere</i>	340	97.4%	
% of households by who collects water			
<i>Adult woman</i>	203	58.2%	
<i>Adult man</i>	57	16.3%	
<i>Female child</i>	46	13.2%	
<i>Male child</i>	17	4.9%	

<i>Female elder</i>	21	6.0%
<i>Male elder</i>	5	1.4%
% of households by type of constraints faced		
<i>No problem</i>	161	46.1%
<i>Physical access to water points is difficult</i>	10	2.9%
<i>Distance to water points is too long</i>	39	11.2%
<i>Water source broken</i>	6	1.7%
<i>Not enough storage</i>	58	16.6%
<i>Irregular / no rain</i>	24	6.9%
<i>Colour of water has changed</i>	19	5.4%
<i>Water is salty</i>	14	4.0%
<i>Bad taste / smell / muddy</i>	21	6.0%
<i>None of these</i>	1	0.3%
<i>Safety/harassment</i>	9	2.6%
<i>Lack of sufficient water points</i>	66	18.9%
<i>Waiting time at the water points</i>	95	27.2%
<i>Other</i>	19	5.4%
	Mean	Median
Average (median) litres of daily drinking and cooking water used per household member	10.79	8
% of households who treat their drinking water	28	8.00%
Among households facing that treat drinking water: % of households by type water treatment method		
<i>Water guard</i>	8	28.6%
<i>Aqua tablets</i>	8	28.6%
<i>Boiling</i>	12	42.9%
<i>Sanitation</i>		
% of households with access to improved sanitation facilities	110	31.5%
% of households by type of toilet facility		
<i>Flush to septic tank</i>	3	0.9%
<i>Flush to pit latrine</i>	3	0.9%
<i>Flush to don't know where</i>	1	0.3%
<i>Ventilated improved pit latrine</i>	94	26.9%
<i>Pit latrine with slab</i>	195	55.9%
<i>Pit latrine without slab</i>	31	8.9%
<i>Open pit</i>	3	0.9%
<i>Composting toilet</i>	1	0.3%
<i>Bucket</i>	1	0.3%
<i>No facility / bush / field</i>	17	4.9%
% of households by shared sanitation facilities	110	31.5%
% of households with handwashing facilities	62	17.8%
Among households with hand washing facilities: % of households that had detergent		
<i>Soap</i>	45	95.7%
<i>Ash</i>	1	2.1%
<i>Both soap and ash</i>	1	2.1%
Among households with detergent: % of households by source of detergent		
<i>Purchased from market</i>	30	68.2%
<i>Given in kind</i>	10	22.7%
<i>Other</i>	4	9.1%
Shelter		
% of households by major construction material of exterior wall		
<i>Baked bricks</i>	213	61.0%
<i>Unbaked bricks</i>	44	12.6%
<i>Tent</i>	26	7.4%
<i>Cement bricks</i>	45	12.9%
<i>Wood</i>	12	3.4%
<i>Mud (pole and daka)</i>	2	0.6%
<i>Corrugated materials (Semi-rigid)</i>	1	0.3%
<i>Plastic sheets (Semi-rigid)</i>	1	0.3%
<i>Grass/ Straw</i>	2	0.6%
<i>Iron sheet</i>	1	0.3%
% of households by major material of the roof		

<i>Bricks</i>	6	1.7%	
<i>Wood</i>	3	0.9%	
<i>Asbestos</i>	68	19.5%	
<i>Plastic sheets</i>	5	1.4%	
<i>Straw/bamboo/thatched roof</i>	2	0.6%	
<i>Iron sheet</i>	238	68.2%	
<i>Roofing Tile</i>	3	0.9%	
<i>Tent</i>	22	6.2%	
<i>No roof</i>	1	0.3%	
<i>Clay tiles</i>	1	0.3%	
	Mean	Median	
Average (median) number of rooms used by the household (excluding kitchen and bathroom)	3	3	
% of households by shelter condition			
<i>Not damaged</i>	193	55.0%	
<i>slightly damaged</i>	122	35.0%	
<i>somewhat damaged</i>	19	5.0%	
<i>very damaged</i>	15	4.0%	
	Mean	Median	
Average (median) Crowdedness index	2.12	1.8	
% of households by type of cooking fuel			
<i>Firewood (Collected)</i>	127	36.4%	
<i>UNHCR provide Firewood</i>	18	5.2%	
<i>Gas Stove</i>	1	0.3%	
<i>Charcoal</i>	203	58.2%	
% of households who report cooking energy is adequate	99	28.4%	
Energy			
Among households with inadequate cooking energy: % of households by coping strategy to meet cooking energy needs			
<i>Collect firewood from forest</i>	185	74.0%	
<i>Nothing</i>	3	1.2%	
<i>Buy charcoal</i>	61	24.4%	
<i>Skip meals</i>	10	4.0%	
<i>Other</i>	18	7.2%	
% of households by cooking energy challenges			
<i>Late distribution</i>	61	17.5%	
<i>Cost</i>	151	43.3%	
<i>Distance</i>	138	39.5%	
<i>Availability</i>	96	27.5%	
	Security issues	62	17.8%
<i>Other</i>	39	11.2%	
% of households by main source of lighting fuel			
<i>None</i>	9	2.6%	
<i>Fire (wood. straw. etc.)</i>	3	0.9%	
<i>Charcoal</i>	2	0.6%	
<i>Public electricity provider</i>	1	0.3%	
<i>Candles</i>	7	2.0%	
<i>Simple solar lantern</i>	98	28.1%	
<i>Solar energy kit (several lamps)</i>	111	31.8%	
<i>Full solar home system (sufficient for several lamps and electric appliances)</i>	3	0.9%	
<i>Torch</i>	115	33.0%	
% of households that reported girls/women face challenges when collecting fuel for the households			
<i>Do not know</i>	46	13.2%	
<i>No</i>	251	71.9%	
<i>Yes</i>	52	14.9%	
Income, Livelihood, Debt and Savings			
% of households by income activity			
<i>Aid/gifts</i>	280	80.2%	
<i>Borrowing money/Living off debt</i>	3	0.9%	
<i>High risk activity (e.g. begging. scavenging)</i>	1	0.3%	
<i>Saving/selling assets</i>	2	0.6%	
<i>Petty trade/selling on streets</i>	2	0.6%	
<i>Small trade (own business)</i>	15	4.3%	

<i>Medium/large trade (own business)</i>	0	0.0%
<i>Small agriculture production including livestock (own land/livestock)</i>	5	1.4%
<i>Other</i>	10	2.9%
% of households by main challenges to improve their livelihood		
<i>Lack of employment opportunities</i>	245	70.2%
<i>Lack of labour force within the household</i>	28	8.0%
<i>Legal barriers to work or discrimination (social stigma)</i>	29	8.3%
<i>Language and cultural barriers</i>	41	11.7%
<i>Low salaries</i>	41	11.7%
<i>Extreme working conditions (e.g.. long shifts)</i>	10	2.9%
<i>Lack of the right skills to be employed</i>	47	13.5%
<i>Lack of capital and financial resources</i>	80	22.9%
<i>Limited land access</i>	66	18.9%
<i>Lack of agricultural inputs</i>	29	8.3%
<i>Lack of vocational trainings offer</i>	31	8.9%
<i>Movement restrictions</i>	60	17.2%
<i>No Challenge</i>	14	4.0%
<i>Others. specify</i>	35	10.0%
Livelihood coping strategy to meet essential needs		
<i>Households not adopting coping strategy</i>	98	28.1%
<i>Stress coping strategy</i>	135	38.7%
<i>Crisis coping strategy</i>	78	22.3%
<i>Emergencies coping strategy</i>	38	10.9%
% of households by each coping strategy		
<i>Sold household assets/goods (radio, furniture, refrigerator, television, jewellery, etc.)</i>	50	14.3%
<i>Borrowed money to access essential needs</i>	125	35.8%
<i>Sold, shared, or exchanged in-kind assistance (e.g. food rations or non-food items) due to lack of resources to access essential needs</i>	148	42.4%
<i>Reduced expenses on education due to lack of resources to access essential needs</i>	41	11.7%
<i>Sold productive assets or means of transport (sewing machine, wheelbarrow, bicycle, car, etc.) due to lack of resources to access essential needs</i>	12	3.4%
<i>Children (under 15 years old) worked to contribute to household income (e.g. casual labour) due to lack of resources to access essential needs</i>	15	4.3%
<i>Bartered/exchanged clothing for other essential needs (e.g. food, medicines, or clothing, etc.) due to lack of resources to access essential needs</i>	75	21.5%
<i>Sold more animals than usual</i>	23	6.6%
<i>Begged (asked strangers on the streets for money, food, or other goods) and/or scavenged due to lack of resources to access essential needs</i>	27	7.7%
<i>Engaged in socially degrading, high-risk, exploitive jobs, or life-threatening jobs or income-generating activities (e.g., smuggling, theft, joining armed groups, prostitution)</i>	11	3.2%
% of households have received livelihood support	45	12.9%
% of households have received livelihood support by type of livelihood support received		
<i>Startup capital (for business, agriculture etc)</i>	15	4.3%
<i>Access to wage employment</i>	0	0.0%
<i>Access to financial services (e.g. bank account)</i>	1	0.3%
<i>Access to market</i>	3	0.9%
<i>Infrastructure / asset/inputs e.g. shops, irrigation scheme, equipment, etc</i>	15	4.3%
<i>Collective action, e.g. cooperatives, farmer groups, etc</i>	2	0.6%
<i>Extension services</i>	4	1.1%
<i>Other</i>	5	1.4%
% of households who have incurred any debts in the past 6 months	121	34.7%
Among those who incurred debt: % of households by main reasons why debt was incurred in the past 6 months		
<i>To buy food</i>	96	79.3%
<i>To buy non-food items (clothes, small furniture...)</i>	11	9.1%
<i>To improve house</i>	3	2.5%
<i>To pay school/ education costs</i>	5	4.1%
<i>To cover health expenses</i>	3	2.5%
<i>To pay for durable goods (scooter, TV, ...)</i>	0	0.0%
<i>To pay for ceremonies/social events</i>	0	0.0%
<i>To buy animal feed, fodder or veterinary items</i>	0	0.0%
<i>To buy animals</i>	0	0.0%
<i>To pay for travel</i>	0	0.0%

<i>To buy agricultural land, inputs (seeds/tools)</i>	1	0.8%
<i>To invest in business</i>	2	1.7%
<i>Other</i>	0	0.0%
Among those who incurred debt: % Main sources of debt/credit households used in the past 6 months		
<i>Relatives and friends within the camp</i>	35	28.9%
<i>Relatives and friends within the host community</i>	7	5.8%
<i>Relatives and friends within Zimbabwe and abroad</i>	0	0.0%
<i>Traders/shopkeepers</i>	71	58.7%
<i>Bank/ Credit institution/Micro-credit project</i>	1	0.8%
<i>Humanitarian agencies</i>	1	0.8%
<i>Cooperative</i>	1	0.8%
<i>Money lender</i>	3	2.5%
<i>Informal savings group (ISAL)</i>	0	0.0%
<i>Merry-go-round (mukando)</i>	1	0.8%
<i>% of households by saving</i>	50	14.3%
Among those who had savings: % of households with savings by savings platform		
<i>Informally -at home</i>	45	90.0%
<i>Formally- at bank/ microfinance institution</i>	1	2.0%
<i>Through VSLA/ISAL (Saving for transformation)</i>	1	2.0%
<i>Merry go round</i>	3	6.0%
Among households with savings, what are the purposes savings?		
<i>Meeting basic needs</i>	42	84.0%
<i>Productive/business purposes</i>	4	8.0%
<i>Education</i>	3	6.0%
<i>Health</i>	3	6.0%
<i>Consumption</i>	19	38.0%
<i>Other (specify)</i>	1	2.0%
<i>% of households with an account at a bank or other financial institution or with a mobile-money-service provider (SDG 8.10.2)</i>	14	4.0%
Among those who have an account: % of households depositing money in personal account 1-5 times per month		
<i>Zero</i>	7	50.0%
<i>One/two times</i>	6	42.9%
<i>Don't know</i>	1	7.1%
% of households by preferred financial service provider		
<i>Bank account</i>	50	14.3%
<i>Mobile money</i>	158	45.3%
<i>Microfinances</i>	35	10.0%
<i>Other</i>	106	30.4%
<i>% of households with member in any form of savings or lending group</i>	34	9.7%
Assets and agriculture		
Land use and agriculture		
<i>% of households with access to land</i>	80	22.90%
Among household with access to land: % of households by crops grown		
<i>Maize</i>	71	20.3%
<i>Sorghum</i>	0	0.0%
<i>Pearl millet</i>	0	0.0%
<i>Finger millet</i>	0	0.0%
<i>Rapoko</i>	0	0.0%
<i>Sugar beans</i>	42	12.0%
<i>Vegetables</i>	13	3.7%
<i>Casava</i>	4	1.1%
<i>Other (specify)</i>	12	3.4%
<i>Among those who have access to land: % of households accessing sufficient and quality agricultural inputs</i>	49	61.3%
<i>Among those who have access to land: % of households accessing sufficient and quality agricultural trainings</i>	57	71.3%
<i>% of households that own livestock</i>	99	28.4%
% of households that own livestock by type of livestock		
<i>Cattle</i>	0	0.0%
<i>Goats</i>	18	5.2%
<i>Pigs</i>	10	2.9%
<i>Rabbits</i>	3	0.9%

Poultry	81	23.2%
% of households accessing livestock markets		
<i>Yes, we bought</i>	42	12.0%
<i>Yes, we sold</i>	38	10.9%
No	269	77.1%
Assets ownership		
% of households with at least one productive asset	23	6.6%
% of households with at least one basic asset	346	99.1%
% of households with at least one advanced asset	80	22.9%
% of households with at least one electric asset	286	81.9%
Assistance & utilization		
% of households who receive assistance over the last 3 months	349	100.0%
Among households that received assistance: % of households by source/organization that provided assistance		
<i>WFP</i>	335	99.4%
<i>UNHCR</i>	192	57.0%
<i>Other UN</i>	9	2.7%
<i>Government</i>	63	18.7%
<i>Civil society</i>	3	0.9%
<i>Family</i>	2	0.6%
<i>Friends</i>	4	1.2%
<i>Religious organization</i>	2	0.6%
<i>NGO</i>	23	6.8%
<i>Other</i>	1	0.3%
Among households that received assistance: % of households by modality of assistance received		
<i>Received in-kind assistance in the past 3 month</i>	294	87.2%
<i>Received cash assistance in the past 3 month</i>	343	98.3%
<i>Received NFI assistance in the past 3 month</i>	69	20.5%
<i>Received other assistance in the past 3 month</i>	3	0.9%
% of households that received WFP/UNHCR cash assistance in the last 3 months	343	98.3%
	Mean	Median
Average amount (US\$) received in the last 3 months from WFP/UNHCR	93	84
Average amount (US\$) received in the last 3 months from WFP/UNHCR - per capita	17.99	21
Average amount (US\$) received monthly from WFP/UNHCR	31	28
Average amount (US\$) received monthly from WFP/UNHCR - per capita	6.00	7
% of households that received other cash assistance in the last 3 months from NGO or other UN agencies	12	3.4%
% of households by preferred modality of receiving their entitlement		
<i>Cash only</i>	278	79.7%
<i>Cash and food</i>	67	19.2%
<i>In-kind food only</i>	4	1.1%
	Mean	Median
Average length assistance lasts (in days)	21	21
Sex of the person collecting the assistance	Count	%
<i>Female</i>	237	72.3%
<i>Male</i>	91	27.7%
% of households that sold some of their food ration between August and October 2023	78	27.2%
Average % of food ration sold/exchanged		
<i>All</i>	1	1.3%
<i>More than half</i>	3	3.8%
<i>Half</i>	12	15.4%
<i>Less than half</i>	62	79.5%
Food security and vulnerability		
CARI		
<i>Food secure</i>	2	0.6%
<i>Marginally food secure</i>	74	21.2%
<i>Moderately food insecure</i>	260	74.5%
<i>Severely food insecure</i>	13	3.7%
ENA		
<i>Least vulnerable</i>	7	2.0%
<i>Moderately vulnerable</i>	30	8.6%

Highly vulnerable	270	77.4%
Extremely vulnerable	42	12.0%
Women involved in decision making		
% of households that have females involved in major households decisions		
Men	111	31.8%
Women	135	38.7%
Both men and women	93	26.6%
Not applicable	10	2.9%
% of households that have females involved in decision on what to do with cash assistance		
Men	78	22.3%
Women	171	49.0%
Both men and women	98	28.1%
Not applicable	2	0.6%
% of households that have females involved in decision on what to do with in-kind assistance		
Men	65	18.6%
Women	199	57.0%
Both men and women	83	23.8%
Not applicable	2	0.6%
% of households that have females involved in all three decisions	214	61.3%
% of households that had an external person influencing household decisions	9	2.6%
Feedback mechanisms and communication		
% of households aware of their WFP entitlements	307	88.0%
% of households aware of their UNHCR entitlements	288	82.5%
% of households by source of information on entitlement		
Community meetings	184	52.7%
Family members, neighbours or friends	102	29.2%
UNHCR/WFP or partner field staff (including help desks)	90	25.8%
Members of community committees or neighbourhood representatives	74	21.2%
Religious leaders	51	14.6%
Community organizations	47	13.5%
Outreach volunteers / community animators	3	0.9%
Posters or leaflets	40	11.5%
Billboards.	7	2.0%
Speakers or megaphone announcements	27	7.7%
Theatre / role play	2	0.6%
Radio	0	0.0%
SMS	19	5.4%
WhatsApp (or similar Internet chat)	136	39.0%
Facebook (or other similar social network)	0	0.0%
Other	3	0.9%
% of households that reported that the information on entitlement is accessible to everyone		
Yes	306	87.7%
No	6	1.7%
Don't know	37	10.6%
Among households that reported information not accessible to everyone: % of groups of people reported by households that cannot access entitlements information		
Women	1	16.7%
Young people	0	0.0%
Older people	1	16.7%
People with disabilities	0	0.0%
Other minorities	1	16.7%
People living in remote locations	2	34.4%
Others	2	34.4%
Complaints and feedback mechanisms		
% of households aware of the complaints and feedback mechanisms / Among households that were aware of CFM: % by type of CFM		
Camp administration	113	32.4%
WFP help desk	180	51.6%
Protection help desk	117	33.5%
Hotline (green line or toll free)	5	1.4%

<i>Community leaders</i>	153	43.8%
<i>Religious leaders</i>	34	9.7%
<i>Police</i>	33	9.5%
<i>UNHCR staff</i>	72	20.6%
<i>WFP staff</i>	61	17.5%
<i>Complaint Committee</i>	3	0.9%
<i>Staff from another organization</i>	10	2.9%
<i>Suggestion box</i>	80	22.9%
<i>I don't know</i>	24	6.9%
<i>Other</i>	1	0.3%
% of households that have used the CFM channels	72	20.6%
Among households that did not use CFM: % by reason CFM was not used		
<i>Because you didn't have any feedback or question to share</i>	224	80.9%
<i>Because you didn't have trust your feedback would be useful</i>	9	3.2%
<i>Because you feared negative consequences if you provided feedback</i>	15	5.4%
<i>Other</i>	29	10.5%
Among households that used CFM: % of households that received response	51	14.6%
Among households that used CFM overall: % of households that were satisfied with the response (including those who did not receive response - i.e., they were considered not satisfied)	45	62.5%
% of households that report the CFM is accessible to all community members including the disabled, elderly, youth etc	321	92.0%
Among households that reported CFM not accessible to all: % of households by group reported to have difficulties in accessing the CFM		
<i>Women</i>	14	50.0%
<i>Young people</i>	1	3.6%
<i>Older people</i>	1	3.6%
<i>People with disabilities</i>	2	7.1%
<i>Other minorities</i>	6	21.4%
<i>People living in remote locations</i>	2	7.1%
<i>Others</i>	8	28.6%
Protection and security		
% of households that have experienced protection challenges related to accessing assistance in the last 12 months	14	4.0%
Among households that faced experienced protection challenges: % by challenge type		
<i>Going to UNHCR or WFP programme sites</i>	4	28.6%
<i>At the UNHCR or WFP programme sites</i>	8	57.1%
<i>Coming from UNHCR or WFP programme sites</i>	0	0.0%
<i>Elsewhere (Specify)</i>	3	21.4%
Among households that faced experienced protection challenges: % of households were not able to access the site	12	85.7%

Photo Credits

Cover photo: WFP/Samantha Reinders

Photo page 6: WFP/Samantha Reinders

Photo page 7: WFP/Samantha Reinders

Photo page 11: WFP/Cynthia R Matonhodze

Photo page 23: WFP/ Cynthia R Matonhodze

Photo page 43: WFP/KB Mpofu

Photo page 50: WFP/KB Mpofu

Photo page 57: WFP/ Matteo Cosorich

Photo page 62: WFP/Samantha Reinders

Photo page 63: WFP/Samantha Reinders

Photo page 66: WFP/Martin Karimi

WFP Zimbabwe

Block 1 Arundel Office Park,
Norfolk Road, Mount Pleasant
Harare, Zimbabwe

+263 086 770 00805

wfp.harare@wfp.org

UNHCR Zimbabwe

Block 8 Arundel Office Park,
Norfolk Road, Mount Pleasant,
Harare, Zimbabwe

+263 242 338891



UNHCR
The UN Refugee Agency



WFP
World Food
Programme