

Zimbabwe

The UNHCR-WFP Joint Hub Country Support Brief

The **Tongogara Refugee Settlement**, located in eastern **Zimbabwe**, hosts 16,000 refugees and asylum-seekers (UNHCR, 2023), the majority of whom (76 percent) originate from the Democratic Republic of Congo. It is estimated that **90 percent of households in the settlement are vulnerable** and unable to meet their essential needs without external assistance. At the same time, 42 percent of the country's 15 million people live in extreme poverty.

JOINT HUB SUPPORT

The Joint Hub supported UNHCR and WFP country operations in Zimbabwe **between 2023 and 2024**, as outlined in the agreed Scope of Work. The Hub supported, including financially, the hiring of a **national consultant to coordinate the joint assessment** in Tongogara Refugee Settlement. The Joint Hub also conducted two in-country missions:

- November 2023 – to support data collection for the **Joint Assessment Mission (JAM)**,
- January/February 2024 – to facilitate **community consultations** and **validate the assessment findings and vulnerability profiles**.

KEY SUPPORT AREAS



**Assessment and Analysis:
Joint Assessment Mission
(JAM)**



**Self-Reliance and Economic
Inclusion**



Coordination

The **high levels of vulnerability and the restrictive conditions of the encampment policy** hampered refugees' self-reliance; consequently, targeting was not recommended. Nevertheless, WFP and UNHCR were advised to explore joint strategies aimed at **enhancing refugees' self-reliance**. Specifically, it was recommended that they engage with the Government of Zimbabwe, as well as humanitarian and development stakeholders, to develop a **multi-year, multi-partner action plan outlining concrete measures to support self-reliance**. This should include advocacy for a more conducive and enabling environment, while ensuring continued humanitarian assistance for those most in need.

KEY THEMATIC DELIVERABLES

Assessment and Analysis

The **Joint Assessment Mission (JAM)**, a household survey was conducted in November/December 2023 in Tongogara refugees' settlement, involving a representative sample of **349 households**. The data collection and analysis followed the Joint Analytical Framework (JAF). The survey measured **vulnerability of households** together with access to land, household size, participation in income-generating activities, and dependency ratios, with gender-disaggregated data. **Vulnerability was defined using the Essential Needs Approach** (ENA; WFP, 2018). In January/February 2024, qualitative data were collected through **13 focus group discussions** (FGDs) and **5 key informant interviews** (KIIs).

"Using the JAF tool, we brought together the multifunctional teams from both agencies, allowing us to gather more detailed information that has been invaluable in informing our programming. We frequently refer to this report as we are developing new strategies to transition from camp maintenance towards sustainable responses."

Rita Gwarada, UNHCR Associate Programme Officer, Zimbabwe

Analysis of the results was conducted by the Joint Hub and followed a gender-sensitive approach. Discussions with the community revealed that **traditional gender roles hinder access to education and healthcare for women and girls**, thereby limiting their resilience. Gender-based violence (GBV) remains a serious issue, especially due to underreporting. The assessment revealed that **only 13.5% of refugees are engaged in income-generating or productive activities**, underscoring the limited impact of livelihood initiatives, which are often small in scale, lack sustainability, and face significant barriers such as limited access to capital and markets. The findings also pointed to a lack of tailored opportunities for youth, despite some

promising youth-led efforts, and growing frustration among educated refugees, who face limited opportunities due to camp confinement.

Recommendation: Given the high levels of vulnerability, the existing encampment policy, and the need to support youth, it is recommended to develop a **multi-year, multi-stakeholder self-reliance roadmap** that addresses both current policy limitations and outlines clear pathways to self-reliance.

LEARN MORE ABOUT OUR WORK IN ZIMBABWE

Joint Assessment Mission (JAM) [Full Report](#)

Metadata

- WFP Library: [Zimbabwe – WFP-UNHCR Joint Assessment Mission \(JAM 2024\) - Survey - WFP Data Library](#)
- UNHCR Micro Library: [Zimbabwe - Joint Assessment - 2024](#)
- UNHCR RIDL: [Zimbabwe JAM 2024](#)

Internal Files

- JAM [Scope of Work](#); JAM [Terms of Reference](#); Questionnaires: [Quantitative and Qualitative](#)
- Analysis: [Analysis Plan and Results Sheet](#), [Qualitative Analysis Report](#), [Gender Focused Results](#); [Self-Reliance and Economic Inclusion PowerPoint Presentation](#)
- Mission Reports: [Mission Report Nov2023.docx](#), [Mission Report Feb2024](#)
- Coordination [Meeting Notes](#)

Contact us: WFP.UNHCR.hub@wfp.org

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