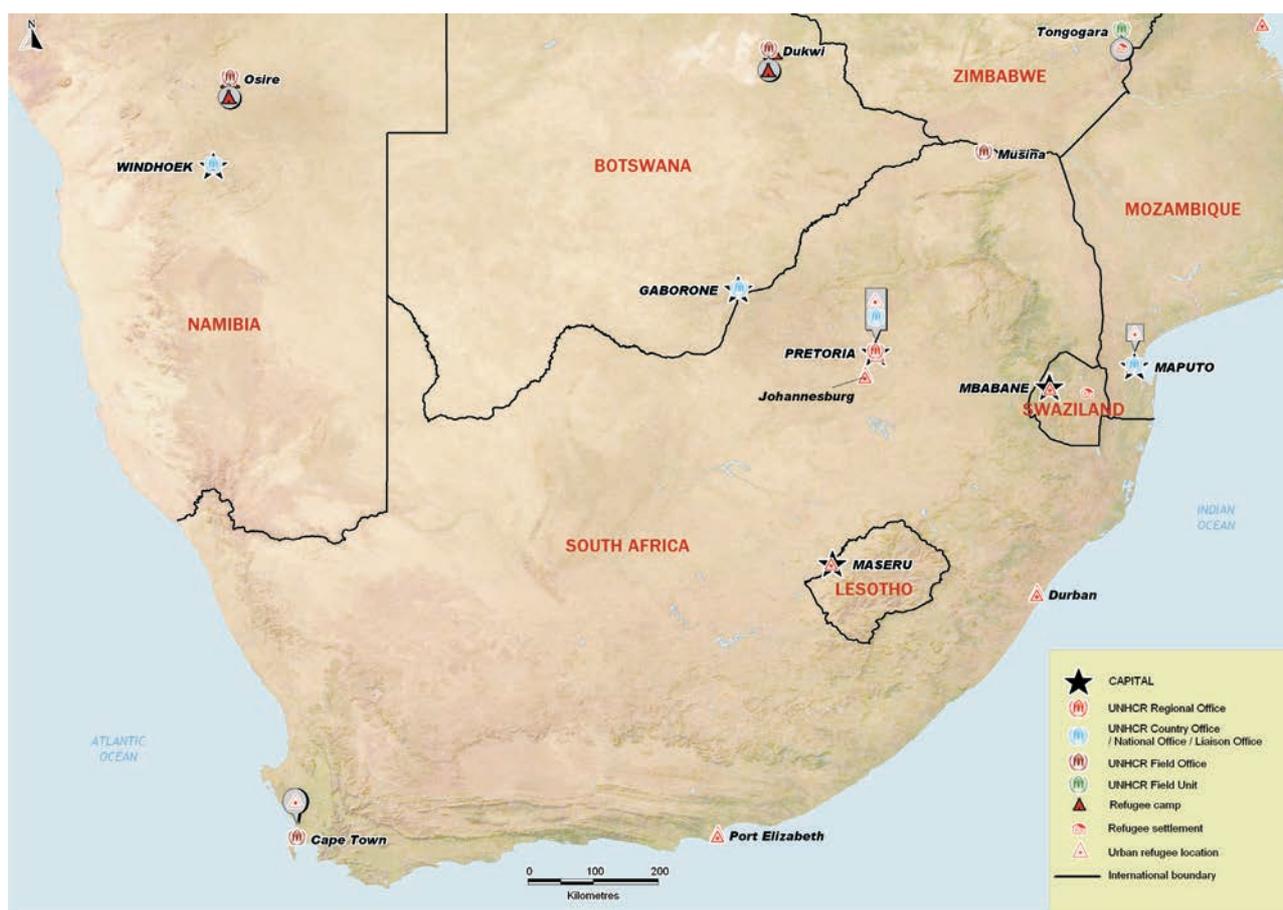


SOUTH AFRICA



Operational highlights

- For the fourth consecutive year, South Africa received the highest number of individual asylum applications lodged in a single country: more than 106,900.
- UNHCR gave legal assistance to refugees to help them make appeals, obtain documents and open bank accounts. It also advocated with the authorities for changes in policy and legislation in favour of refugees and asylum-seekers.
- UNHCR trained community leaders and raised awareness among the refugee and asylum communities on HIV and AIDS, human rights, and sexual and gender-based violence (SGBV).
- Advocacy by UNHCR and its partners led to progress in obtaining more socio-economic rights for refugees and asylum-seekers in South Africa, especially with regard to free primary education, health services and access to social grants.
- UNHCR launched a project to address statelessness in South Africa. More than 1,710 people of concern were reached through law clinics, community outreach and referrals.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees ¹	Somalia	15,200	-	-	-
	DRC	13,000	-	-	-
	Angola	5,800	-	-	-
	Ethiopia	3,400	-	-	-
	Burundi	2,400	-	-	-
	Congo	2,200	-	-	-
	Rwanda	1,400	-	-	-
	Zimbabwe	1,100	-	-	-
	Various	13,500	-	-	-
Asylum-seekers ²	Various	219,400	-	-	-
Total		277,400	-	-	-

¹ Refugee numbers are UNHCR estimates.

² The number of asylum-seekers (pending cases) refers to an estimated 63,700 undecided cases at first instance and 156,400 undecided cases on appeal.

| Working environment |

According to the Government's statistics, some 106,900 new asylum-seekers were registered in South Africa in 2011. This was 50 per cent less than in 2010, but still the largest number of annual asylum applications received by any country in the world during the year. The decline in the number of claims may have been due to measures introduced by the Government to curtail the number of new applications.

The Zimbabwean Documentation Project initiated by the Department of Home Affairs (DHA) in September 2010, to provide Zimbabweans already working, studying or conducting business in South Africa with the relevant permits, neared its completion. According to the DHA, more than 275,000 applications had been received and over 250,000 permits issued by the end of 2011. As the Government resumed deportations of Zimbabweans in October, UNHCR monitored the detention centres to ensure that asylum-seekers or recognized refugees were not affected.

The Refugee Amendment Act and Immigration Amendment Act that were passed into law in August 2011, introduced two key changes in the asylum system. The Refugee Amendment Act established Status Determination Committees (SDC) to determine refugee claims-instead of a single officer. The Immigration Amendment Act reduced the number of days allowed to an applicant to present a claim for asylum from 14 to 5 days when entering the country through an official border point. Throughout 2011, the Government worked towards finalizing the required regulations before implementing the new provisions.

| Achievements and impact |

• Main objectives and targets

UNHCR planned to provide assistance to at least 20 per cent of the population of concern in the areas of socio-economic rights, asylum procedures, documentation, self-reliance, education, health, and HIV and AIDS. Overall, UNHCR and its implementing partners provided legal assistance to some 25,000 people, and material assistance to some 40,000. HIV and AIDS awareness campaigns and home-based care benefited 30,000 people.

Favourable protection environment

- UNHCR has been closely monitoring changes in the asylum system and has engaged regularly with the Government to make its positions clear. The main border entry point in Musina and the refugee reception areas elsewhere were regularly monitored, allowing UNHCR to give feedback to the DHA and advocate for asylum-seekers to have effective access to the asylum system.
- Decisions on appeal were reviewed by the Standing Committee for Refugee Affairs (SCRA) and the Refugee Appeals Board (RAB). UNHCR provided these agencies with technical guidance and country-of-origin information on a regular basis. As a result, the quality of

decisions issued by the RAB was significantly higher than that of decisions issued at first instance.

- UNHCR worked in partnership with key service-providers to identify undocumented and vulnerable unaccompanied children in need of care and protection. By the end of the year, some 100 children had been profiled for Best Interest Determination (BID) reports and referred for assistance. Some 220 children received UNHCR grants while awaiting profiling, BID interviews and other solutions.

Fair protection processes

- UNHCR gave the Government technical support in areas related to asylum procedures, refugee status determination (RSD) and durable solutions. It worked closely with the DHA and civil society to monitor asylum procedures, ensure fair treatment for people of concern and promote local integration and other durable solutions. UNHCR has been closely monitoring changes in the asylum system and has met the Government on a regular basis in order to share UNHCR's position on these issues. Training on the asylum system and procedural standards was also facilitated for the newly recruited lawyers working for the Mandela Metropolitan University and Lawyers for Human Rights. Furthermore, UNHCR organized and supported a Short Course for 22 students in Refugee Law and Humanitarian Support at the University of South Africa.

A Congolese refugee in Durban proudly shows off her urban gardening project.



Security from violence and exploitation

- Anti-xenophobia campaigns promoted acceptance, tolerance and social cohesion among communities. UNHCR established field outreach teams and collaborated with the South African Police Service in order to prevent attacks on foreign nationals and ensure a swift response to incidents or threats of violence.
- Educational materials aimed at preventing xenophobia were produced and distributed in schools and at outreach events. A 13-part radio drama series, produced in local languages, was aired by more than 20 community radio stations spread throughout the country. UNHCR worked as a partner with the producers of a documentary film about youth during the 2008 xenophobia attacks that was shown in more than 100 schools. An anti-xenophobia song and accompanying video were produced and disseminated. UNHCR also launched a project that used sports to combat xenophobia and promote social cohesion.
- Based on existing national protocols, UNHCR partners continued to liaise and advocate with NGOs to provide services to refugees affected by SGBV. Survivors of SGBV received Post-Exposure Prophylaxis (PEP) and medical attention, while survivors of domestic violence were accommodated in safe houses where necessary. Legal partners helped refugees to access the justice system.

Basic needs and services

- Although access to basic rights and services was guaranteed by law, some asylum-seekers and refugees experienced problems in acquiring or renewing documents that would have enabled them to enjoy these rights fully. In addition, some asylum-seekers and refugees suffered physical injury and loss of property as a result of xenophobic violence.
- UNHCR and its partners intensified their efforts to make refugees more self-reliant. Refugees were trained in various skills, which were then matched to relevant programmes. Advocacy to sensitize employers to refugee rights was strengthened. Some 90 people attended employment workshops, 300 people participated in six skills development workshops and almost 1,800 people attended cultural orientation sessions and English language training.
- To address accommodation problems, UNHCR's partners have established links with existing shelters in order to be able to refer refugees to them. In other instances, partners contributed to rental fees for vulnerable refugees. Some 1,100 families and 1,900 individuals received accommodation assistance.
- Advocacy has made the educational sector more aware of the rights of refugees to education at the same level as nationals. While no longer a major concern, some challenges still arose regarding the ability of families to help their children gain an education. UNHCR and its partners assisted families through advocacy with schools, some 1,200 home visits and awareness workshops for around 520 parents. Some 4,000 school children were assisted with subsidies for school fees, supplies and uniforms.

Community participation and self-management

- UNHCR has incorporated the findings of participatory assessments, that included age, gender and diversity management, into its overall programme design. These programmes also took account of findings from previous participatory assessments involving communities, in which accommodation, livelihoods, documentation and security were found to be among the top needs.

Durable solutions

- In 2011, UNHCR submitted close to 870 persons for resettlement from South Africa. Resettlement submissions have remained constant mainly due to the continued violence perpetuated against refugees. UNHCR has developed robust referral mechanisms to identify refugees with the most compelling needs in an urban context.
- Some 70 people returned voluntarily to Angola, Burundi, the Congo, the Democratic Republic of the Congo, Ethiopia, Liberia, Rwanda, Uganda, Sierra Leone and Uganda.
- In light of the planned invocation of the cessation clauses for Angolan refugees, UNHCR called upon the Government to allow members of this group to regularize their status. UNHCR proposed that the Angolan refugees be naturalized, or offered an alternative immigration status based on defined criteria.

External relations

- Many academic conferences and cultural events were held in South Africa and covered by the media, serving to promote UNHCR's work, and to highlight the plight of people of concern. The global "1" campaign (1 Refugee Without Hope is Too Many), was used as a theme. The Nansen Memorial Lecture was given in partnership with the South African Institute of International Affairs.

Logistics and operational support

- Over 90 per cent of locally and internationally purchased goods were delivered within the planned time limits.

| Constraints |

As refugees and asylum-seekers were scattered throughout the country, mainly in urban areas, access to people of concern who might be in need of protection or assistance remained difficult.

The continuing inflow of people seeking work in South Africa and using asylum as a means to regularize their stay has again been an issue the Government is keen to address. The backlog of asylum applications grew despite efforts by the DHA to reduce the numbers. The pressure on the system has made it very difficult to ensure fairness and efficiency in the RSD process.

UNHCR's efforts to increase protection space and promote the local integration of people of concern in host communities have faced two major hurdles: the high level of unemployment among unskilled workers, who form the

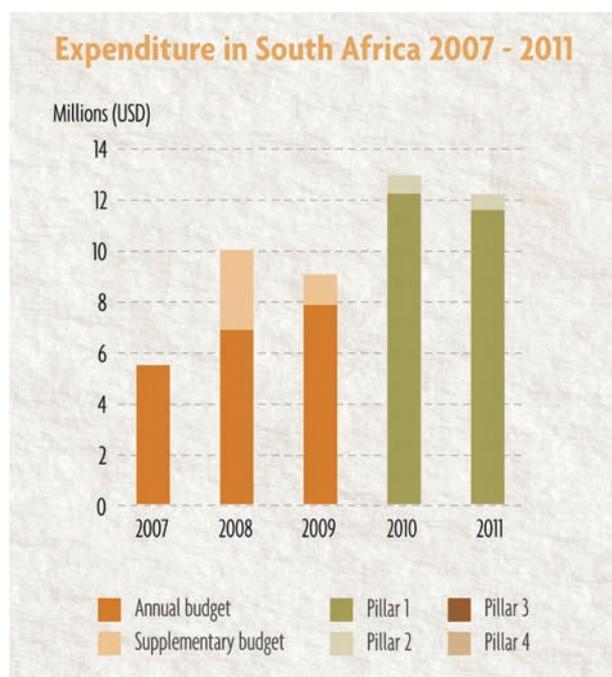
majority of the refugees and asylum-seekers; and challenges pertaining to refugee documentation. In lower-income areas, tensions between local people and foreigners arose often. Without national-level programmes to combat xenophobic attitudes, nationals continued to believe that the presence of foreigners was the cause of their poverty.

Financial information

Expenditures rose in 2008 and 2009 (USD 11.3 million) because of the additional needs of Zimbabwean people of concern and response to xenophobia. The budget expenditure for the operation in 2011 was USD 12.2, covering six regional projects in external relations, resettlement, registration, RSD, statelessness and voluntary repatriation.

Organization and implementation

UNHCR's Regional Office in Pretoria coordinated the operations of seven other country offices in Southern Africa (Angola, Botswana, Malawi, Mozambique, Namibia, Zambia and Zimbabwe) and directly addressed protection needs in the Comoros, Lesotho, Madagascar, Mauritius, the Seychelles, South Africa and Swaziland. UNHCR maintained two field offices, one in Cape Town, the other in Musina. The Regional Office was supported by 18 international staff (of whom 16 had regional responsibilities) and 29 national staff.



UNHCR's presence in 2011

□ Number of offices	3
□ Total staff	57
International	18
National	29
UNVs	3
Others	7

Working with others

UNHCR worked with 14 implementing partners to deliver legal and social assistance to refugees in Gauteng, Western Cape, Eastern Cape, KwaZulu-Natal and Limpopo. UNHCR led the Protection Working Group (PWG), comprised of UN agencies, the South African Human Rights Commission, IOM and NGOs, which focused on the response to xenophobia. The PWG worked on devising a plan to address challenges arising from the suspension of the moratorium on deportations of Zimbabweans, and an updated contingency plan to deal with civil unrest affecting refugees and foreigners.

UNHCR collaborated closely with the Government, particularly its departments of Home Affairs and Social Development, as well as provincial and municipal authorities.

Overall assessment

Throughout the year, UNHCR held regular meetings with the DHA to provide technical support and guidance on asylum issues. There were indications that the Government intended to introduce measures that would reduce the asylum space. UNHCR closely monitored developments to ensure that international obligations were respected.

Through advocacy and lobbying, UNHCR and its partners made progress in areas such as access to primary education and health services for refugees and asylum-seekers. Improvements were also visible in access to social grants, and policies were being finalized with the Department of Social Development, to enable refugees to gain access to child support programmes and grants for the elderly.

Unmet needs

- UNHCR had planned to assist at least 20 per cent of the population of concern in South Africa but was only able to assist about 10 per cent in 2011.
- The objective of reducing the number of people who were dependent on emergency assistance was not fully achieved. Only 300 refugees received micro-grants to set up small businesses out of the planned 2,000 people and only some 600 people received vocational skills training out of the planned 1,000 people.

- UNHCR did not fully realize its plans to increase monitoring in critical townships and support community initiatives as well as public information and medical campaigns as a means of enhancing social cohesion and preventing xenophobia.
- The planned outreach to extend basic services and ensure access to rights of vulnerable refugees and asylum-seekers by establishing at least two new partnerships where there is no UNHCR presence could not be implemented as it required substantial operational support.
- Out of the planned 15,000 beneficiaries, only around 1,100 families and 1,900 individuals received food and accommodation assistance.
- The capacity of the three legal partners could not be expanded to the level which is required to provide access to legal remedies to the high volume of people who are in need of assistance.

Partners
Implementing partners
NGOs: Cape Town Refugee Centre, CARITAS Swaziland, Child Welfare South Africa, <i>El-Shaddai</i> Church, Jesuit Refugee Service, Lawyers for Human Rights, Refugee Aid Organisation, Refugee Social Services, <i>Sediba</i> Hope Centre, <i>Sonke</i> Gender Justice Network
Others: Nelson Mandela Metropolitan University, Unit for Social Behaviour Studies in HIV/AIDS & Health (USBAH) at the University of South Africa (UNISA), University of Cape Town - Law Clinic, UNDP Comoros, UNDP Madagascar
Operational partners
Government agencies: City councils of Pretoria, Johannesburg, Cape Town and Durban, Department of Education, Department of Health, Department of Home Affairs, Department of Provincial and Local Governments, Department of Social Development, National Disaster Management Centre
NGOs: Refugee Point
Others: Coalition of Refugees and Migrants in South Africa, IOM

Budget, income and expenditure in South Africa | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	Total
FINAL BUDGET	40,135,780	1,031,941	41,167,721

Income from contributions	596,543	0	596,543
Other funds available	11,007,946	629,131	11,637,077
TOTAL FUNDS AVAILABLE	11,604,489	629,131	12,233,620

EXPENDITURE BREAKDOWN

Favourable protection environment

National legal framework	191,906	0	191,906
National and regional migration policy	191,906	0	191,906
Prevention of displacement	66,190	0	66,190
Prevention of statelessness	0	590,942	590,942
Cooperation with partners	66,190	0	66,190
Public attitudes towards persons of concern	104,640	0	104,640
Subtotal	620,832	590,942	1,211,774

Fair protection processes and documentation

Registration and profiling	478,008	0	478,008
Access to asylum procedures	585,980	0	585,980
Fair and efficient status determination	200,293	0	200,293
Subtotal	1,264,281	0	1,264,281

Security from violence and exploitation

Impact on host communities	68,987	0	68,987
Law enforcement	62,589	0	62,589
Gender-based violence	52,592	0	52,592
Protection of children	52,592	0	52,592
Non-arbitrary detention	393,485	0	393,485
Access to legal remedies	59,142	0	59,142
Subtotal	689,387	0	689,387

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	Total
<i>Basic needs and essential services</i>			
Shelter and other infrastructure	346,539	0	346,539
Basic domestic and hygiene items	297,459	0	297,459
Primary health care	78,397	0	78,397
HIV and AIDS	188,151	0	188,151
Education	626,231	0	626,231
Services for groups with specific needs	420,281	0	420,281
Subtotal	1,957,058	0	1,957,058
<i>Community participation and self-management</i>			
Participatory assessment	140,131	0	140,131
Self-reliance and livelihoods	401,127	0	401,127
Subtotal	541,258	0	541,258
<i>Durable solutions</i>			
Voluntary return	340,594	0	340,594
Resettlement	370,417	0	370,417
Local integration	475,692	0	475,692
Subtotal	1,186,703	0	1,186,703
<i>External relations</i>			
Public information	369,840	0	369,840
Subtotal	369,840	0	369,840
<i>Logistics and operations support</i>			
Supply chain and logistics	404,885	0	404,885
Programme management and coordination	2,722,326	0	2,722,326
Subtotal	3,127,211	0	3,127,211
Other objectives	410,995	4,572	415,567
Balance of instalments with implementing partners	1,436,923	33,617	1,470,540
Total	11,604,488	629,131	12,233,619