	UNHCR Eval	uation Management Response	
Evaluation title:	Country Strategy Evaluation – Zimbaby	ve 2019-2022	
UNHCR evaluation reference:	EVO/2023/03		
Entity that commissioned the evaluation:	Evaluation Office		
Due date of Management Response:	31 July 2024		
Coordinator of Management Response:	Name: Yasir Masoud, Sayed Mustafa Hussaini and Rita Gwarada	Job title: Regional Controller, Senior Project Control Officer RBSA and Associate Programme Officer Zimbabwe	Country Office: RBSA and Zimbabwe Country Office
Management Response approved by (senior manager in commissioning office):	Name: Chansa Kapaya and Boubacar Bamba	Job title: Regional Director RBSA and Zimbabwe Country Representative ai	Country/Office: RBSA and Zimbabwe
Date:	11 September 2024		
evaluation:  RECOMMENDATION 1:	Support the strategic and evidence-baenhancing refugees' self-reliance.  UNHCR should, in collaboration with Goits commitment of transforming the the communities that host them. This	the recommendations are still helpful in increasing mbabwe and strengthening coordinated efforts with a seed transformation of the refugee camp to a holicovernment of Zimbabwe, develop a medium-term so Tongogara Refugee Camp into a holistic, composition in the second solution of the refugee camp to a holistic composition of the refugee camp t	strategic partners.  stic and comprehensive service centre while  strategy and costed work-plan to implement orehensive service centre for refugees and nework for climate action, the global framework
Management response:	□ Partially agree		
Reasons (if partially agree or disagree):	it's an election year, six months is not a the other lined up activities in the opera reflected in the expected completion da together with the Government. Howeve	IHCR primary role is to support and advocate with the arealistic time frame to come up with a final mediunation e.g Joint Assessment Mission. The realistic time that the DRS in HQ also agrees that the 6 months' time, as this is a GRF year, UNHCR Zimbabwe will be sequently be costed in collaboration with selected page	m-term strategy and a costed work-plan given be frame would be by June 2024 and has been me-frame is too short to develop a costed plan working with the government leading up to the

Unit	or function responsible:	UNHCR Zimbabwe	Country Operation			
			_	Expected		Progress
Тор-	line planned actions	By whom	Comments	completion date	Status	Comments
1	Engagement meeting with the government to understand their vision	Zimbabwe CO Management- Protection and Programme units	Letter and meeting to unpack the government vision.  Support from RBSA (Protection, Operations, Livelihood, Development) and Geneva DSPR-Development	October 2024	Ongoing	Zimbabwe CO Management- Protection and Programme units met with the Commissioner's office to unpack the settlement benchmarks and identify critical factors that should be considered on each benchmark. An all- government stakeholder meeting is being planned to secure the commitments on the pledges made by the government in 2023 and engage the different line ministries.
2	Support the government to develop a concept note and costed plan of action in consultation with the relevant stakeholders	Zimbabwe CO Management- Protection and Programme units	Consultative multi-stakeholder meetings including with donors and other strategic partners including UN and donors and workshops with support from RBSA.	June 2025	Ongoing	Fundraising efforts continued to support the process. UNHCR Zimbabwe has included the support to government to develop a concept note/detailed roadmap for the transformation of the camp into a settlement in both the PRM Livelihoods proposal and the AFDB Climate Action proposal. Once the funds are secured the proposed actions will be operationalized.
3	Support the government in the development of medium-term strategy and costed work-plan	Zimbabwe country office management with support from RBSA	Engagement of a team of consultants with support from RBSA. The medium-term strategy and costed workplan will be validated by all stakeholders and approved by the government. The validation may happen beyond June 2024 as such processes take time.	December 2024	Ongoing	An all-government stakeholders propose an initial costed actions plan with Country Office support. The country office to engage RBSA by end of September 2024 to start the development of the detailed Terms of Reference/Concept note for the finalization of the Settlement Roadmap with a costed workplan.
4	Resource mobilization and engagement in both transactional and non-transactional partnerships	Management- Protection and Programme RBSA	This is expected to go beyond June 2024 and will be an ongoing exercise, but a resource management strategy will be in place by June 2024. It is worth noting that the resources needed to transform TRC into	June 2025	Ongoing	A draft development actor mapping has been developed suggesting possible entry points for engagements in both transactional and non-transactional partnerships.

			a "holistic, comprehensive service centre for refugees and the communities that host them" would be major and the legal framework is still not conducive to allow full economic participation of refugees and asylum seekers. It is therefore essential that it is made clear what expectations are included in a "comprehensive service centre" and what role UNHCR should have versus the government and other partners. Very few development actors currently provide financing in the country while we also note UNHCR Zimbabwe's limited Operating Level (OL) budget while additional funding has been needed to implement basic economic inclusion interventions in previous years.			. ,
REC	OMMENDATION 2:	international stand go hand in hand wit	e should continue advocating the GOZ to dards on land allocation and enable refugees the the completion of the livelihood strategy that smart agriculture practices and value chain	achieve the levels will inform on the	s of productivity best approach	required for self-reliance. This should to add value to the land (including
	OMMENDATION 2: agement response:	international stand go hand in hand wit	dards on land allocation and enable refugees the the completion of the livelihood strategy that	achieve the levels will inform on the	s of productivity best approach	required for self-reliance. This should to add value to the land (including
Man Rea	agement response: sons (if partially agree or gree):	international stand go hand in hand wit irrigation, climate Agree [add only if partially	dards on land allocation and enable refugees the the completion of the livelihood strategy that smart agriculture practices and value chain agree or disagree was selected] N/A	achieve the levels will inform on the	s of productivity best approach	required for self-reliance. This should to add value to the land (including
Man Rea	agement response:	international stand go hand in hand wit irrigation, climate Agree	dards on land allocation and enable refugees the the completion of the livelihood strategy that smart agriculture practices and value chain agree or disagree was selected] N/A	achieve the levels will inform on the management). (I	s of productivity best approach	required for self-reliance. This should to add value to the land (including ongoing)
Man Rea disa Unit	agement response: sons (if partially agree or gree):	international stand go hand in hand wit irrigation, climate Agree [add only if partially	dards on land allocation and enable refugees the the completion of the livelihood strategy that smart agriculture practices and value chain agree or disagree was selected] N/A	achieve the levels will inform on the	s of productivity best approach	required for self-reliance. This should to add value to the land (including

			informed by findings from the JAM and a feasibility study that is expected to be completed by December 2023.			stakeholder self-reliance roadmap, including a feasibility study to implement the roadmap, costed activities, timelines, and roles of the involved partners. UNHCR has included this exercise in the PRM proposal for Livelihoods expected to start in 2024 to end of 2025. It is expected to have a detailed Livelihoods roadmap with costed activities informed by a feasibility study.
2	Resource mobilization to facilitate the clearing and irrigation infrastructure development of the availed 100ha (US\$750,000) and undertake / review the feasibility study on the land provided	Programme, RBSA and DRS	In 2022 the government availed an additional 100ha which is bringing the total hectarage of 150ha. The plot size will serve to increase household plot size from 0.1ha to 0.2ha recommended by FAO.  The operation is currently in communication with DRS for additional funds towards self-reliance initiatives. The operation received \$250,000 in 2022 and is expecting \$750,000 from DRS for irrigation scheme development. Locally, the programme management and external engagement offices have begun engaging local private sector and other strategic partners to participate in burden sharing.	June 2025	Ongoing	The US\$750,000 was secured from DRS. Irrigation scheme expansion is in progress and is expected to be completed by December 2024.  The government in its self-reliance pledge increased their target to 175ha and indicated the land is available.
3	Allocation of plot size in line with international standards of 0.2ha per family	Programme Management, Livelihood Officer	The current plot size is 0.1Ha per household benefiting 435 household (385 refugee households; 50 host community households). From September 2023 the plot size will be increased to 0.2ha benefiting 750 households (675 refugee households and 75 from the host community) up from the current 435 households.  With the completion of the 100Ha under development, plot size per household will be increased to 0.2Ha towards the FAO recommendations for sustainable and subsistence agricultural production.	December 2024	Delayed	The Government expressed its willingness to align TRS plot allocation with the National standard of smallholder irrigation scheme development which is recommending at least 0.5ha plot size for meaningful commercial production for Smallholder farmers. The same sentiments have been echoed by FAO during the meeting with UNHCR Livelihoods Team from HQ who came for a mission in June 2024. The plot size allocation will likely target less than the projected 750 households in the

REC	OMMENDATION 3:	As the transition con Zimbabwe in close capacities and star including irrigation /	UNHCR and FAO Zimbabwe are in communication and FAO has been giving technical backstopping with the livelihoods focal point  ne organization structure and staff required to eraging existing capacities within GOZ and parentinues and refugees become more self-reliant, collaboration with RBSA should lead periodic ffing of UNHCR and GOZ that will be required WASH, livelihood, M&E, development, and consort UNHCR capacities (Within six months)	tners. integrated into the mapping and red to deliver the tra	e community an eview (every to ansformation.	d GOZ delivery mechanisms, UNHCR wo to four years) with partners the This should ensure that key capacities	
Mana	agement response:	Partially Agree					
disag	ons (if partially agree or gree):	funding availability for reviewing the structure	ncern over future funding and reviewing progres from others in lieu of UNHCR. UNHCR will how ucture. This is expected to go beyond the sugge	rever continue enquested six months.			
Unit	or function responsible:	UNHCR Zimbabwe Country Operation in close collaboration with RBSA					
Ton	line planned actions	By whom Comments Expected completion			Progress		
10p-	inie pianneu actions	By Wilom	Comments	date	Status	Comments	
1	Conduct annual multi-year strategy review, capacity building assessments for partners and Government and map the required human and financial resources to achieve the transformation agenda and strategic priorities.	CO senior Management with support from RBSA and DHR	The operation has submitted an organisational structure and staffing to RBSA for approval.  The medium-term strategy will determine the additional staffing required to support the government and partners in the transformation agenda. This is while DRS has co-funded the livelihoods position for the past 4 years which may not be sustainable and therefore this position could be mainstreamed into the staffing structure.  DHR will be contacted once the agreement with CO and GOZ is reached after June 2024.	June 2025	Ongoing	Zimbabwe is implementing a multi- year strategy 2023-2026, with annual staffing reviews and capacity assessments being carried out. The operation has prioritized self- reliance in its multi-year strategy and in line with Sustainable Programming. The position of Livelihoods and Economic Inclusion Associate has been regularised into FTA beginning 2025, moving away from perennial DRS support for Affiliate workforce. In the last two years, the GOZ facilitated and introduced a fully funded Agriculture Extension Officer in the settlement to specifically support the settlement and host community with agriculture extension services.	

						At the global level, UNHCR has provided additional backstopping and leveraged resource mobilization to address gaps in WASH and Livelihoods. The CO has made effective use of the UNHCR Innovation Funds to strengthen priorities such as climate change adaptation and sustaining progress on livelihood initiatives that would otherwise not be available at the regional level.
2	Provide technical expertise to partners and government in identified areas for systems strengthening and sustainable inclusion of the forcibly displaced in national and partner programmes.	CO Programme and Protection departments	The operation will be circulating an expression of interest for the selection of implementing partners for 2024-2026 cycle. The operation might retain or select a new set of partners.	June 2025	Ongoing	Partner selection for 2024-2026 they all have Framework Agreements ending 2026 in line with multi-year strategy. Mid-year review and year-end review (strategic Moment of Reflection) offered opportunities to identify areas for systems strengthening. Moreover, regular MFT feedback are shared with partners. The country office held a technical session with partners bilaterally to unpack sustainable programming concept and what it entails in our strategic approach 2025 and beyond. PSEA capacity building is ongoing with refresher trainings conducted every year for all partners. As part of systems strengthening Zimbabwe Refugee Committee training sessions are conducted every time there is a ZRC session.  As the transition continues and refugees become more self-reliant, integrated into the community and GOZ delivery mechanisms, UNHCR Zimbabwe in close

lop				date	Status	Comments
_	-line planned actions	By whom	Comments	Expected completion	_	Progress
Unit	or function responsible:	UNHCR Zimbabwe	Country Operation in close collaboration with I			
disa	sons (if partially agree or agree):		agree or disagree was selected]			
	nagement response:	<u>Agree</u>				
RECOMMENDATION 4:		livelihood projects or regional financier should be maintaine livelihoods from sub	in close collaboration with RBSA and DRS sho in line with the requirements to transition from s, accessing UNHCR global funds and increas d. Finding new sources of livelihoods funding sistence to surplus production should remain a	subsistence to ed sing the allocation for UNHCR and pa	conomic self-rel of livelihood fur artners to meet	iance. The approach of sourcing local nds in UNHCR Zimbabwe's portfolio the requirements to transform
		Diversify resource n	nobilization efforts to tap into development fund	l ds and leverage st	L trategic partners	I ships for joint resource mobilization.
						As the operation embarks on the provision of technical support in the development of a comprehensive Settlement Roadmap development, a mapping of the required human and financial resources to achieve the transformation agenda and strategic priorities will be conducted.
						collaboration with RBSA continued to conduct periodic mapping and review with partners the capacities and staffing of UNHCR and GOZ that will be required to deliver the multi-year strategy and the same will be done for the comprehensive Settlement Roadmap to support the transformation. This ensures that key capacities including irrigation / WASH, livelihood, M&E, development and community engagement are included in the GOZ, implementing partners, operational partners or UNHCR capacities.

1	Organise regular donor, development actors, private sector, and other strategic partners' engagement meetings to increase visibility of the UNHCR programmes	CO senior management	The first in-country donor engagement meeting for 2023 which included local private sector was done in May 2023. Meetings will be conducted regularly - quarterly basis. Progress will be reported in December 2023.	June2025	Ongoing	Two engagement meetings were held one focusing on Education and the other focusing on Self-reliance in 2023. Following the Joint Assessment Mission, an information sharing workshop was jointly hosted with WFP to disseminate JAM results. Engagements with UN agencies and other development actors will continue as this is part of the current multi-year strategy 2023-2026
2	Advocacy for joint resource mobilisation using UNCT and national platforms to present forcibly displaced and people at risk of statelessness as an SDG issue.	CO senior management	Zimbabwe has arrears to multilateral development banks hence is not receiving much development funding though there are opportunities for joint resource mobilization that can be pursued.  Additionally, DRS will continue to support fundraising opportunities for Zimbabwe so that economic inclusion activities are funded as much as possible. This may also require additional OL space to be considered by Regional Bureau provided funding availability.	June 2025	Ongoing	This is ongoing. To-date UNHCR Zimbabwe has jointly submitted a proposal to AFDB in a consortium with UNFPA and IOM.  UNHCR continues to report on selected indicators in the UNSDCF 2022-2026.  UNHCR participated in the development of the UN Flash Appeal for Drought response where a dedicated Refugee Chapter was included requestion U\$730,000
	OMMENDATION 5:	with international st UNHCR Zimbabwe implementation of	should, in conjunction with other UN agencies, commitments that GOZ has signed up to. The so that it further aligns its national laws and p	increase its adv	ocacy, engage ents that need to	ment and technical support for the be prioritized include the GRF, 1951
	agement response: sons (if partially agree or		r			
	gree):	, ,	agree or disagree was selected]			
Unit	or function responsible:	UNHCR Zimbabwe	Country Operation in close collaboration with F	RBSA and DRS		
Top-	line planned actions	By whom				

			Comments	Expected completion date	Status	Comments
1	Continue with the ongoing advocacy on the GoZ to lift the reservations made in the 1951 Convention for the realization of the GRF pledges.	Senior CO Management, Protection, RBSA,	The CO will take advantage of any UNHCR High level missions to Zimbabwe for high level advocacy and to get specific commitments.  During the inter-ministerial meeting held in June 2023, the GOZ re-affirmed its commitment to review the refugee act and update the legal and policy framework on refugees and asylum-seekers in Zimbabwe.	December 2026	Ongoing	[The government commenced the review of the Refugees Act in October 2023 with a Stakeholders consultative meeting in which UNHCR participated. UNHCR submitted written recommendations for the review of the Refugee Act to the government and the Minister has reassured UNHCR that these are being considered in the process. The Minister is yet to submit the principles for the review of the Act to the Cabinet Committee on legislation in 2024 but timelines have not been confirmed. The process could take time.
2	Work closely with the UN Agencies and RCO to provide support to the GoZ in the implementation of the GRF commitments.	Senior CO Management, Protection,	2023 is an election year and most meetings will be held after elections (August) with the support from the bureau.  Organize a meeting with senior UN Agencies representatives, and developmental partners to brief them on the pledges and solicit their support.  Government will organize an interministerial meeting to review the pledges (after elections but before the Geneva meeting in December).	June 2025	Ongoing	A meeting to cost the actions for the GRF pledges was held with the Commissioner for Refugees office.  During the two engagement meetings held one focusing on Education and the other focusing on Self-reliance in 2023, the Government pledges were highlighted, and a plea made for UN agencies and development actors to include forcibly displaced persons.  Engagements with UN agencies and other development actors will continue as this is part of the current multi-year strategy 2023-2026.
REC	OMMENDATION 6:	Continue advocacy	for the study on statelessness to be completed	by building on pr	ogress from the	2022 census data.

UNHCR Zimbabwe should maintain advocacy and work with the GOZ to undertake the planned study on statelessness in Zimbabwe and the actions to implement the pledges made during the High-Level Forum on Statelessness and should identify a implementing partner to support this. (Immediate and ongoing)  Management response:  Partially agree  The recommendation to identify an implementing partner to support the work on Statelessness is difficult to implement due to government sensitivities. The discussions on statelessness have evolved and are moving towards bilateral and mutually benefit discussions between GOZ and UNHCR. UNHCR pursued dialogue with the relevant government departments until government to deal directly and bilaterally with UNHCR. UNHCR can work with operational partners such as Zimbabwe Lawyers for Human [ZLHR], the Legal Resources Foundation [LRF] among others on specific thematic areas such as legal aid for which they are be placed. UNHCR has been collaborating and will continue collaborating with UNICEF and the Civil Registry Department on the CR Registration and Vital Statistics Assessment because UNICEF has a direct bilateral collaboration with the Civil Registry similar in the CR and t					ifficult to implement due to collateral and mutually beneficial epartments until government agreed inbabwe Lawyers for Human Rights egal aid for which they are best degistry Department on the Civil	
Unit	or function responsible:	UNHCR's. UNHCR Zimbabwe	Country Operation			
Ton	line planned actions	By whom	•	Expected completion		Progress
TOP-	illie pianned actions	By Wiloili	Comments	date	Status	Comments
1	Advocacy for the resumption of the Statelessness Taskforce meetings with the Civil Registry Department	UNHCR CO Management and protection colleagues responsible for statelessness	CO management will be meeting periodically with the Registrar General to discuss progress, bottlenecks and solutions to the implementation of the study.  UNHCR to join and support meetings with technical officers from the Civil Registry. The meeting will be focused on planning technical level implementation with UNHCR Protection staff.  Technical staff have met and planned a management meeting with Registrar General and UNHCR Representative in May 2023. This meeting will pave way for the resumption of meetings of the Statelessness Taskforce [inter-ministerial committee] which is implementing the study.	December 2026	delayed	UNHCR has participated in Taskforce meetings towards the end of 2023 and early 2024 where decision was made to undertake a study/survey. However, subsequent meetings have been put on hold because of UNHCR's funding challenges and no meaningful budgetary allocation to implement the Study.
2	Support the government to undertake the statelessness field Survey	Civil Registry and UNHCR protection colleagues responsible for statelessness	Planning meetings on the implementation of the Survey part of the Study are scheduled by end of July. Preliminary bilateral meetings have been held by technical teams and field missions for data collection will also be scheduled.	December 2026	delayed	The Survey has been put on hold due to funding constraints. The operation has submitted a proposal to the World Bank-UNHCR Joint Data Centre for funding and should this materialise, the study will be implemented.

			The plan is to have the survey conducted in 2023 but being an election year, the operation is cognisant of potential operational challenges that may hamper the completion of the Field survey. The field survey is expected to be completed by December 2023.			
3	Track implementation of High- Level commitments on statelessness	Civil Registry and UNHCR	Thematic reports from the results of the census are delayed due to the upcoming harmonised elections scheduled for July-August 2023. UNHCR will follow up after elections.  The civil registration and vital statistics assessment has been completed. The report is pending submission to the cabinet for approval. The submission is expected to happen by December 2023.	June 2025	delayed	Thematic reports on the census have not yet been completed by ZIMSTAT and UNHCR has initiated discussions with UNFPA and ZIMSTAT for the thematic report to be availed. The Statelessness Taskforce in which ZIMSTAT is a member has also requested the thematic report on access to birth registration.
	OMMENDATION 7:	other partners.  UNHCR Zimbabwe engagement from alternative coordinates.	should, as recommended by the Global Protect RBSA on the reformulation or deactivation on ation structure for protection and human right ember. (Within six months)	tion Cluster, lead	discussions w	rith other partners with ing the establishment of an
Reas	Reasons (if partially agree or disagree):  UNHCR Zir visit to the F appropriate As means or revert with a important such adverse the country.		will approach the Resident Coordinator and the egional Director in 2022, the Zimbabwe Reside having IDP operation in the country with the fulling a lasting solution, the RC proposed to setupendations. It would be important to have the out the event of a climate induced internal displace of the climate change on refugees as well as the agency responses are required to address climate leadership of the RC and the government, with	nt Coordinator an I set of interagence of an interagence tcomes of discuss ement, UNHCR was ne protection issue ate induced displa	d the UNHCR Rey response, including group. This was sion for UNHCR ill have to join the sthat affect the acement, a conti	Regional Director discussed the luding a fundraising and HNO/HRP. as to be discussed and the RC would to better position itself on this the interagency response to address a most vulnerable populations across ngency plan will need to be

Unit	mechanism to build the financial capacity of the various actors who will be involved. Zimbabwe will also use the conclusion of symposium to articulate the plans and lead discussions with stakeholders.  It will be important to remain strategic when deciding or not to deactivate or establishing an alternative coordination structure a significant actions should be taken once the situation on the ground has been assessed after the August elections.  Unit or function responsible:  UNHCR Zimbabwe Country Operation in close collaboration with RBSA.					ve coordination structure and any
				Expected		Progress
Тор-	line planned actions	By whom	Comments	completion date	Status	Comments
1	Conduct a protection monitoring visit to the IDP relocation sites in Chimanimani in partnership with IOM	Zimbabwe Protection Cluster Coordinator	Follow up and implement the protection monitoring visit to the Runyararo relocation site in Chimanimani to understand the IDP situation on the ground. In 2022 UNHCR undertook a mission to Runyararo relocation site. 145 households were relocated with 79 households awaiting relocation. This follow up visit would be to ascertain whether the remaining households were relocated.	December 2024	Delayed	The Operation is in engagements with IOM as it is IOM that was facilitating and monitoring the IDP relocation to Runyararo.
2	Create a Protection toolkit for sharing in case of emergency	Zimbabwe Protection Cluster Members UNHCR	Produce a toolkit for onward sharing with other clusters/working groups and in case the cluster needs to be deactivated.	December 2023	Completed	The Protection Cluster led by UNHCR finalised the toolkit for communities in case of cyclones/flooding.
3	Discussion with the RC through the UNCT on the deactivation or reformulation of the Cluster	CO senior Management with support from RBSA	The status quo will remain and the discussions with the RCO will be revisited after the August harmonised elections.	December 2024	Delayed	The discussions with the RCO have resumed now that the operation has a substantive Representative on board. A technical meeting is scheduled for September 2024.