

# In The Loop

## Refugee Voices Bulletin

INTERNEWS is currently implementing the “Refugee Voices: Two-Way Humanitarian Communications” project in Dadaab, Kakuma, and Kalobeyi Integrated Settlement in Kenya, together with FilmAid Kenya, GeoPoll, Star Media Development Centre (owner of Eastleigh-based Star FM and Dadaab-based Radio Gargaar) and Radio Atta Nayece in Kakuma as consortium partners.

“In the Loop” Bulletin is a bi-weekly data-driven humanitarian feedback newsletter produced to inform organizations and local authorities, delivering services to refugees and host communities in Dadaab, Kakuma and Kalobeyi, of community concerns that need urgent response. Internews aims to achieve two-way humanitarian communications for closing possible feedback loops to support the humanitarian community’s effort to put the concerns and feedback of the affected populations at the forefront of their service delivery thus enhancing accountability. The Community feedback used in this report is sampled from recorded Vox pop interviews, one-on-one community meetings - with all COVID-19 protocols observed, virtual community roundtable, and other feedback collected from the weekly live radio call-in shows Sauti Ya Mwanamke broadcasted by Radio Atta Nayece 90.1 FM in Kakuma. The topics of discussion for the period mapped were cholera outbreak, community information and service needs on cholera outbreak, gender-based violence and mental health illness.

Internews recorded 39 cross-cutting community feedbacks collected between the week of July 1, 2021, to July 14, 2021.



Data collected from **39 persons**



### Methods of data collection



ONLINE



ON-GROUND



ON AIR

## HEALTH

### Cholera

Cholera is a killer disease caused by contaminated food and water; what UNHCR should do is provide us with water particularly, in Kakuma 4, because we are straining a lot by walking a long distance to get water.

**Adult, Male, Kakuma 4 Camp**

We are asking UNHCR to provide training to people on maintaining cleanliness in their homes; maybe this will help reduce the spread of cholera.

**Adult, Male, Kakuma 3 Camp**

Thank you for the information on Cholera; we will take precautions.

**Adult, Female, Kakuma 2 Camp**

We request the organization to help people get enough water in Kalobeyi and train them on maintaining hygiene at home and schools.

**Adult, Female, Kalobeyi village 1**

### Mental Health Illness

There are people with mental health disability that lie aimlessly in my neighborhood. I want to know who is supposed to tend to them, the community, or the agencies.

**Adult, Male, Kakuma 3 Camp**

Is forgetting things fast regarded as part of mental illness?

**Adult, Female, Kakuma 1 Camp**

How can we prevent mental illness?

**Adult, Male, Kakuma 2 Camp**

I would like to know how parents can cause their children to commit suicide.

**Adult, Female, Kakuma 1 Camp**

## WASH

Water and toilets access is a big challenge in our village. We have a tank, but it is dirty. We have tried washing it, but it is hard because someone can slide and drown. We are requesting NRC to find a way to help us.

**Adult, Male, Kalobeyei village 1**

You are telling us to wash our hands, and there is no water.

**Adult, Female, Kakuma 4 Camp**

We received toilet slabs. We request help with digging the toilets.

**Adult, Male, Kakuma**

## GENDER-BASED VIOLENCE

It is good to stay in peace with your wife. There is no need fighting and causing violence in the house.

**Adult, Male, Kakuma 1 Camp**



## Virtual Community Roundtable Discussion on Cholera Outbreak in Kakuma Refugee Camps and Kalobeyei Integrated Settlement Conducted on July 8, 2021

**Concern 1** - I want to ask agencies responsible for refugees on matters hygiene and sanitation; what should be done to save the lives of people who have not been infected with the disease when there is a Cholera outbreak? Also, what else can you do for the community to be aware that there is Cholera?

**Adult, Male, Kakuma 3 Camp**

**Concern 2** - Cholera cases increased because many people in the community do not have enough clean water contributing to poor hygiene maintenance. NRC should help to ensure that there is enough water to avoid people getting water from the Lagga, which is contaminated. People use lagga water for drinking and cleaning. We also request latrine covers as many do not have top covers, and you find flies coming from the latrine and going direct to food. In addition, we need soap for cleaning.

**Adult, Female, Kakuma 1 Camp**

**Concern 3** - Cholera is a disease caused by poor hygiene. Most parents do not know how to maintain cleanliness at home. They sometimes do not wash utensils, children defecating everywhere. Latrines are dirty, and flies fly around, contaminating utensils and food, which causes cholera. I request agencies to provide us latrine covers, buckets, and soap for hygiene maintenance.

**Adult, Female, Kakuma 4 Camp**

**Concern 4** - When it comes to these issues of cholera outbreak, the outbreak is only happening in village 1; because many people lack toilets and defecate anyhow. Also, we lack water in Kalobeyei. I have witnessed people getting water at the water pan, boiling it to drink, and cooking, which is very unsafe for our health. I urge the organizations to help people find enough water in Kalobeyei and train them on hygiene maintenance at home and in schools.

**Adult, Female, Kalobeyei village 2**

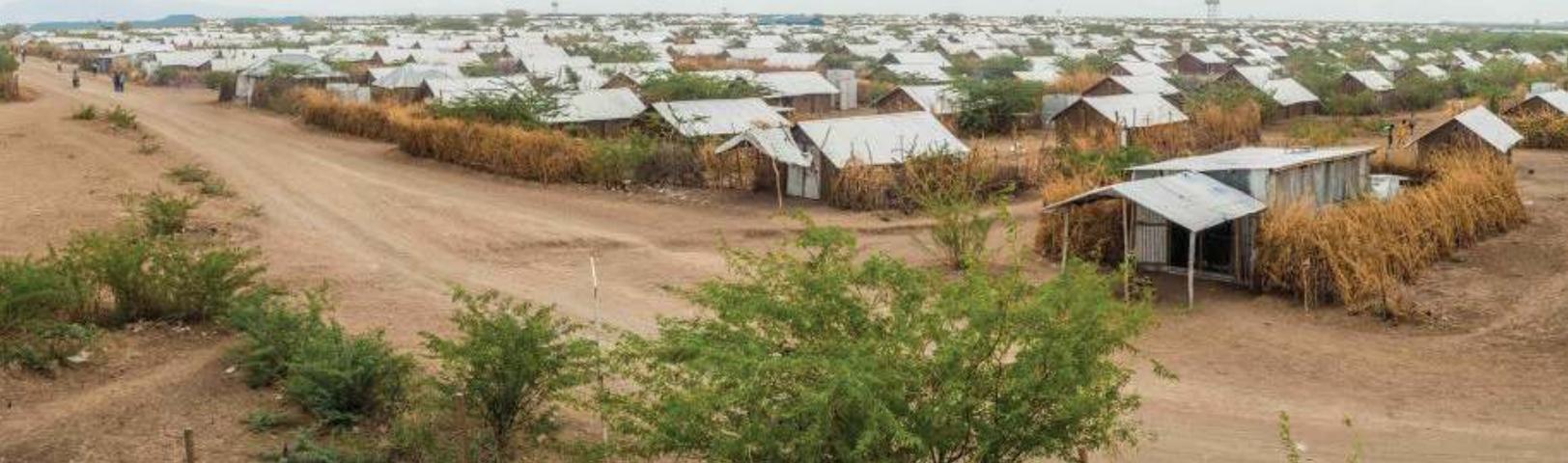
**Concern 5** - Cholera is there because two weeks ago one of my cousin's children was taken to hospital without us knowing what she was suffering from. She was taken to the main hospital in village one. The doctor asked what the problem was, but we could not say. Test results showed the girl had cholera, which left us surprised. We did not know how a person suffering from cholera behaves and particularly what they go through. Therefore, the communities should be taught signs and the symptoms of cholera. I ask agencies in Kalobeyei, particularly Kenya Red Cross if they can help teach people signs of cholera so that if anything happens to anyone in the community like what happened to my niece, they will be able to act fast. Is there a way such training can be conducted for the community so that when such things happen, we will be ready to help?

**Adult, Male, Kalobeyei village 1**

**Concern 6** - Poor sanitation in the communities is where all these problems start. If we try to keep hygiene and sanitation, we would be able to achieve something, and maybe cholera may not be there. In village 3, we do not dispose of the trash at the right place. You find children defecating around the house, which brings cholera. When we try to ask the agencies how they can stop this, we do not get answers, and they are the only people who can help.

**Adult, Male, Kalobeyei village 3**





## Humanitarian Actors' Response

**Response 1:** The strategies remain the same for any disease outbreak. We do a lot of information campaigns. Partners speak on the radio, distribute leaflets and conduct community-level meetings to discuss prevention strategies, understanding of the disease, ways somebody gets infected, and where a person can seek immediate help. Community

health volunteers, hygiene promoters, and water quality monitors are the key people who conduct these meetings, and community members can seek information from them.

We want the community to be our frontline in watching out for people who misuse water and damage pipes to get water for construction and irrigation. We expect to see what they are doing

about it. Are they able to report them? These are the same people who live in the community, and when there is a cholera outbreak, it does not spare them. Are the community members able to flag people misusing water, not for purposes of reporting them to the police, but rather engaging them to discuss matters prioritizing the little available resources.

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Patrick Oguti | Senior Medical Associate | UNHCR - Kakuma

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**Response 2:** NRC is working to provide enough water to the growing population in the camps but faces a multitude of challenges to overcome. Of the major ones is the ever-growing population coupled with dwindling water sources, especially during the dry seasons. Our prime target for water provision is the

beneficiaries at the household level; however, they are other competing needs, including construction and farming with the available water; hence people vandalize the water pipes. People move from one zone to another in search of water creating water inadequacies as the hours of water distribution will not match

up the crowded zones. Consequently, we are re-looking into the water distribution timetable. We also want to engage the community to understand the challenges we face and walk the journey with us as we work on ensuring every person gets at least 20 liters of water per day.

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Bertha Mutali | WASH Coordinator | NRC -Kakuma

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**Response 3:** We are currently training the hygiene promoters, community health volunteers, and community-led total sanitation facilitators and water quality monitors with the aim to equip them with information on cholera prevention and response at household level. The training highlights what the beneficiaries need to know, what action to take and where to seek help immediately to save a life. We engage with the beneficiaries to reduce disease infection by working closely with community-led total sanitation facilitators (CLTS) who go door-to-door in almost every block in the camp and in the settlements. They conduct awareness at the household level to inform and provide life-saving information to the beneficiaries entailing prevention measures and where to seek help, including referrals to nearest health centers if someone is suspected or shows signs and symptoms of infection.

As PWJ, we reach out to the community using the radio station when invited and when we have programs. We worked with FilmAid Kenya and Deutsche Welle Akademie to disseminate messages through the Sikika Radio program. In addition, we distributed hygiene and sanitation messages created by

content generators through the radio listener group at the camps to receive feedback on the kind of information they receive and what else they would want to hear on issues affecting their hygiene and sanitation needs.

We encourage beneficiaries to ensure the latrines are kept clean and covered. Currently the only subsidy PWJ provides to beneficiaries are slabs and poles for making the superstructure. We also provide technical knowhow and demonstrate how to make and use of the latrine covers by every household. We encourage and work with the community to utilize the locally available resources, it does not have to be something bought from the market. It could be from used plastics so long as it can cover the hole of the latrines. We do encourage every household to have this as an existing behavior which every member of the household practices. We request beneficiaries to consider their health and benefits of prevention by adapting the safer practices while waiting for any promised subsidy.

Through the Market-Based Sanitation (MBS), PWJ is creating demand for an array of technologies, products and services for sustainably improved sanitation using the

existing community mobilization structures. Such products include **SATO Pan** and **SATO stools**, which acts as a toilet cover. It ensures waste is invisible and deposited safely, prevents flies from getting out of the latrines, and uses little water to clean the toilet. We are currently partnering with beneficiaries in Kalobeyei and parts of Kakuma 4 to adopt the new technology. The practice of open defecation is an old habit; We, however, have strategies that have been put in place to educate people. PWJ through its community hygiene promoters, prioritizes educating and informing people through household awareness. When there is a cholera outbreak, it always has an immense connection with open defecation, poor waste disposal, and consumption of contaminated water. We encourage people to avoid these outdated behaviors. We understand a change of behavior is gradual, and some people still practice open defecation. We have faith and hope that since a larger percentage of the population have seen the importance of using toilets, the remaining ones will follow suit to avoid and prevent outbreak of diseases like cholera.

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Ambrose Orege | Risk Communications Officer | Peace Winds Japan

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**Response 4:** We have community health promoters whom we use to disseminate disease prevention messages to the community. We have a hospital toll-free number, and we are available to attend to any case when community

health promoters notify us in the event they find any symptomatic person. We organize a visit by our public health officers or community nurse assigned to that area to attend to that household. We educate the household members

about the incidence; prevention measures they are supposed to take and identify what could have led to the infection for enlightening and to stop the spread of the outbreak. .

Cecilia Irungu | Clinical Officer | AICHM-Kakuma

## Agencies Response Segment

*The objective of this segment is to provide the “right of reply” to agencies on community concerns responses on specific services offered or needed. Internews reaches out to the partners to close the possible information gaps and community feedback loops. We also offer radio time to the partner agencies on the ground to respond to community concerns/feedback recorded during a particular period in the event our community correspondents could not reach a particular partner prior to a publication.*

### Community Concern

Those people whose houses collapsed during the rainy season have not received repair materials for their houses. Why?

**Adult, Female, Kakuma 2 Camp**

### UNHCR Response

“We have faced lot of challenge this year in the procurement of timber for shelter construction and repairs. Every shelter material that we have now is being utilized to decongest the already congested reception centers making it difficult to prioritize shelter repairs in the interim. Efforts are being made to source timber but due to scarcity the suppliers are not able to meet with the demand. As soon as situation of timber supply improve, UNHCR will commence again with shelter repairs”.

**Nnamdi Nnaji | Settlement Planning Officer | UNHCR Kenya | Sub-office Kakuma**

### To support the two-way humanitarian communications, Internews team will:

- Support communication efforts of partners by giving free Radio airtime during the weekly live call-in shows at Radio *Atta Nayece* in Kakuma.
- Support community correspondents in Kakuma refugee camps and host communities to gather community feedback for timely referrals and response.
- Continue mentoring and providing technical assistance to the Radio *Atta Nayece* (in Kakuma) teams to produce quality weekly live radio call-in shows that address thematic issues on health and protection in the camps.
- Produce a bi-weekly factsheet (“In the Loop” Bulletin) capturing the most asked questions, rumors, needs, requests, suggestions, myths, misconception, complaints, and fears, collected in a particular period from communities across the refugee and host communities in Kakuma and Kalobeyei Integrated Settlement.

For more information on **“In The Loop”** Bulletin and Communicating with Communities efforts by Internews in Kenya, please contact Stellar Murumba on [smurumba@INTERNEWS.ORG](mailto:smurumba@INTERNEWS.ORG)