



In Bentiu, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Akiiki Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).

## What We Heard This Week – Feedback from the Community

### Crocodiles in Koyhethey

Kondial listening groups in Koyhethey village are concerned about attacks by crocodiles that come out of a nearby river at night. They said that is it common for the crocodiles to run through residential areas when they come out to hunt and attack animals. The listeners have asked for help from concerned agencies, perhaps to build a protective fence along the river bank.

*Mixed Listening Group, Koyhethey*

### Adult Education Request

An adult in Nimni Payam of Guit County told Internews information officers that they are willing to go to school and learn English, but the schools there are for children whose age groups do not allow adults to study comfortably. They have asked education partners if they could support an adult learning center.

*Adult, Nimni*

### Overcrowding in Hospitals

A listening group with adults in Bentiu raised concerns about congestion in health facilities. They said that long queues at Bentiu hospital make it difficult for patients to get help quickly. They are requesting health partners to help them find a solution so that patients can get attended to quicker.

*Adult, Bentiu town*

### Psychosocial Services

A Youth listening group in the PoC highlighted the fighting amongst young men in the PoC. They said they fight over minor things which can be resolved peacefully and they

talked about the trauma, mental health & psychosocial related issues which may drive them to this behavior. They would like MPSS agencies to conduct awareness on trauma and mental health related issues.

*Youth, Sector 2 Block 12 Bentiu PoC*

### Reunification Happiness

A mixed listening group with family members who were recently reunified with 10 and 17-year-old children in the PoC has extended gratitude to Great Upper Nile Organization for unifying them with their children after 5 years of separation.

*Mixed Listening Group, Sector 2 Block 6 & 8, Sector 4 Block 2 & Sector 5 Block 6 in PoC*

### Desludging of Latrines

The pupils and school management at Nyueljul Primary School in Rubkona expressed gratitude to IOM for their prompt response to their need for the desludging of the latrines. They are now encouraging IOM to work on all latrines within the school premises.

*Mixed Listening Group, Rubkona*

### Handiwork for Livelihoods

A listening group at the Youth Centre in Bentiu PoC expressed appreciation to Mercy Corps for teaching them how to design and sew fabrics for domestic use. They said that they can now work to earn a living instead of being dependent on other people or organisations. They encouraged Mercy Corps to continue helping women and girls to develop themselves.

*Youth Listening Group, Youth Center Sector 2 Block 12 Bentiu PoC*



*A drama is recorded at the opening of the South Sudan Red Cross Office in Bentiu town. Photo/Internews*

### 111 Feedback Collected From

- Adults (over 35 years old) 42%
- Youth (18-35 years old) 52%
- Children (0-18 years old) 5%

### Feedback Gathered Through 1,640 Interactions

- Listening Group 16%
- Information Officer 79%
- Phone 5%

## Kondial 97.2 FM Weekly Program Highlights



### HEALTH PROGRAM: Measles and Polio prevention

Kondial FM produced a series of Public Service Announcements which mobilised the community to respond to the second measles and polio vaccination campaign for children. The campaign was carried out in Bentiu PoC by health agencies. In an interview on Kondial's Health Program, UNICEF's Communication for Development Consultant Luoy Gatkek confirmed that over 75,000 children benefited from the 5-day campaign. Radio station staff also went to speak to Mothers of the children at vaccination points across 5 Sectors who said they were happy to have their children vaccinated.



### MORNING SHOW: No more weapons, no more harm

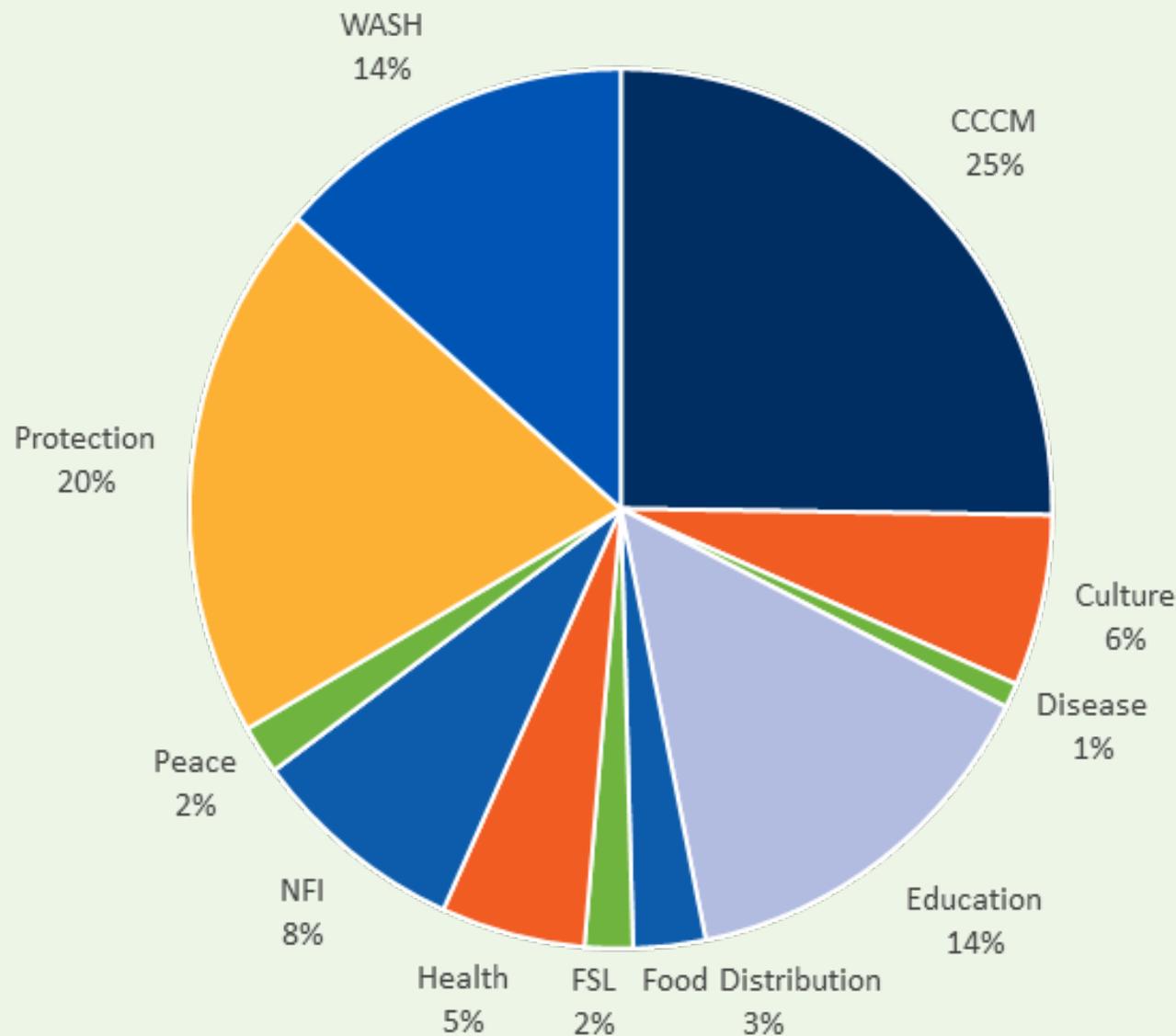
Keeping weapons like spears, knives and sticks in shelters and markets has been a concern voiced in many listening groups in the PoC. Some of the custodians of these weapons have used them to fight among themselves. Kondial FM discussed this issue with traders from Sector 3 and the Secretary General (SG) of the Community High Committee (CHC). The traders said that they had agreed with the UNPOL and CHC that for any item security deem as a weapon is to be collected and put away. UNPOL and the SG said that keeping these weapons is dangerous and that no one in the community should keep any of the mentioned weapons in their shelter or shop.



### Community Feedback

### Weekly Program Highlights Continued

Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The pie chart below illustrates the overall categories in which feedback was collected this period.



#### WASH PROGRAM: Slashing grasses for safety

Tall grasses and bushes growing in water drainage channels and nearby residential areas in sector 4 have been of great concern to those living nearby. Kondial acting on feedback made a program about this with invited WASH partners. Residents on the program said that criminals may be sneaked in to PoC with guns and could easily use the tall grass for concealment. Others talked about the weeds in the water ditches block the flow of water, creating stagnation which in turn becomes breeding grounds for malarial mosquitoes. Mercy Corps WASH appeared on the show to assure residents that their garbage collectors would clear the grass in the water drainages across the sector.

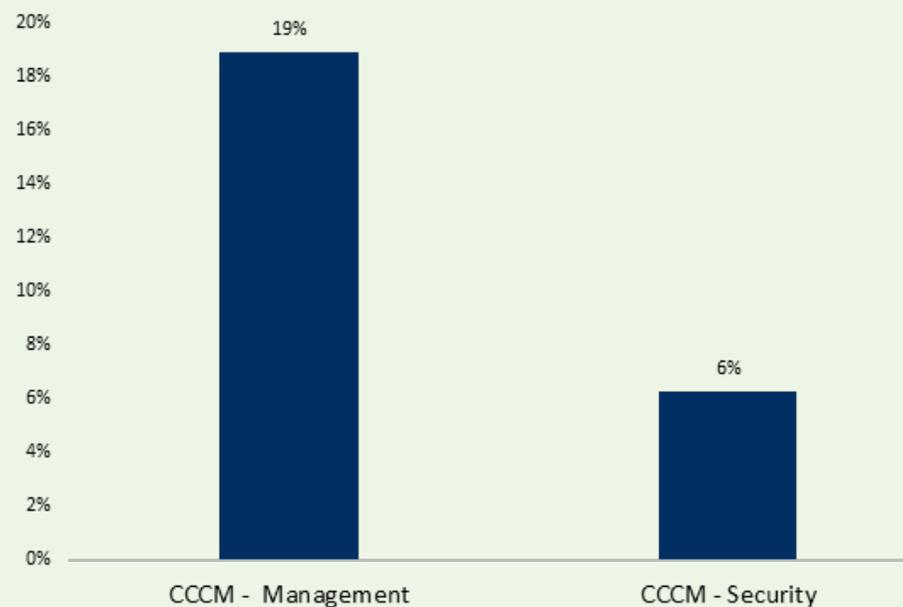


#### EDUCATION PROGRAM: Clean schools for healthy kids

In a program produced in the PoC, the Head-teacher of the Mercy Corps supported Liberty Primary School shared the idea of forming school hygiene clubs. The School official said that hygiene clubs would promote and raise awareness among children and the residents of Sector 3 where Liberty School is located. Kondial FM contacted Sector 3 Sectary General who welcomed the move by the school authority and acknowledged community's support of the idea.

### CCCM Detailed Feedback

This graph details the feedback by sub-category, for the most mentioned overall category from the chart to the left.





In Jamjang, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager Jelena Savic (jsavic@internews.org) or Team Leader James Mafer (jmafer@internews.org).

## What We Heard This Week – Feedback from the Community

### Fence for Child Friendly Space is good for protection

Refugees say that their children have problems attending school in other blocks and they discussed how it would be good to have a child friendly space in the block to shorten the distance for their children.

*Adults, Ajuong Thok, Block 37*

### Leave our children to study at Makoria

Refugees at Block 37 of Ajuong Thok camp complained over shifting of their children from Makoria Primary School to the new school and have asked LWF to leave the students who live nearby Makorai to remain at Makoria to shorten the distance for them.

*Adults, Ajuong Thok, Block 37*

### Lack of latrines encourages open defecation

Residents at a listening group spoke about the collapse of their latrines due to heavy rains, and they were wondering whether they would get new latrine construction materials or not. They would like Samaritans Purse to give feedback because if there were no replacement latrines people may go back to defecating in open areas.

*Adults, Ajuong Thok, Block 30*

### Clarifications needed about AHA not attending meetings

Women to women support group at Block 37 of Ajuong Thok camp told a listening group that whenever they organize a meeting, AHA does not attend and they have asked if they can come and let them know why.

*Women, Ajuong Thok, Block 37*

### Sports for peace among youth

Youth in Ajuong Thok discussed in a listening group how sport can promote peace and peaceful coexistence among different groups of youth and communities. They are wondering if a concerned agency would give them sports items to help develop peace.

*Youth, Ajuong Thok, Block 37*

### Adolescent females want dignity kits

Women at Block 30 of Ajuong Thok camp requested IRC to provide them with dignity kits (sanitary items) to help them in driving their menstrual period.

*Youth, Ajuong Thok*

### Parents want school children to receive textbooks

Parents in Block 16 of Ajuong Thok camp said that students do not have enough textbooks and have asked LWF to provide textbooks to encourage students to study and give good results in exams. They said parents cannot afford buying the books and, in addition, the books could not be found at the market.

*Adults, Ajuong Thok, Block 16*

### Worn-out plastics sheets for roofing need replacement

Number of refugees in Block 30 of Ajuong Thok camp explained that their roofing plastic sheets had got damaged and leaking water during the rain and have asked DRC to provide them with new plastic sheets the soonest.

*Adults, Ajuong Thok*



*Pamir Camp refugees participate in a CwC training session. Photo/Internews*

### 19 Feedback Collected From

- Adults (over 35 years old) 100%

### Feedback Gathered Through 266 Interactions

- Listening Group 100%

## Jamjang 89.4 FM Weekly Program Highlights



### With refugees program: Keeping order at distribution sites

In a talk show, Zacharia Ndegwa, AHA Nutrition Manager spoke about order at distribution sites. He explained that misunderstandings usually occur during distributions, especially with beneficiaries without ration cards, and has added that that some women send their children to receive flour without any document. Jamjang FM interviewed Ajuong Thok camp chairperson Daniel Musa who urged beneficiaries to adhere to the system and to observe the roles and regulations during the distribution. Bolis Adam, Head of Community Peace Team (CPT) at Ajuong Thok camp explained to Jamjang FM that their work was to keep order and to organize the beneficiaries during queueing for nutrition flour.



### Peace in community: Keep animals away bring harmony

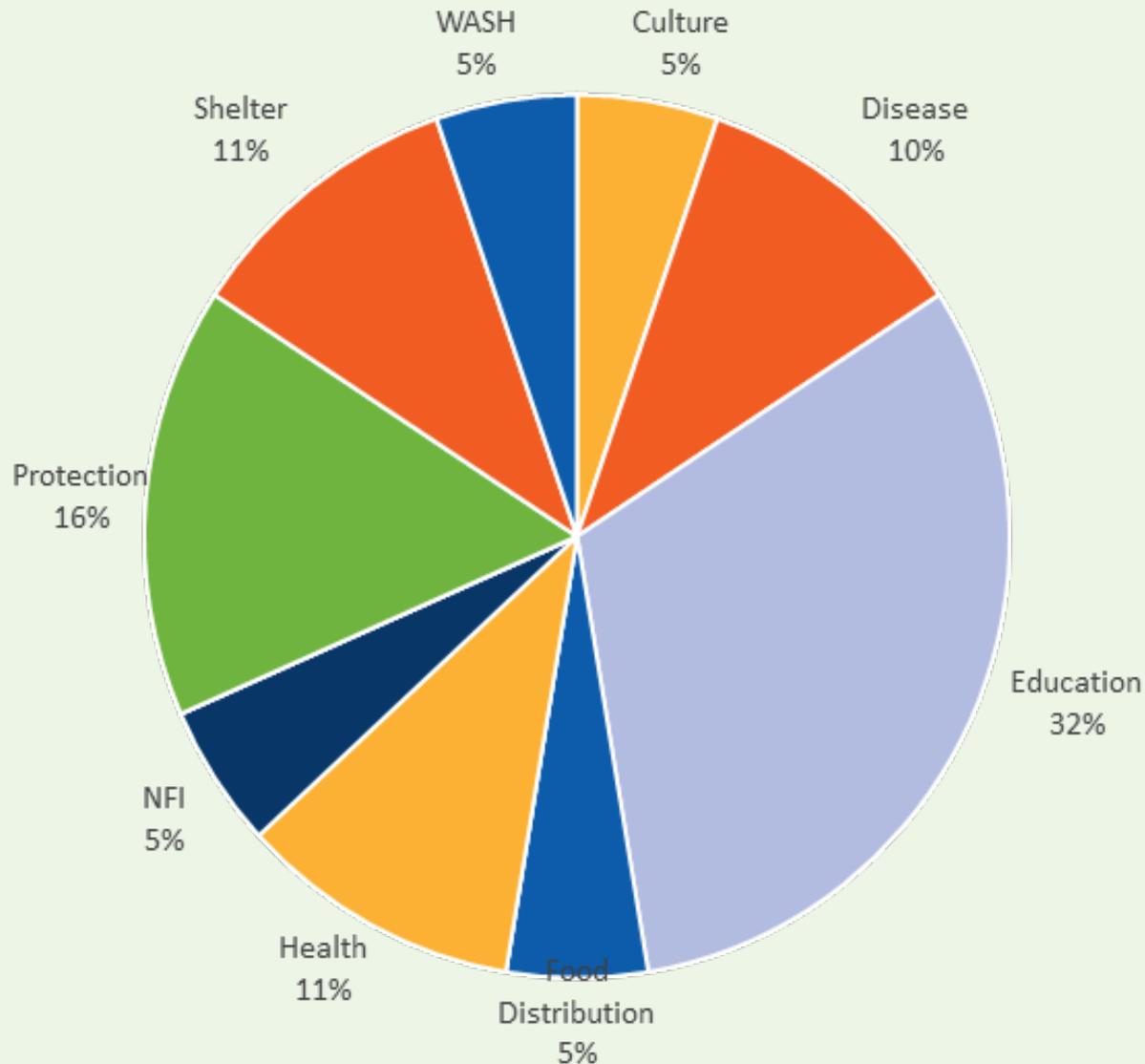
Jamjang FM produced a program on the protection of crops from domestic animals. In the program, Ismail Algoum, Head of Ajuong Thok Camp Agricultural Committee called goats owners to keep them away from farm sites and appealed to the farmers not to hit the goats when caught inside the farm, urging both sides to handle their affairs amicably. Charles Mabek, Head of Joint the Agricultural Committee in Jamjang County discussed their fines to owners of goats found messing with other people's crops. Refugees in Ajuong Thok expressed their unhappiness with the movement of goats randomly inside the camp, and they too appealed to goats' owners to keep them under control.



### Community Feedback

### Weekly Program Highlights Continued

Internews Jamjang collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The pie chart below illustrates the overall categories in which feedback was collected this period.



#### Health Program: New developments at Hope Health Care Center

Jamjang FM covered the opening of the new waiting area and drug store at Pamir Hope Health Care Center. During the event Jamjang FM interviewed a number of refugees in Pamir camp who expressed their joy over these developments. Ibrahim Zacharia, Ajuong Thok Camp Acting Chairperson expressed his gratitude, and Veton Orana, UNHCR Head of Sub Office spoke about delivering services to the community.



#### WASH Program: community and agencies managing water together

In response to feedback from blocks 16, 22 and 46 of Ajuong Thok camp Jamjang FM produced a program with Bith Bol, UNHCR WASH Program Field Associate about water taps. Bol pointed out that they formed water committees in blocks to monitor and oversee the water taps and he appealed to refugees in Ajuong Thok and Pamir to help in maintain the water taps to stay clean. Jamjang FM spoke with refugees in Ajuong Thok and Pamir they asked for help to help clear the water in the blocks soak away pits and fence soak away pits and to cover it in mesh to prevent mosquito breeding and keep away children from playing in the waste water.

### Programs Produced and Broadcast

Internews Jamjang runs humanitarian radio station, Jamjang 89.4 FM in Ajuong Thok. The programs are largely based on feedback from community members, and insight from humanitarian organizations. Our main topics this week were:

	<b>HUMANITARIAN</b>	<b>2</b>
	<b>AGRICULTURE</b>	<b>1</b>
	<b>WOMEN &amp; GIRLS</b>	<b>2</b>
	<b>HEALTH</b>	<b>1</b>



In Juba, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Boda Boda Talk Talk, a mobile audio service inside the UN House PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Siobhan McEvoy (smcevoy@internews.org) or Humanitarian Multimedia Trainer Tidio Betty (tasaya@internews.org).

## What We Heard This Week – Feedback from the Community

**Residents appreciates the recent registration**  
Youth in the PoC have told a listening group about their happiness that the registration process ended peacefully and they thank ACTED, UNMISS and IOM for their hard work and good organisation. They said registering using thumb prints is better than tokens to avoid double registration. Some of the youth were asking if the people who were sick in the health facility will have been included in the registration process.  
*Youth, PoC 3 Zone D*

**...but there are still some concerns over how it will work.**  
Some women during a listening group discussion expressed concerns over the registration process. They have ask for the actual biometrics date to be communicated to them. They are wondering how the thumb scanning is going to work as they saw no registration of names to go with it.  
*Women Adults, PoC 3 Zone C*

**PoC residents express an urgent need for GFD**  
Residents in PoC 3 say they are extremely hungry and “starving” because they still have not receive food for last month and whatever they had is now finished.  
*Youth PoC 3 Zone C*

**Garbage collection timetable**  
In a focus group discussion with elders in PoC3, the elders said they are not always informed about the time for garbage collection by THESO and NILE HOPE. As a result they end up keeping the garbage in their house. They ask THESO and Nile Hope to let them know the time table for collecting garbage from the different zones.  
*Adults, PoC 3 Zone C*

**Disable missed NFI**  
Disabled people in PoC 3 told an Information Officer that during the previous NFI distribution for people with special needs they had missed out. They wanted to know if they will be another chance and if they would be eligible for some of the NFIs that they missed.  
*Disabled, PoC 3 Zone A*

**Lack of household basic needs**  
Mothers in the PoC said they lack some of the basic materials for sleeping like mats, and some house hold commodities like salt, soap, charcoal and money for grinding their grains is not enough. They therefore urge any concerned NGOs to support them with these to make their living in the PoC better.  
*Youth Mothers, PoC3 Zone C and Zone H*

**...While others ask if it comes with NFI**  
PoC 1 residents say while they do appreciate their food distribution, a group of elders during a listening group discussion said they expected an NFI to be given during food distribution, but it was not there.  
*Elders, PoC 1, Block H*



A BBTT community correspondent leads a focus group discussion about fire wood collection. Photo/Internews

**This week BBTT collected 46 unique feedbacks throughout the PoCs:**

- Adults (over 35 years old) 57%
- Youth (18-35 years old) 33%
- Children (>18 years old) 2%
- Elderly (60+ years) 9%

**Data collected from 331 females (62%) and 200 males (38%) in PoC 1 (21% of feedback) and PoC 3 (74% of feedback).**

**This week BBTT interacted with 531 PoC residents through the following methods:**

- Listening Group 24%
- Informal Meeting with BBTT Staff 46%
- Focus Group Discussion 30%

## Boda Boda Talk Talk Weekly Program Highlights

**Birth spacing and contraceptives**  
BBTT correspondent Paul Tong had discussion with Nyekang John Chuol, Bianga Stephen and Bini Kuajien from Youth Agency for Research and Development (YARD) about family planning. They talked about birth control methods used to let people work out when they would like to have a child and the common methods available at the PoC. Bini said that spacing out births allow mothers to remain healthy. They ended with talking about the family planning services at the IMC clinic in the PoC.

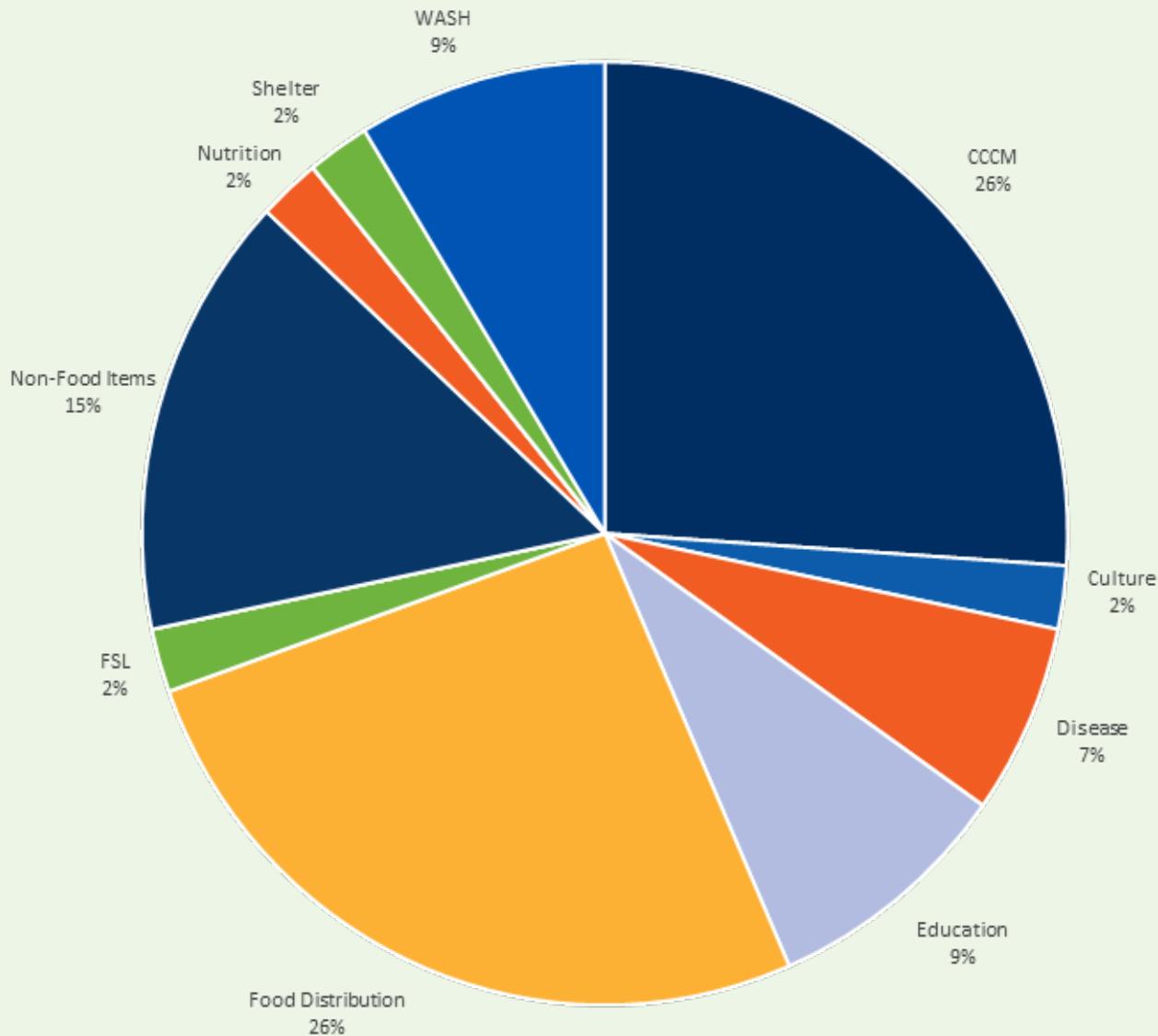
**Vaccination to prevent childhood diseases**  
James Gatluak Chuol of Magna joined the BBTT team on a show about vaccinations. They discussed the different types of vaccinations available and when they should be taken to prevent childhood diseases. James told the BBTT team that the common vaccinations like TB, Polio, measles, and tetanus often start early, with many given to children from birth and up to 9 months. He advised parents to make sure their babies receive all the vaccines that are available to them.



### Community Feedback

### Weekly Program Highlights Continued

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#### Fair play with good referees

Whitaker has been on BBTT to talk about their training for football referees in the PoC. Nhial Gach from Whitaker said they are targeting football referees and coaches to strengthen their skills in sport management. He said the training started in June and will last till December 2018. Football is one of the most popular games played by youth in the PoC.



#### NFI distribution and Missing Items

Last month Concern Worldwide had done a shelter by shelter assessment of non-food items in POC site, followed by distribution of NFI in POC3. Although the distribution was successful, some members of the community missed the NFI. Francesca the NFI manger from Concern worldwide organization appeared on BBTT to say that they have distributed plastic sheeting, blankets, jerry cans and solar lamp to the community in POC3. She added that they will attend to the concerns and complaints as they are received.

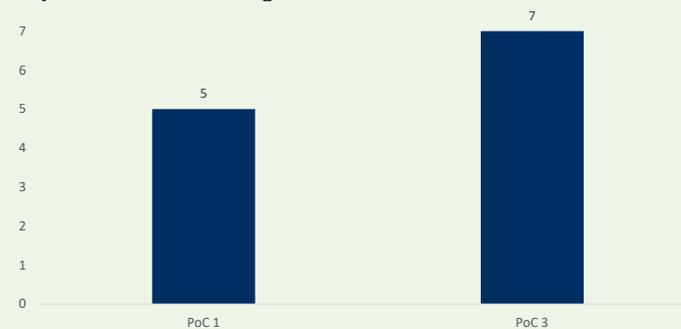


#### Open defecation is not a closed topic

BBTT had a program about the open defecation by children, which is not an uncommon occurrence in the PoC. There has been feedback about community members being worried that this may result into the spread of diseases. Doboul Gok BOTH hygiene promoter with Nile in POC3 said they have an awareness program with the community to keep their surroundings clean and hygienic. He advised parents to clean up their children feces immediately when they defecate in the open space and take it to the nearest latrine or the solid waste collection site for disposal so as to prevent diseases.

### Food Distribution - Detailed Feedback

This graph details the feedback on Food Distribution that was received this week, illustrated by PoC. Twelve feedbacks were recorded on the topic, reported by 156 IDPs including 102 females and 54 males.





In Malakal, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager and Trainer Nimaya Manasseh (nmanasseh@internews.org).

## What We Heard This Week – Feedback from the Community

### Two blocks, three latrine sites

Residents said that the soil brought by IOM for levelling the latrines has taken by some of the community members to level their tents after their tents were flooded by rain water. They ask for a WASH partner to bring the soil again to level the latrines and do it quickly so no one can take it.

*Youths, Sector 1 block K*

In a separate block in sector 1 listening group members are worried that damaged iron sheets at their latrines mean that there is no privacy when you go. They would like WASH to help repair it so that everyone can use it comfortably, especially at the female latrines that near to the male latrines.

*Youths, Sector 1 block C & L*

In the next sector it is broken latrine lighting that is causing concern as listening groups say the solar lights are not working. Those with 'phones said they have been using them to see. The group members said it would be good if WASH or CCCM could fix it, especially as elders and people with special needs will need light to go safely.

*Youths, Sector 2 block N*

### Distribute the plastic sheets by agreement

During the plastic sheets distribution in sector 1. Some residents have told our listening groups that they are not happy because some families received two sheets and the others received only one. They said they were told by their community leader that each family with an IOM biometric card will receive two plastic sheets as per an agreement with DRC. They feedback participants ask if the NFI and other clusters to keep to the agreement they have been told about as they would like to avoid complaints or quarrels between family members and humanitarians during the distributions.

*Youths & Adults, Sector 1*

### Stop people who dig soil from the roads sides

Residents have spoken to us that after rains fallen families have started to dig up the road side to get soil to dry the rainwater inside their tents. The listening group participants were worried this damage the roads may stop humanitarian's cars providing services and they ask DRC camp management to stop those people.

*Adults, Sector 4*

### Thanks for repairing washing hands containers

Residents have told us that they are happy with the repaired hand washing containers provided by WASH. They ask WASH to continue fill the containers by water and put the soap on it so when someone visited the toilet can wash his/her hands.

*Adults, Sector 1*



*Nile FM speaks to an IOM WASH Supervisor about repairing handwashing containers. Photo/Internews*

### 51 Feedback Collected From

- Adults (over 35 years old) 47%
- Youth (11-35 years old) 53%

### Feedback Gathered Through 1,149 Interactions

- Listening Group 22%
- Information Officer 35%
- Telephone Calls 24%
- Mobile Feedback 18%

## Nile 98.0 FM Weekly Program Highlights

### Malakal UNMISS Head of Field Office message: special live studio call-in program

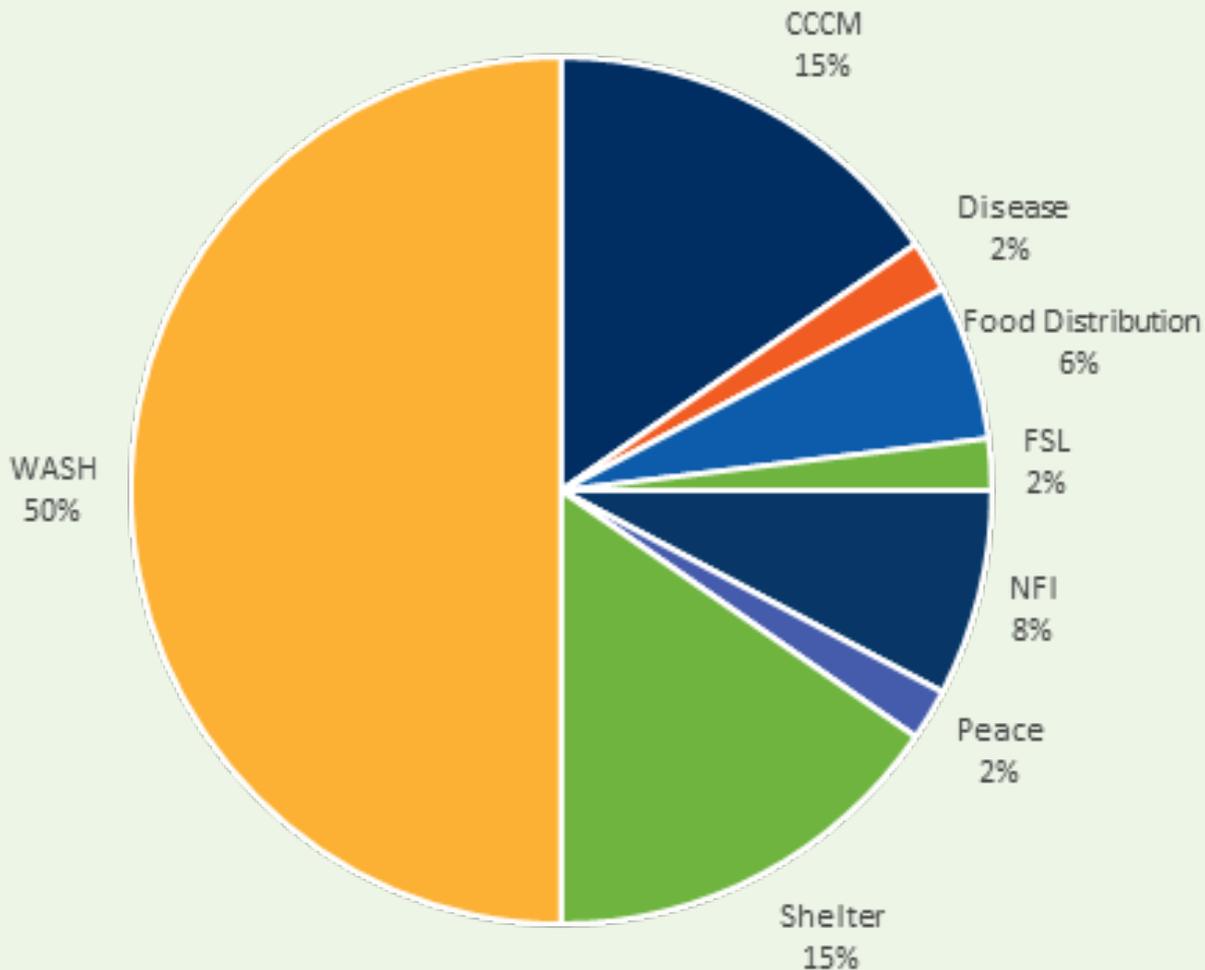
In a live studio phone in show the Malakal UNMISS RRP Team Leader Keikura Seingah and UNMISS Civil Affairs representative Mike Dzakuma discussed labour dispute, where the Youth Union have warned against Equatorial staff working in the PoC. The show featured a response written by UNMISS regarding the Youth Union's demands and claims and was read out in English and Arabic. This was followed by a phone in discussion with Keikura Seingah and Mike Dzakuma about topics such as the jobs in the PoC, maintaining critical services, and that all jobs from UN and humanitarian partners in the PoC (including Internews which operates Nile FM) do not discriminate, and whether a position is based in Juba or locally in Malakal both of them would be open to all South Sudanese who apply and passes a normal open selection process. The UNMISS civil affairs representative has said that they don't yet have a solution and they ask the community leaders to help solve this problem. The calls after showed a huge appreciation for the broadcast.



### Community Feedback

### Weekly Program Highlights Continued

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#### Child Program: the way of learning

On the child program Fadwat Daniel, the Intersos child friendly space trainer, explained how she uses pictures and play to help children understand what have been talking about it. Fadwat said this was a way to help children to simultaneously learn about things and to speak clearly. Teacher Michael Obol said trainers should not mix in two languages when at school, but children can discuss like this with their Family's members at home.



#### WASH program: hygiene awareness for community volunteers

The IOM Hygiene Promoter Supervisor, came onto the WASH show to talk about how they trained their community hygiene volunteers so they can help the community in the positive ways of using latrines, collecting garbage, and water preservation. They discussed further ways of saving water and the importance of hand washing after visited toilet. Sandy added that the training will help extend their message within the community so they can protect themselves from getting diseases like cholera.



#### Business program: reduction of commodities prices

Pio Laa the Chairman of Chamber of Commerce in the PoC, explained on the business program that the reduction of 100 dollar from 30,000 pound to 20,000 pound in the black market has led to a big drop of up 30% in prices in the PoC market. He urged his fellow traders who are still using the old high prices to reduce them so commodities prices can harmonize in the market.

### WASH Detailed Feedback

This graph details the feedback by sub-category, for the most mentioned overall category from the chart to the left.

