

In The Loop

Refugee Voices Bulletin

“In The Loop” is a bi-weekly data-driven humanitarian feedback newsletter, produced to inform organizations and local authorities delivering services to refugees, returnees, and host communities in Dadaab. Internews aims to achieve two-way humanitarian communications for closing 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 to enhance accountability. The Community feedback used in this report is sampled from recorded Vox pop interviews, social media platforms and mobile survey outcome as conducted by GeoPoll in Dadaab, Kakuma and Kalobeyei informal settlements. GeoPoll conducted the survey in two waves where Poll 1 was in English and Poll 2 in Somali language. Key to note is feedback on community awareness on protection violations reporting mechanisms, protection assistance frequency, satisfaction on protection assistance and areas of improvement. Other feedback added to this Bulletin was collected from the weekly live radio call-in show (Bilan) broadcasted in Dadaab by Star FM’s Radio Gargaar 97.1FM. The topic of discussion for the period mapped was the assistance received by the refugee community in the wake of COVID-19 and impact of the cessation of movement on women in the refugee population in Dadaab refugee camps.

Methods of data collection



ONLINE



ON-GROUND



ON AIR

Data collected from **985 persons**



273 Female
31%



712 Male
69%

A total of 985 comments were recorded in the week of 15th May - 7th June, 2020.

HEALTH

The assistance received by the refugee community in the wake of COVID-19 A BIG Thank You to Agencies, For Sensitization on Coronavirus

Agencies have sensitized us on measures of preventing the virus, and we listened to these messages on Radio Gargaar. We say thanks to all organizations.

Adult, Female, Hagadera Camp.

We have heard public health awareness messages on Coronavirus on the Radio. We usually listen to Radio to follow the news. We were told to keep children indoors and wash their hands frequently. I would like to send my gratitude and appreciation to organizations doing this work.

Adult, Female, Hagadera Camp.

Thanks to the charitable organizations for continually chipping in and reaching unto us. They do a lot for the community. They come to the Radio stations to share information on the pandemic and control measures. We send our appreciation to them.

Adult, Male , Hagadera Camp.

We are refugees with very little or no income at all. Coronavirus has restrained a lot of our survival tactics; for instance, there is a restricted inter-camp movement which has largely affected our livelihoods. I would like to ask organizations to increase food ratio, provide soaps, masks, and increase water supply.

Adult, Male , Hagadera Camp.

Requests for Masks and Gloves!

Indeed, Coronavirus has posed huge risks to human life around the world, and we are suffering from its impact. We have heard the public health awareness messages on the Radio shared by the organizations. I would call upon the community to practice the health information disseminated by organizations to prevent and abate the disease. Moreover, we would like to request for masks and sanitizers.

Adult, Male, Hagadera Camp.

We are told to wear masks, but then a piece costs KES 50 and more. We can hardly afford it, if we were to buy for all family members. We would like to request the provision of masks.

Adult, Male , Hagadera Camp.

Organizations have been sharing health promotion messages, infection prevention, and control measures to protect ourselves from the pandemic. I would like to send my utmost gratitude to the honorable organizations serving us at such a critical time. Furthermore, we would like to request for masks.

Adult, Male , Hagadera Camp.

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Adult, Male , Hagadera Camp.

As refugees, we need a lot of help, but of a priority now is masks and gloves.

Adult, Male, Dadaab.

We request for the provision of masks; we have not received any, kindly provide them.

Adult, Male, Hagadera Camp.

We have been neglected amidst this pandemic. We need a lot of assistance. We would like to call upon UNHCR to provide us with food as well as protective gear against the virus.

Adult, Male, Dagahaley Camp.

COVID-19 has become a new catastrophe in the world. On the other hand, there is no additional support or assistance to refugees currently except for the few things they have been getting in the past.

Adult, Male, Hagadera Camp.

FOOD SECURITY AND LIVELIHOODS

Concerns Over the Cessation of Movement In Dadaab Refugee Camp

Most of us women get our daily bread from small petty trade businesses hence the lockdown and the curfew have affected our earning. Furthermore, when the cessation was effected it made our situation more fragile. We would like to request the government of Kenya to consider our plea as we are a vulnerable community and lift this order of cessation of movement.

Adult, Female, Hagadera Camp

All economic activities are at standstill in Dadaab, and this endangers people's lives. We would like to request the president to consider opening the economy, ease the imposed cessation of movement and lockdown.

Adult, Female, Hagadera Camp

The cessation of movement is detrimental to the whole community at large. However, the economic impact of the virus affects women who tend to be breadwinners disproportionately.

Adult, Male, Dagahaley Camp

The restrictions of movements affect single women who do not have other support systems. We were already struggling to survive, and the pandemic has worsened it.

Adult, Female, Dagahaley Camp.

Since the government has imposed the cessation of movement in Dadaab, it should also consider helping the poor with food and money.

Adult, Male, Mandera.

The cessation of movement certainly has a broader impact on the lives, economic, psychological, and social well-being of the refugee population.

Adult, Male, Dadaab.

The cessation of movement brought a lot of hunger among the population; we cannot go to places of work. Many people lost their livelihoods. We are asking the government to lift the imposed restrictions on us. If this continues, so many problems may result including people falling into abject poverty.

Adult, Male, Hagadera Camp.

I am one of the small business owners in Ifo camp selling clothes. The cessation of the movement has affected my business, which is on the verge of collapse because I do not have supply, I would like to ask the government to lift the order.

Adult, Female, Hagadera Camp.

I support the cessation of movement because it is the only way to beat and control the spread of the disease. I would like to tell the community to be patient with the orders.

Adult, Male, Hagadera Camp.

GRATITUDE

The Playgrounds Are Now Empty. Thanks, UNHCR!

Despite months of sensitization on keeping children indoors and restricting them from using football fields, you would still see children playing in the fields. This is no longer the case because security officers allotted by UNCHR have been surveilling playgrounds to keep out of reach for use.

Community members, Dadaab refugee camp

PROTECTION

A cry for more surveillance at the border

We have Coronavirus cases in Dadaab. I would like to request the government and organizations to coordinate in tightening the surveillance and manning of the borders. The few cases we have now was brought by people from Somalia. They mostly cross to the camps at night; therefore, the government should be strict in manning the borders so that we can combat the spread of the virus.

Adult, Male, Dagahaley Camp.

Let us not leave the refugee community only to organizations. We have rich Somali people who can extend their hands to them. I would say, let them think about their fellow sisters and brothers. Furthermore,

There is a need for the government to revamp border surveillance.

Adult, Male, Garissa.

Impact of the cessation of movement on the refugee population in Dadaab refugee camps.

WASH

Is It Safe to Use the Same Soap? We Need to Know.

Food distribution is currently ongoing; we use the same soap to wash our hands. We would like to know the safety of this practice.

Community members, Dadaab refugee camp.

We would like to request organizations to consider our situation and introduce safety net in their interventions to support the community during this difficult period.

Adult, Male, Hagadera Camp.

SUGGESTIONS

How should UNHCR and partners respond to community feedback?

- Protection partners at large can institute more strict measures to ensure privacy of persons. Case follow up also require more improvement.
- Communities passionately appeal to all agencies to extend support in the provision of protective materials such as masks and gloves. Owing to their economic situation, partners should consider continued supply of masks and gloves to encourage communities implement protective behaviors.
- Agencies working on the health sector to raise awareness and build knowledge around community questions about infection transmission, prevention and control through radio messages and programs.
- The community expressed concerns over dwindling economic activities, and faceoff with hunger and deepening poverty, therefore, it is critical to explore ways of intervening and supporting the most vulnerable to keep them afloat to bail them out from long term poverty.

To support this process, the Internews team will;

- Support community correspondents in Dadaab refugee camps and host communities to gather community feedback for timely referrals and response.
- Continue mentoring and providing technical assistance to the Dadaab-based Radio Gargaar and Nairobi based Star FM teams to produce Bilan – a weekly live radio call-in show that addresses thematic issues on health and protection.
- 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 that period from communities across the refugee and host communities in Dadaab.
- Internews will work with GeoPoll and FilmAid to conduct a bi-weekly mobile survey to collect knowledge, attitudes, and community practices on health, gender-based violence, sexual exploitation and abuse to provide baselines for interventions. The survey will also gather general feedback about information provided by the project, identify health and protection knowledge gaps, and gauge communities' knowledge, access and use of services in the camps. Data will be available and presented to consortium partners and humanitarian organizations.

GEOPOLL SURVEY RESULTS AND RECOMMENDATIONS

Sampling and Demographics

The demographic split of respondents indicated more participation from males compared to females. 76% and 71% of males participated in Poll 1 and Poll 2 respectively while 24% and 29 % of females participated in Poll 1 and Poll 2, respectively. Age band 15-30 years also had majority representation in both surveys; 74% in poll 1 and 64% in Poll2, followed by persons aged 31-49 years, 24% in poll 1 and 27% in poll 2. The least respondents were persons aged 50+ years with 2% in poll 1 and 9% in Poll 2.

In Poll 1 respondents in Kakuma comprised 64% of the sample, Kalobeyei 7% and Dadaab 11%, while in Poll 2 respondents in Kakuma comprised 14% of the sample, Kalobeyei 3% and Dadaab 77%. Respondents who did not indicate their location were 11% and 6% in Poll 1 and Poll 2, respectively.

Research Design

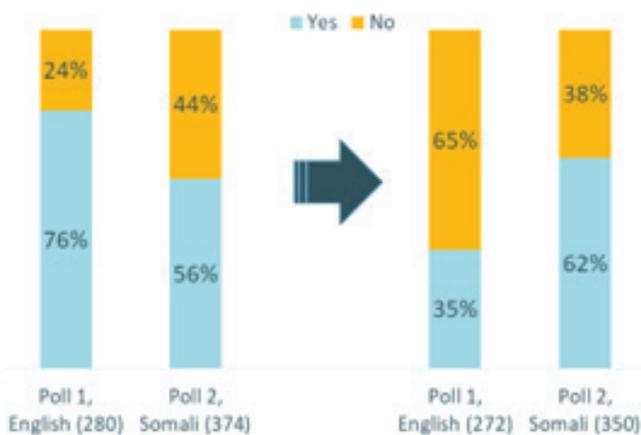


Analysis:	• Quantitative
Instrument:	• Semi-structured Questionnaire
Question count:	• 10 questions
Method:	• SMS Survey (Self completion surveys)
Source of Respondents:	• Client provided sample
Sample:	• Poll 1, n=374; Poll 2, n=553
Respondent details:	• Poll 1 administered in English, whereas Poll 2 administered in Somali
 Screener:	• None
Fieldwork Dates:	• 15th-26th May 2020

Reporting Protection Violations/SGBV

Awareness on ways of reporting SGBV

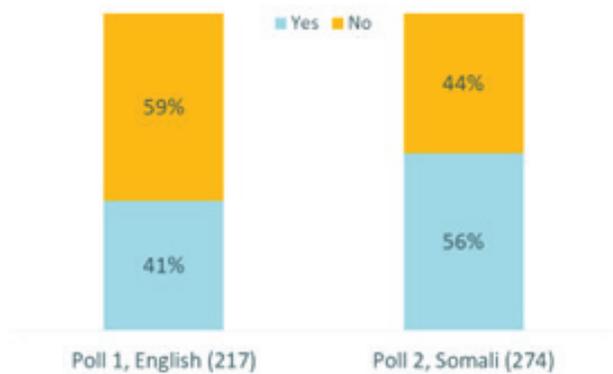
Persons having reported SGBV



Information sources on reporting SGBV	Poll 1 English (226)	Poll 2 Somali (294)
Film	27%	49%
SMS	18%	29%
Pubic address announcement	22%	10%
Radio	12%	6%
All the above	21%	6%

Poll 1 had 76% awareness on ways of reporting protection violations, whereas poll 2 had 56% awareness. In poll 2, 62% indicated having reported protection violations, however 65% in Poll 1 had not reported any violations. Film was the most popular source on information on reporting SGBV in both waves.

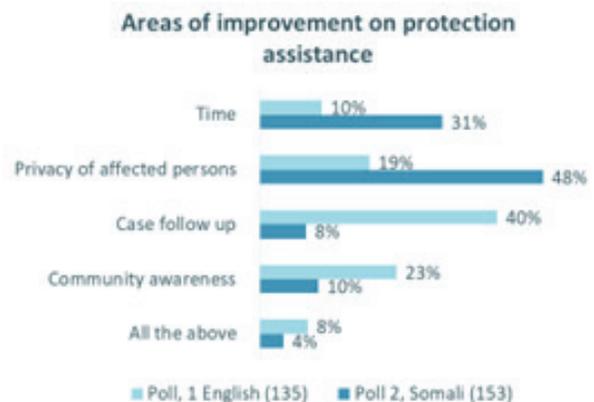
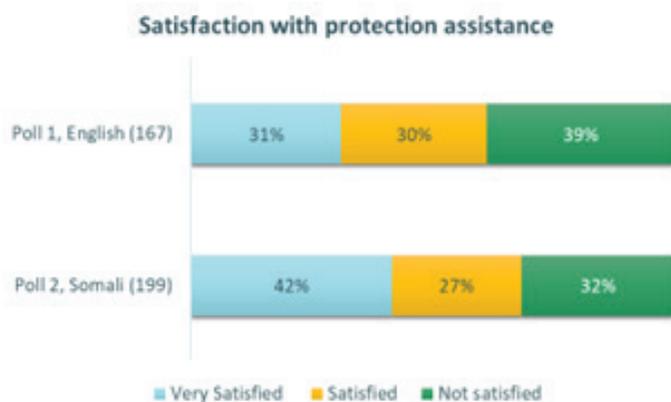
Assistance on Protection Issues



Last Protection Assistance	Poll 1 English (175)	Poll 2 Somali (215)
1 week	13%	31%
2 weeks	13%	14%
3 weeks	13%	13%
Over 3 weeks ago	61%	41%

In poll 1, 59% indicated they had never received assistance for a protection issue, whereas in Poll 2, 56% said they had received assistance. The most recent assistance received as indicated in both polls was more than 3 weeks prior to the study.

Satisfaction/Improvement on Protection Assistance



39% of the sample in Poll 1 were not satisfied with protection assistance, whereas 42% were very satisfied in Poll 2. In Poll 1, 40% indicated case follow up as a key area improvement. 48% identified privacy of persons affected as an area of improvement. In both waves time was the second most important improvement required.

Key Take Outs

- 1 Public announcements most popular for media interaction
- 2 Awareness on ways of reporting protection violations is above 50%
- 3 Information on reporting protection violations such as SGBV is attributed mostly to film
- 4 Last protection assistance received over 3 weeks prior to survey
- 5 Privacy of persons and case follow up require more improvement

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