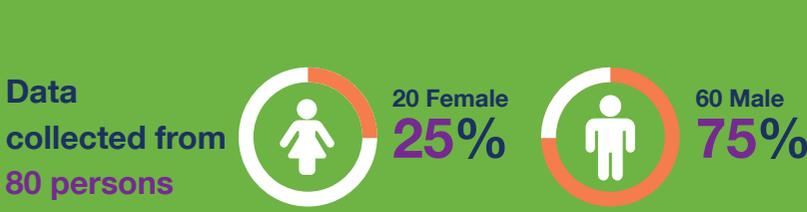


# In The Loop

## 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, virtual community roundtable discussions and other feedback collected from the weekly live radio call-in show (Bilan) broadcasted in Dadaab by Nairobi’s Star FM’s Radio Gargaar 97.1FM. The topics of discussion for the period mapped were on COVID-19 deaths in Dadaab, how girls in the camp are accessing radio lessons and the effects of schools’ closure on girls’ education in Dadaab Refugee Camp. A total of 80 interactions were recorded in the week of July 6 - July 19, 2020.



## COVID-19 Deaths in Dadaab Refugee camp Community Concerns and Fears on COVID-19 Deaths in Dadaab

### HEALTH

We had a lot of fear before. The lifting of the lockdown and restriction of movement in and out of the camps has intensified our fears. We are vulnerable refugees, and with people coming from other places to the camps put as in a dangerous spot.

**Adult, Female, Dagahaley Camp**

We were safe because the country was in lockdown. Now that the ban was lifted and the restriction of movement in and out of the camps has resumed, we are worried. Furthermore, people have already died of the virus in Hagadera. We request the agencies to quarantine, and test anyone coming into the camps. They should also increase their work around sensitizing the community. We, refugees, are vulnerable.

**Adult, Female, Dagahaley Camp**

The lifting of the lockdown generated a lot of fear among people. The unrestricted movement of people in and out of the camps may bring more harm than good.

**Adult, Female, Ifo Camp**

Before the lockdown was lifted, the virus was there but, it was spreading slowly. We, refugees, are vulnerable to handle the virus, and people coming into the camps may bring the virus which, can worsen the situation.

**Adult, Male, Dagahaley Camp**

We request for masks and awareness on the virus. Thank you.

**Adult, Male, Dadaab**

Refugees are vulnerable to any obstacle. The virus has had a huge impact on people’s lives both in terms of causing death and affecting livelihoods. If the lockdown has been lifted, the cases will probably increase.

**Adult, Male, Ifo Camp**

It is a matter of concern that people died of Coronavirus at the refugee camps. It is now a fact that the disease exists.

**Adult, Female, Mandera**

I recommend people working together on improving hygiene such as washing hands all the time and staying away from crowded places like weddings and so forth. I would say let people be extra careful.

**Adult, Male, Somalia**

I believe the community now understands the existence of the disease. On the other hand, the lifting of the lockdown will only increase the risk and the number of infections at the camps.

**Adult, Male, Mandera**

We know that Coronavirus is a dangerous and deadly disease, but as Somalis, it is hard for us to take warnings seriously. Furthermore, the unrestricted movement in and out of the camps will certainly increase the spread of the virus, thus raising the rate of infections like never before.

**Adult, Male, Hagadera, Camp**

We would like to thank all the presenters of the Bilan program. We have benefited a lot from the program, and we thank you for hosting the program.

**Adult, Female, Ifo, Camp**

Organizations need to increase awareness to prevent the disease.

**Adult, Male, Wajir**

We can prevent the Coronavirus if the health workers do their job and send staff to every neighborhood to find out the situation of the people.

**Adult, Male, Dagahaley, Camp**

We would like to thank organizations for the continuous sensitization work they undertake. We also thank the government for the excellent update on the latest developments in the country through its Ministry of Health. We request the government to close entry points to the camps to control the spread of the virus to people living in Dadaab camps.

**Adult, Male, Hagadera, Camp**

Case follow up takes longer, which exposes the rest of the community. Organizations should step up to hasten the process.

**Adult, Male, Hagadera Camp**

We need to accept this disease is real and relinquish the negligent attitude of not following the public health measures. As for organizations, please provide masks while you continue with raising awareness.

**Adult, Male, Garissa**

We request organizations to distribute masks and strengthen community sensitization. We fear so much since the first death out of COVID-19 has occurred in Dadaab.

**Adult, Male, Ifo camp**

**Request for Masks and Soap**

Community members continue to appreciate the public awareness organizations are conducting on the pandemic. There is, however, a continuous request for masks and soap. In a previous virtual community roundtable conducted on the July 25, 2020 UNHCR representative David Magolo mentioned there were making masks to be distributed to the target population. Internews encourages the UNHCR to use the radio platform to give the community continuous updates of the same as an assurance that they are thinking of them so they can win their trust in fighting the pandemic together.

**How Girls in Dadaab are Accessing Radio Lessons**

**EDUCATION**

Early marriage has risen because girls elope with anyone at any time, so controlling them is becoming a major problem for parents. The schools were a haven for girls.

**Adult, Female, Dadaab**

Radio lessons cannot match classroom teaching. Students who were struggling to learn from classroom learning cannot find Radio lessons useful.

**Adult, Male, Hagadera Camp**

I am one of the students who listen and learn from the lessons aired on Radio Gargaar. I am thrilled about it. Thanks to the organizations running the programs.

**Youth, Dadaab**

Radio lesson has a lot of advantages for the students at such a time when schools remain closed. The only obstacle is that a few people own Radio while the majority do not thus making lots of girls to miss the opportunity.

**Adult, Male, Ifo Camp**

We do not study anything because we do not have a radio, books, and lighting lamps. Besides, we cannot afford online learning. Therefore, we would like to request the re-opening of schools.

**Youth, Hagadera Camp**

Frankly speaking, I am disappointed with the education sector, because they have not designed a proper platform better than radio which we can understand things properly. Radio is not the best option to teach students. Furthermore, they are a lot of problems at the Refugee camps that can inhibit studying.

**Youth, Dadaab**

We have been learning from the radio lessons. We are very grateful to Radio Gargaar and the humanitarian organizations.

**Youth, Ifo Camp**

I listen to the radio lessons, and we are very excited about it as girls in school.

**Youth, Hagadera Camp**

We cannot learn from online due to lack of internet access.

**Youth, Hagadera Camp**

Not all families afford Radio to tune in to the ongoing lessons. We understand that organizations cannot give a radio to every household, but we request targeting the most vulnerable ones.

**Adult, Male, Hagadera Camp**

**We need Study Tools!**

Through phone calls, adults and youth expressed their appreciation for the radio lessons, but they are requesting partners to provide study tools such as books, radio, and lamps for students.

**Residents, Dadaab**

I am a teacher, I visit pupils' houses to help them participate and understand the radio lessons, but I do not find the pupils at home. Some of them will even run away upon seeing us. I would urge parents to make sure their children are available to be taught.

**Teacher, Ifo Camp**

We mostly miss lessons because parents would give you work to do at home as well as send you to run an errand. I request organizations to speak with the parents to enable us to study and benefit from the Radio lessons.

**Youth, Hagadera, Camp**

We listen to the lessons on the radio, but it is not understandable because some of the subjects are difficult to comprehend on both radio and online platforms. It can only be understood when a teacher is explaining to you.

**Youth, Ifo, Camp**

**Community Concerns and Questions Raised During Virtual Roundtable Discussion Conducted on July 16, 2020**

**Effects of Schools' Closure on Girls' Education in Dadaab Refugee Camp**

**PROTECTION**

There are instances where girls are enticed with jobs to work in Nairobi. How can this be monitored by agencies in the Education sector and deal with it?

**Education Activist, Hagadera Camp**

How are agencies dealing with girl child marriages, are they working with the Kadhi? If not, why? because it is the Khadi's office that oversees marriages at the camps?

**Youth Leader, Hagadera Camp**

There is the culture of getting girls married off at an early marriage to safeguard the dignity of the family what are organizations doing to eradicate such culture?

**Chairlady, Hagadera Youth**

**LIVELIHOOD**

Do girls benefit from cash transfers to reduce their vulnerability; and how effective is it? If yes, what criteria are used to select the beneficiaries?

**Education Activist, Hagadera Camp**

**HEALTH**

Substance abuse by young girls; how can agencies control this menace?

**Education Activist, Hagadera Camp**

**EDUCATION**

FilmAid used to do a film on motivating girls to be in school and studying? Is this still on or Coronavirus has affected it?

**Youth, Dagahaley Camp**

Is there an education committee established to link the community and the agencies? Who also works with the community to raise awareness on girls' education so we can report the situation to the agencies?

**Youth, Dagahaley Camp**

Are there avenues solely dedicated to schoolgirls where they can report any abuse they face or get help.

**Chairlady, Ifo Youth Umbrella**

**Humanitarian Actors' Responses**

- The issue of girls traveling to Nairobi does exist. Some run away, and their journeys unknown to their families. As psychosocial support, we mostly convene girls' conferences and mentoring programs where we try to put girls into groups to talk about their challenges, thus creating a support and mentorship system. This is a huge and sensitive matter that needs collaboration from all the partners dealing with education or protection.

**Hani Abdirizack-Psychosocial Officer, Lutheran World Federation**

- The issue of girls dropping out of school is complex. LWF as an education provider has limited control over learners when they are at home. The responsibility of girls is now in the hands of their parents. In as much as we have put programs together to make children busy at home, much depends on the parents.
- With COVID-19 challenges, we are emphasizing on limited movement, social distance, and a lot of care in terms of those risks that can bring infection. We are trying to do a delicate balance so that learners are kept busy at the same time they stay healthy.
- We gave responsibility to the board of management (BOM) during the development of the program to ensure that parents take charge of learners. It is only parents who can take strong control of learners while at home.

**Lawi Malenje- Education Coordinator, Lutheran World Federation**

- We need to create awareness and sensitization, especially for the parents now that the girl child is at home. We must ensure learners are engaged since the conventional classroom is not there.

**Joseph Mutua -Senior Education Officer, Windle International**

- The only cash transfer program we have now is for learners living with disabilities who have difficulties traveling from home to school. There are reports of bullying and children getting lost on the way. The intervention is, therefore, meant to provide transport to motivate them to come to school.

**Hani Abdirizack-Psychosocial Officer, Lutheran World Federation**

- We have a cash transfer program. We provide some amount of cash to the most very vulnerable group, around 1,300 girls. It has been there even before Coronavirus. And in the wake of COVID-19, we topped up something; they now get KES3,000. The extra amount is meant to mitigate girls during these challenging times.

**Joseph Mutua -Senior Education Officer, Windle International**

- Substance abuse at the camps does exist. It is an issue that comes up a lot during child protection meetings. We have established a task force to figure out how children at the camps access drugs, who sells it, and where they take the drugs. Once this data is gathered, we can design an effective response.

**Hani Abdirizack-Psychosocial Officer, Lutheran World Federation**

- Yes, it is the Kadhi who precedes all marriages at the camp. There are cultural practices, and there are religious practices. In the Islamic religion, the only determinant to get people married off is whether the girl is of age to marry, and the husband can take care of her. This is a huge challenge, more than the cultural aspect. To overcome this, we need to create awareness and sensitize the community. We need not get tired of it until we achieve attitudinal change.

**Hani Abdirezack-Psychosocial Officer, Lutheran World Federation**

- We have a big challenge with this issue. Whenever a case is reported, we follow up to serve justice to the victims. At the final stage, the parents retract from the case and sometimes even go as far as saying they do not remember the statement, they made. It is a real challenge with all protection partners. Nonetheless, we shall not give up.

**Baaqir Hadijah- Education Officer, Dagahaley**

- We do have staff who are in the camps who are coordinating the learning to mobilize learners and get in touch with BOM and PTAs so that children are aware of what we are doing. Sometimes there could be a disconnect; not everyone has a radio. Therefore, we use BOM and PTAs to communicate and reach to them.

**Joseph Mutua -Senior Education Officer, Windle International**

- Currently, what we do is called film-based virtual distribution network. We convert films to mobile digital form. We share it on WhatsApp groups for discussions with community structures. We do this in partnership with DRC, UNHCR, and KRCS to discuss SGBV and related matters, which is quite rampant at the camps.

**Fatuma Roba-Field Manager, Dadaab, FilmAid Kenya**

- Yes, we have a committee we work with; they are our direct link with the community. We have worked closely with them until early March this year before schools closed. It has been a tough call because there is a loss of touch between agencies and the community due to unavoidable circumstances. Nevertheless, the board of management (BOM) has been working with parents on the management of learners from home. We have homeschooling whereby we have centered teachers who are living at the block level to be guardians and teachers for learners.

**Baaqir Hadijah- Education Officer, Dagahaley**

- We have a platform called Eneza where learners can use a mobile phone, and it is a free app. It has been in existence for the last two months. We are working with partners to see if we can extend the free window. A lot of learners have been using it.

**Joseph Mutua -Senior Education Officer, Windle International**

- LWF provides leaning materials such as books and pens. Radio lessons are also aired. Moreover, there are online learning platforms such as shupavu and Eneza. It is important that the community is aware of the availability of these platforms.

**Hani Abdirezack-Psychosocial Officer, Lutheran World Federation**

- We have social advocacy program. We have chosen students from grade 4 to grade 8 as social advocates on issues of child protection. It was difficult, especially for girls to report their cases to community leaders because they were ashamed and scared. We are using children to reach out to other children or learners. They create awareness and report cases. This is available, and it is working effectively.

**Hani Abdirezack-Psychosocial Officer, Lutheran World Federation**

## SUGGESTIONS

### How should UNHCR and partners respond to community feedback?

- Agencies working on the health sector to continue raising awareness and build knowledge around COVID-19 transmission, prevention and control through radio messages and programs.
- For all to benefit from the remote radio learning to keep education moving, the community has requested for the provision of Radio and looking into the possibility of online platforms for easier comprehension of lessons.
- Sensitization of parents to allow girls to learn from the ongoing radio lessons and not to overburden them with house chores.