

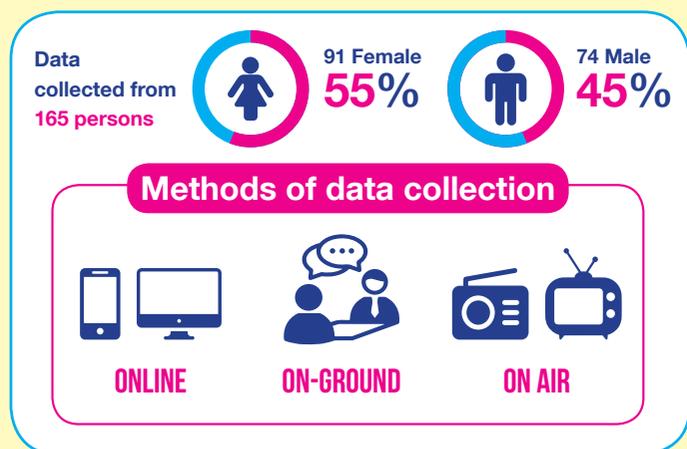
# In The Loop

## Refugee Voices Bulletin

**INTERNEWS is currently implementing a project dubbed “Refugee Voices: Two-Way Humanitarian Communications” in Dadaab, Kakuma, and Kalobeyei Informal 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 Kalobeyei Integrated Settlement, of community concerns that need urgent addressing. 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, social media highlights, one-on-one community meetings with all COVID-19 protocols observed, virtual community roundtable discussion and other feedback collected from the weekly live radio call-in shows Bilan, broadcasted in Dadaab by Nairobi’s Star FM’s Radio Gargaar 97.1FM and Sauti Ya Mwanamke by Radio Atta Nayece in Kakuma. The topics of discussion for the period mapped were impact of limited issuance of travel document, importance of water in the camps, matrimonial rights of women, International Women’s Day commemoration, concerns over rising cases of suicide (Part 1 and Part 2) in Dadaab and Kakuma Refugee camps.

Internews recorded 165 cross-cutting community feedback collected between the week of March 8, 2021 to March 28, 2021.



### CAMP COORDINATION AND CAMP MANAGEMENT

We face a lot of challenges when getting travel documents from Department of Refugee Affairs (DRA.) The issuers seek bribes. Only college and university students can get it. Others such as women, students with other skills like handcraft as well as disabled people that need it for health purposes require it, but they are stuck here with no way out.

**Adult, Male, Dagahaley Camp**

The travel document is vital for women living in refugee camps. It eases their efforts of seeking further education, better health facilities, or doing business. I am a student; I do Accounting and Business Management. Sometimes when I apply for a travel document, it delays to the extent I miss weeks of my classes or exams. COVID-19 restrictions have made it worse. I humbly ask the United Nations (UN) and the concerned agencies to facilitate travel documents, especially for students, and people seeking better health services.

**Female, Student, Dagahaley Camp**

We are fearing and worried. We have heard that Kenya is closing the refugee camps. The United Nations High Commissioner for Refugees (UNHCR) has not informed us of anything yet; we, therefore, need information as we are unsettled.

**Adult, Female, Hagadera Camp**

What measures have agencies put in place regarding the closure of the camps?  
**Adult, Female, Kakuma 2 Camp**

Refugees are in a dilemma following the directives from the government of Kenya about taking refugees back to their countries. What advice do you have for them?  
**Adult, Male, Kakuma**

Why is it that when we want to come into your (agency) offices, we are blocked by the G4S?  
**Resident Kakuma 1 Camp**

People give their complaints to these agencies, but they do not take them seriously. I want them to improve their services.  
**Adult, Male, Kakuma 1 Camp**



## WASH

We have had no water for a month now. We are in crisis; we do not know where to move to get water.

**Adult, Female, Dagahaley Camp**

The water tanks are empty as the source is damaged. We only get 40-liter jerrycan of water per family daily. We have a problem with the water supply. The boreholes do not work efficiently. Due to COVID-19, the water demand is high while the supply is low. We want the concerned agencies to increase the water supply like before.

**Adult, Female, Dagahaley Camp**

There is a Coronavirus outbreak, yet we do not get water to wash our hands and clean the household items. What can 40-liter jerrycan of water do? Do we use it for cleaning, drinking, or cooking?

**Adult, Female, Dagahaley Camp**

I sometimes go to other sections and schools to get water. We have not seen any concerned agency talking to us about this matter. I have lived in the camps for 30 years; I can say I have not seen such a kind of water shortage. The concerned agencies should provide water.

**Adult, Female, Dagahaley Camp**

We do not have soap. We have not gotten it for several months now. We request partners to provide it in the upcoming distribution.

**Adult, Female, Hagadera Camp**

The hygiene state in section N tap stand is poor. We request cleaning agents from Care International.

**Adult, Female, Section N, Ifo Camp**

We face water shortage in Kalobeyei. We are forced to walk long distances to get water.

**Adult, Female, Kolobeyei Settlement**

There is a shortage of water. You look for water the whole day, and if you do not have money, you get back home when you are tired with no water. Our husbands fend for us, but they bring little that is barely enough. Kids cry due to hunger; there is no milk to feed them even from their mother's breast, and they can die. When a mother sees her kid suffering, it may lead her to commit suicide.

**Adult, Female, Zone1, Block 7, Kakuma 3 Camp**

The water shortage issue has become a serious matter in our area lately. We request the body in charge of water in Kakuma to intervene urgently.

**Adult, Female, Kakuma 1 Camp**

We do not have water in the Camps. How can we then wash our hands to curb COVID-19?

**Adult, Female, Kakuma 1 Camp**



## PROTECTION

We are Muslim people who marry under Islamic law. We need to learn these laws. In the camps, husbands do not even understand their wives' rights, which brings misunderstanding leading to family breakdown. Religious leaders and humanitarian aid agencies should counter this by creating awareness, conducting training and counseling. Men should also show kindness and patience to their wives. Moreover, religious leaders should inform women about their rights over their husbands before engagement occurs.

**Adult, Female Hagadera Camp**

Women need to be educated or counselled before marriage. They should learn and understand their rights and responsibilities as wives. Often women get married while immature contributing to failed marriages, making their children miss parental upbringing. Ladies should first understand their rights and religious leaders can take a great role by teaching women their rights even in marriage. And ladies should also obey their husbands ... this will lead couples to live peacefully in life.

**Adult, Male Hagadera Camp**

We should learn and understand the religion or the Islamic law first to understand the rights that spouses have over each other. The religious leaders should emphasize and preach about this, especially during the Nikkah ceremony. They should remind the new couple of the legal rights and responsibilities they have towards each other. Small girls who get married have no idea of their rights; therefore, it is good to educate ourselves first, for both women and men to build a strong marriage based on trust and respect. Failed marriages result in the abandonment of children thus leading to societal psychological issues.

**Adult, Female, Hagadera Camp**

Rape cases happen daily in the camps. As women, we do not get our rights. Perpetrators are neither arrested nor sentenced. We want organizations to protect our rights and dignity.

**Adult, Female, Hagadera Camp**

People are committing suicide because of bad life experiences in Kakuma. We do not have money; there is not enough food, water, firewood, or even clothes for kids. People want to return to their countries, but they cannot because going back there means dying. At least they better die here.

**Adult, Female, Kakuma 3 Camp**

There is insecurity. Some people had their belongings stolen. We want UNHCR to help us increase the security personnel maintaining security.

Residents, Kolobeyei Settlement

Stress causes people to commit suicide because life in Kakuma is hard, and there is little or no food.

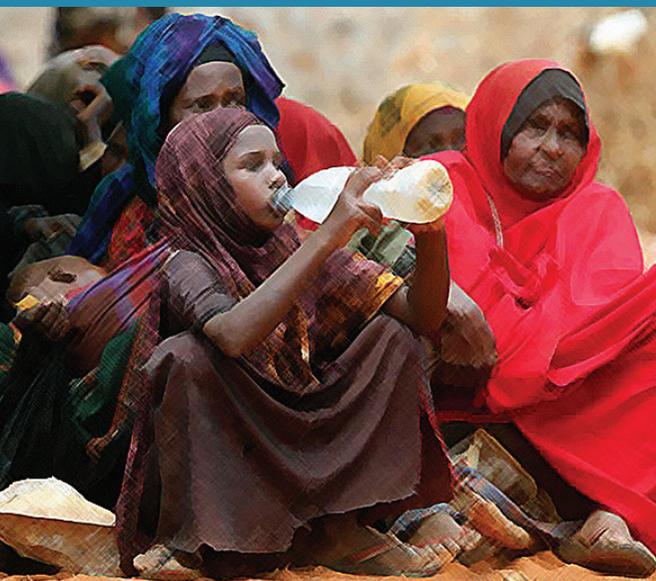
**Adult, Female, Zone1, block 4, Kakuma 3 Camp**

The thing that causes people to kill themselves is mostly stress. When a person is stressed, it disturbs them hence they resort to suicide.

**Adult, Male, Kakuma 3 Camp**

Family problems can be major contributors of suicide. When people act mean or disturb you, it can make you kill yourself.

**Adult, Male, Zone1, block 4, Kakuma 3 Camp**



If a person has been forced out of their property and the police are not helping, what is the person supposed to do?

**Adult, Female, Kakuma 3 Camp**

I stammer, and most of the time, it is hard for me to express myself. I have reached a point where I want to take my life.

**Resident Kakuma Camp**

I tried to commit suicide in 2020 because life was so hard, but I thank God.

**Resident Kakuma Camp**

This comment was recorded from a listener who called in on air during a discussion on Suicide and he expressed suicidal ideations. An officer from International Rescue Committee (IRC) who was a guest panelist during the show has so far reached out to him and he is currently receiving support.

Suicide cases have increased in Kalobeyei over the last two years. So far, I have witnessed three cases in my neighborhood, including my daughter.

**Adult, Male, Kolobeyei Settlement**

Where can one get help?

**Resident Kakuma Camp**

Some refugees fear making calls on toll-free numbers to express themselves and share their views because a telecom service provider or someone else might allegedly be recording their conversation. They feel their secrets are not safe.

**Adult, Male, Kakuma Camp**

I want to know a few things, why is it that children born in Kenya and refugees who have stayed more than six years do not get Kenyan Citizenship?

**Adult, Male, Kakuma 1 Camp**

## SHELTER

I am requesting agencies to give me a house. I have stayed here for long, and I do not have a place to stay.

**Adult, Female, Kakuma 3 Camp**

Our houses are small, families with large members are forced to sleep outside.

**Adult, Female, Kolobeyei Settlement**

Why is it that when we complain about not having houses and toilets, no one does anything about it?

**Resident Kakuma Camp**



## FOOD SECURITY AND LIVELIHOODS

We need livelihood opportunities. Youth with skills are increasing in the camps, yet they are unemployed.

**Youth, Ifo Camp**

With the third wave of COVID-19 more dangerous than the first two waves, we would like World Food Programme (WFP) to increase the Bamba Chakula program instead of food distribution to reduce the disease spreading.

**Adult, Female, Dagahaley Camp**

We request startup grants to start some businesses to boost ourselves, rather than waiting for ration.

**Adult, Female, Kolobeyei Settlement**

Food that agencies distribute is not enough; they should investigate ways of improving that sector.

**Adult, Male, Kakuma Camp**

## EDUCATION

Teachers in the camp teach children in vernacular, other students do not understand.

**Male, Student, Kolobeyei Settlement**

We do not have school uniforms so mostly we put on civilian clothes.

**Female, Student, Kolobeyei Settlement**



## HEALTH

We have a problem with long queues in the laboratory. We suffer a lot. We need a change in the system.

**Adult, Female, Section E, Hagadera Camp**

I want to ask a question to UNHCR. Why are they not bringing the COVID-19 vaccine to Dadaab refugee camps? We too need prevention.

**Adult, Female, Hagadera Camp**

It is mandatory to wear a face mask to access the health centers. We are not able to buy masks since a piece cost KES50. Sick people do not go to the hospitals because they cannot afford it. We want the health partners to provide masks.

**Adult, Female, Hagadera Camp**

We are in the third wave of COVID-19, and people at the camps are exchanging face masks when entering the health centers and food distribution points. Agencies should sensitize to educate the community against this dangerous action.

**Adult, Female, Hagadera Camp**

We have many sick people who cannot get medical services at the camps. They need referrals to access specialized treatment. The majority are children, agencies only manage them, but patients are doing badly off. We request health partners to do something for them as they are suffering.

**Adult, Female, Informal Women Baraza Dagahaley, Camp**

### 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 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

*When a mother drinks alcohol and neglects her child, what action can be taken against her lawfully?*

For any person who indulges in alcoholism to appoint where he/she neglects his or her children it is considered an abuse because this could result in physical, emotional, psychological, and even educational harm. The action is unlawful and punishable by law as stipulated in the Children Act 2001.

Danish Refugee Council (DRC) Child Protection endeavors to support children in need of protection and care by conducting individual case management assessments, placement in alternative care arrangement and provision of psychosocial support for children in need of protection and care.

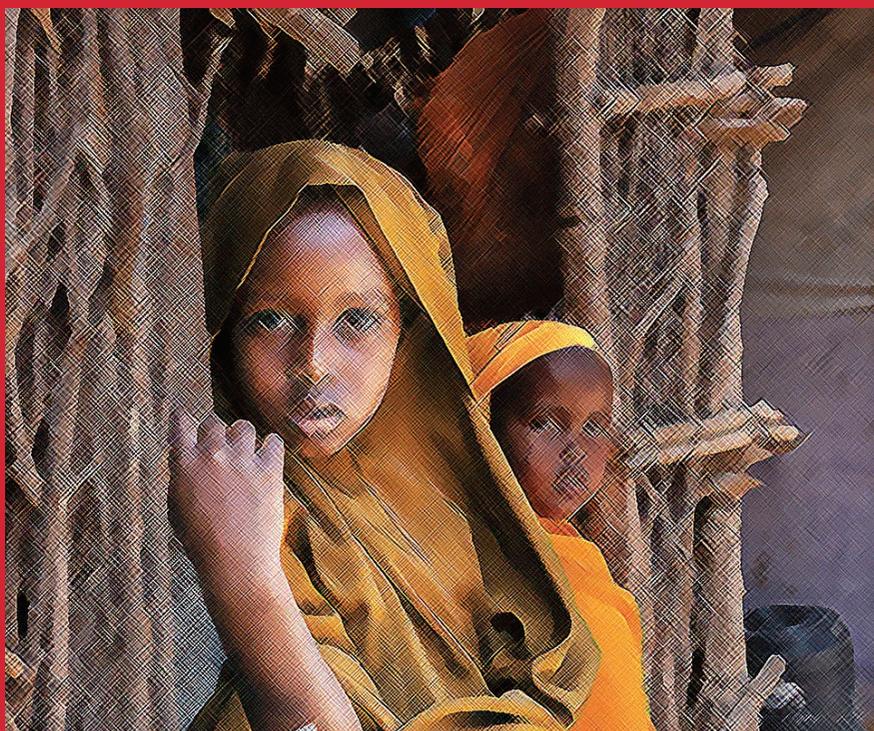
Additionally, DRC has a behavior modification program that provides support to alcoholic anonymous clients (mostly women) in Kalobeyei Settlement where clients are enrolled in a program that is aimed at making them unlearn drinking behavior and adopt better coping skills. The program is implemented by DRC in collaboration with medical team from Kenya Red Cross and African Inland Church.

### Community Concern

*There is a difference between women right and human right. Why is it that only women are protected? Men too, undergo some form of abuse in the community.*

I must admit from the onset that human rights are the basic rights and freedom to every person (women, men, girls, and boys) from birth till death. DRC’s Protection Programming for sexual and gender-based violence (SGBV) targets both women and men. However, Most of the SGBV survivors are women owing to their vulnerabilities because of cultural/religious alignment and in most cases, it appears that men are left out, which is not the case.

**Goefrey Rono, Protection Officer – Paediatric Counselling- Kalobeyei/Kakuma, Kenya**



## Community Concern

Water is essential, and without it, there is no life. Water is inadequate these days. We request CARE, the responsible agency for water, to provide enough water.

## Adult, Male, Dagahaley Camp

Shortage of water is not a constant issue in the camps; it happens only when water pumps break down. It usually occurs during the hot temperature-months, such as March. The pumps operate day and night using solar and fuel, respectively. We have had a few water pumps breaking down, but we have since repaired them. To mitigate the challenge, we do cross pumping whereby the sections whose water pumps broke down can still get water as theirs get repaired.

Whenever we face these challenges, we always inform the water management committees in the respective camps so that beneficiaries are aware of the situation. Furthermore, the beneficiaries will know the specific areas they can access water from.

We advise the community to fetch water within the water flow period since there is a timeline on which water is available; they must seize the opportunity as much as they are busy with other chores.

**Adan Ismail– Team Leader- Hygiene Promotion  
I Care International**



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

- Support communication efforts of partners by giving free Radio airtime in a segment called “Agencies Response Segment” during the weekly live call-in shows at Radio Gargaar in Dadaab, Star FM in Nairobi and Radio Atta Nayece in Kakuma.
- Support community correspondents in Dadaab and Kakuma 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, Nairobi-based Star FM and 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 Dadaab, 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)