

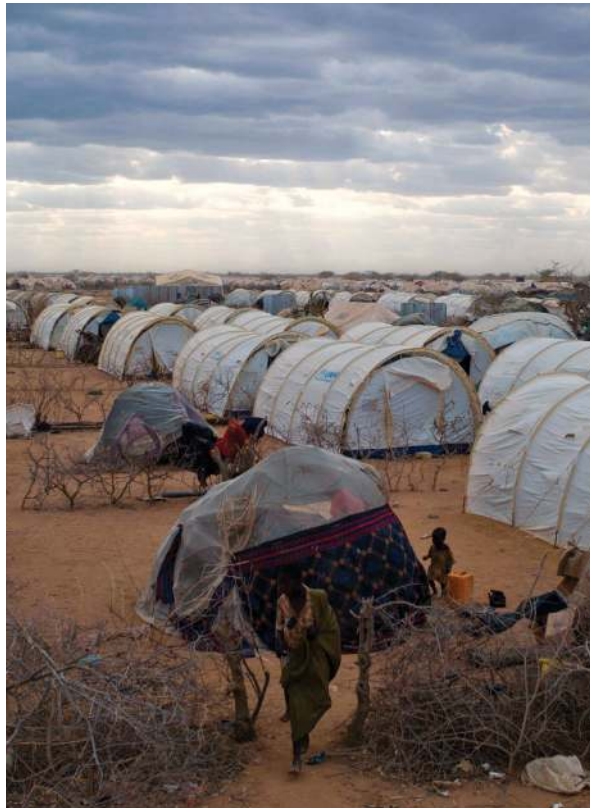
In The Loop

Refugee Voices Bulletin

INTERNEWS is currently implementing a project dubbed “Refugee Voices: Two-Way Humanitarian Communications” project in Dadaab, Kakuma, and Kalobeyei 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 Kalobeyei, 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, social media highlights, one-on-one community meetings - with all COVID-19 protocols observed, 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* 90.1 FM in Kakuma. The topics of discussion for the period mapped were legal assistance for women, psychosocial support to prevent suicide, effectiveness of sexual gender-based violence (SGBV) reporting mechanisms, water sanitation and hygiene, Cash based Interventions (CBI) and Bamba Chakula and sexual gender-based violence (SGBV) and protection against sexual exploitation and abuse (PSEA).

Internews recorded 96 cross-cutting community feedback collected between the week of May 3, 2021 to May 16, 2021.



Data collected from **96 persons**



Methods of data collection



ONLINE



ON-GROUND



ON AIR

PROTECTION

I cannot say that women get 100% legal aid because when they report cases to agencies, they get appointments to attend case hearings but with no tangible results. The process continues for years with no access to justice.

Adult, Female, Hagadera Camp

I believe legal cases should be resolved with Sharia laws by Islamic scholars. Agencies do not give the much-needed priority and effort when it comes to solving women’s cases. Access to justice delays causing women depression coupled with lack of trust in the available legal aid and services hence preference to Maslaha systems.

Adult, Female, Hagadera Camp

Educated women access legal assistance when they report incidents, but illiterate ones suffer much. My request to agencies is to accord assistance to women in the camps, particularly at their offices and medical centers.

Adult, Female, Hagadera Camp

Revive Sporting Activities

United Nations High Commissioner for Refugees (UNHCR) used to have a youth department engaging youth in sporting activities to keep them busy. We request UNHCR to revive such activities. It was of great importance in preoccupying youth rather than them focusing on negative practices.

Adult, Male, Hagadera Camp

Some of the leading factors causing youth to commit suicide are unemployment and poverty. These recurring challenges cause them to contemplate and ultimately commit suicide. However, agencies and community leaders advise the youth to be extra cautious.

Adult, Female, Dagahaley Camp

The local agencies conduct home visits or call us to a meeting or seminar to carry out community sensitization. They provide awareness on personal safety to prevent people from committing suicide and engaging in activities that can cause someone to get killed.

Adult, Male, Dagahaley Camp

Some agencies give mental health support, but there is a lack of consolidated collaboration between the community and health partners. Some of the causes of suicide include relationship breakups, unemployment, and failure in exams. We appeal for concerted efforts with the community to increase health-seeking behaviors for mental health and psychosocial support.

Adult, Female, Dagahaley Camp

The existence of continuous and diverse public awareness on mental health can reduce suicide rates. We request the agencies to establish several centers identifiable to the public.

Adult, Female, Dagahaley Camp



FOOD SECURITY AND LIVELIHOODS (FSL)

Thank you Danish Refugee Council (DRC)

I want to thank DRC for the transparency in the last livelihood program. The way they involved the refugees in the whole process was excellent. We thank and applaud them for a job well done.

Adult, Female, Hagadera Camp

GENDER-BASED VIOLENCE (GBV)



Women do not benefit from the existing reporting mechanism because they are not aware or have the contacts to use. We have not been trained on the existence of such numbers. Many women hide their ordeals and decide not to disclose their problems. I request concerned agencies to hold trainings targeted to capacity build women on sexual gender-based violence (SGBV) reporting mechanisms and share helplines available for them to use when in need.

Adult, Female, Hagadera Camp

Most women do not benefit from the existing helpline contacts; they choose to hide their incidences. I request women to voice and report to the relevant authorities. I urge the concerned agencies to hold trainings and sensitization campaigns on the existing reporting mechanisms and the usefulness of the helpline contacts.

Adult, Female, Hagadera Camp

Some women use the helpline, while others have no clue about it. Women who do not know the channels of reporting are the same women who seek resolve from the existing religious and traditional systems. I request the agencies to create awareness, share and popularize the helpline numbers for survivors to contact in times of need.

Adult, Female, Hagadera Camp

Women report perpetrators of violence to the agencies, but the actual hurdle lies in the lack of action and follow-ups. Victims give up after numerous case follow-up and resort to the Maslaha system (local dispute resolution), which is swift in resolutions; the reason it is largely preferred.

Adult, Male, Dadaab

WATER HYGIENE AND SANITATION (WASH)

Inadequate Latrines

We lack sanitation facilities in Kakuma. You will see 15 households sharing one or two latrines.

Adult, Female, Kakuma 1 Camp

Peace Winds Japan (PWJ) is trying but earmarking one latrine for many households can cause the outbreak of diseases like Cholera, among others. They should increase the number of latrines.

Adult, Male, Kakuma 1 Camp

Some latrines are filled causing children to defecate openly. In some instances, people from these families sell foodstuffs, which can cause the outbreak of waterborne diseases like Cholera for lack of proper hygiene. We request agencies to ensure there are enough latrines.

Adult, Female, Kakuma 1 Camp

There is no public toilet in Komdei and Nalgoi. People are using the bush. Moreover, in Letea, the dispensary has no latrine. Patients relieve themselves in the bush.

Adult, Male, Letea Kakuma

Request for Establishing Dumpsites in Kakuma 4

People dump garbage around my house. When it rains, it floods back to my compound. I want agencies to demarcate a dumpsite for Kakuma 1 residents.

Adult, Female, Kakuma 1 Camp

There is a tank in Kakuma 4 zone 2 with no water. It is like a decoration. It would be best if removed as it serves no value.

Adult, Female, Kakuma 4 Camp

Some traditions are against the use of the toilet; therefore, Peace Winds Japan (PWJ) should create more awareness on hygiene and sanitation.

Adult, Male, Kakuma 1 Camp



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 *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 Kalobeyi 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