

# In The Loop

## Refugee Voices Bulletin

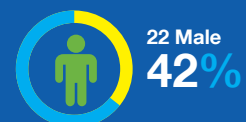
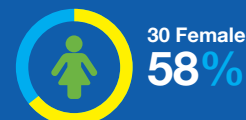
INTERNEWS is currently implementing a project dubbed “Refugee Voices: Two-Way Humanitarian Communications” project in Dadaab, Kakuma, and Kalobeyi Integrated Settlement in Kenya, together with FilmAid Kenya, GeoPoll, Star Media Development Centre (owner of Eastleigh-based Star FM and Dadaab-based *Radio 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 Kalobeyi, 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, one-on-one community meetings - with all COVID-19 protocols observed, virtual community roundtable, and other feedback collected from the weekly live radio call-in shows *Sauti Ya Mwanamke* broadcasted by Radio *Atta Nayece* 90.1 FM in Kakuma. The topics of discussion for the period mapped were World Refugee Day and vocational training.

Internews recorded 52 cross-cutting community feedbacks collected between the week of June 16, 2021, to June 30, 2021.



Data collected from  
**52 persons**



### Methods of data collection



ONLINE



ON-GROUND



ON AIR

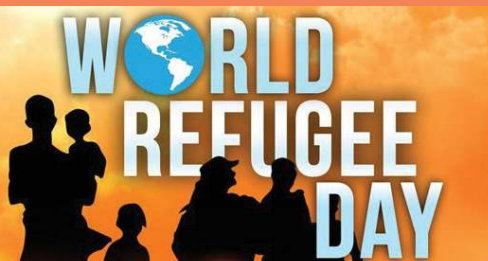
## PROTECTION

I am glad about us celebrating World Refugee Day. It is an important day because it reminds us of who we are. A refugee can do anything and can be anyone. Celebrating world refugees is great and should be embraced.

**Youth, Kakuma 1 Camp**

It is my pleasure to celebrate World Refugee Day because it makes us appreciate that we are still remembered. Some people may think that refugees are nothing, but when we see we are celebrated, it makes us proud and that people still want and care for us, and the world is noticing us.

**Youth, Kakuma 2 Camp**



## HEALTH

We want updates to know the infection level of COVID-19 in Kakuma.

**Adult, Male, Kakuma 1 Camp**

We get only paracetamol at the hospital; despite the disease one is suffering.

**Adult, Male, Kakuma 3 Camp**



We request mosquito nets because there are a lot of mosquitoes causing Malaria.

**Adult, Female, Kalobeyi Settlement**

## EDUCATION

Class 4 pupils are staying at home unengaged which is not pleasant. We request a program to help them study at home.

**Adult, Male, Kakuma 1 Camp**

We no longer get mentorship and psychological support in schools like before; why?

**Adult, Female, Kakuma 3 Camp**



## FOOD SECURITY AND LIVELIHOODS

The money for soap and sanitary for women comes in a different amount. Some receive more, while others receive less, why? In addition, we had been informed the money for firewood would be sent to our KCB accounts, yet we received nothing.

**Adult, Female, Kakuma 3 Camp**

Thanks to the skills, they acquired through vocational training, residents particularly youth and women are busy with work.

**Adult, Male, Kakuma 1 Camp**

The trainings provided are good, but employment opportunities are limited in Kakuma. It will be great if the organizations offering this training could make the beneficiaries competitive enough such that they can compete for job opportunities outside Kakuma.

**Adult, Male, Kakuma Town**

We want certificates provided after training so that it helps us apply for job vacancies.

**Adult, Female, Kakuma 2 Camp**

Most youths have been trained on the same thing making the job market saturated.

**Adult, Male, Kakuma 3 Camp**

I want to thank United Nations High Commissioner for Refugees (UNHCR) for the addition of newborn children to our ration card. I realized during the food distribution time. Thanks for the good service.

**Adult, Female, Hagadera Camp**

## SHELTER

Those people whose houses collapsed during the rainy season have not received repair materials for their houses. Why?

**Adult, Female, Kakuma 2 Camp**

## Community concerns on water shortage in Kakuma Refugee Camps and Kalobeyei Integrated Settlement

**Concern 1 -** We have a problem with water access. People in Nadapal are ok, but those in Morungole lack water. I live in an IDP village, we have never gotten water, and the place is only 5 Kilometers away from town. Our source of water is Taraj lagga (bank of a dry riverbed) and bicycle water vendors who get water from water kiosks in town. As the host community, we did not get any assistance regarding water. I hear there are many agencies. UNHCR is a big agency, but they are unable to help us with water just like the government.

**Adult, Female, Host community**

**Concern 2 -** Water is inadequate these days, including during morning hours. We are told there is an issue with the generator. There is also a problem with the taps. We have complained, shared the photos of the nonfunctional water taps, yet there is no response. We need Internets to follow up.

**Adult, Female, Kakuma 3 Camp**

**Concern 3 -** We lack water in our community. People are always fighting, causing misunderstanding. A lot of people fetch water from the Lagga. Lagga water is not good, and it can affect people by bringing diseases like typhoid, diarrhea, and even malaria. What solution do you have?

**Adult, Female, Kakuma 1 Camp**

**Concern 4 -** There is no water in Kakuma 2. We used to get water since our arrival in Kakuma, but then it stopped. We do not know where this problem arose from. We took some actions, including contributing money through the block leader to solve the issue, yet nothing changed. We have had some representatives from Norwegian Refugee Council (NRC) check where the problem is. They were supposed to repair the tap, but until now, we do not have water. A tap was removed from low grounds and placed on higher grounds, and later taken to where it was before, yet we are still struggling to get water.

**Adult, Female, Kakuma 2 Camp**

**Concern 5 -** We have a shortage of water in our community. People are fighting every time, there are lot of quarrels. People move from one tap to another, sometimes going to the security station to fetch water. My question is will you mind increasing the number of taps to pump enough water to our community? Also, increase hours of releasing water from the main booster to our taps so that it helps the community and reduces the number of fights.

**Adult, Female, Kakuma 1 Camp**

**Concern 6 -** We have a problem with water in Kakuma 4. We stay a whole week without water until we buy. A jerrican goes for KES20. This money was not budgeted for both in Bamba Chakula and the cash-based interventions (CBI) programs (KCB ATM CARD). If you give your jerrican to the water vendor in the morning, you get water in the evening. There is a serious lack of water in Kakuma 4, and it is a big problem.

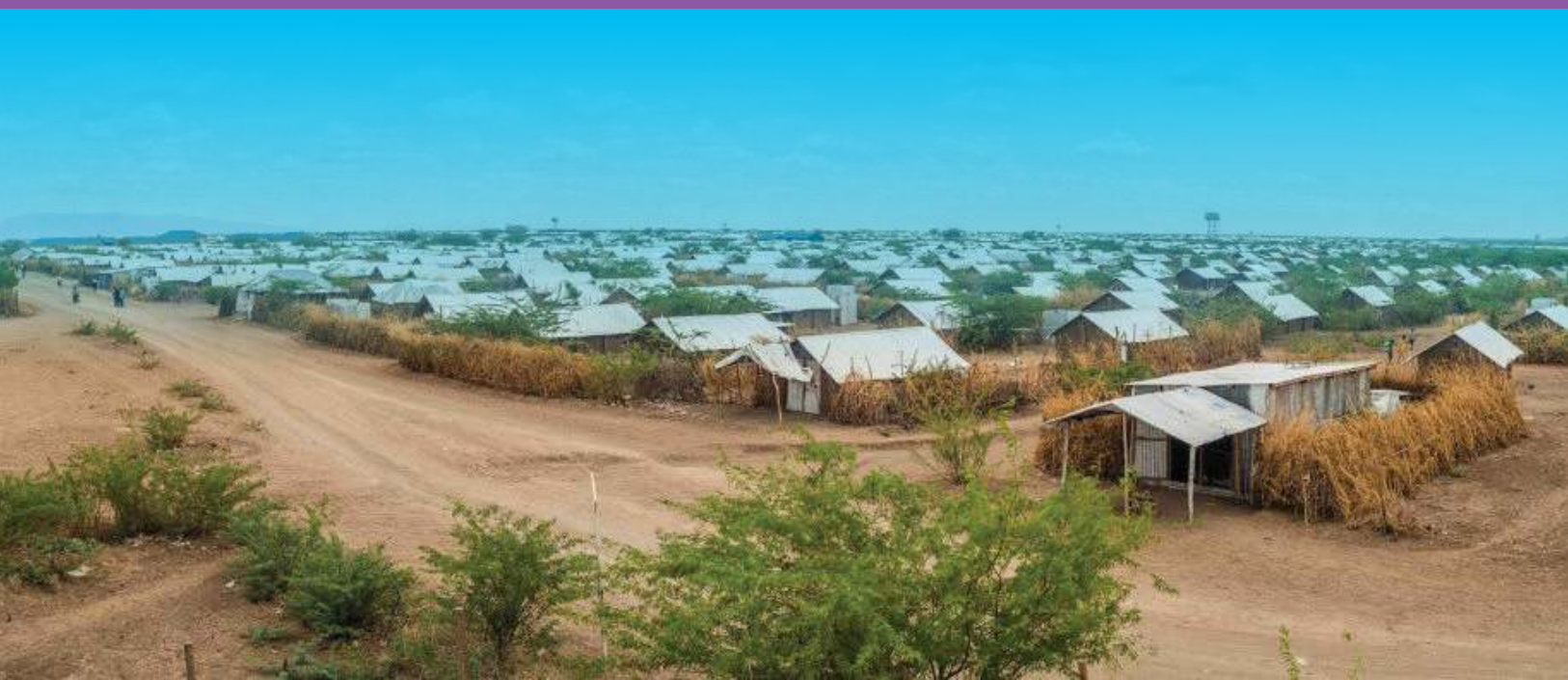
**Adult, Male, Kakuma 4 Camp**

**Concern 7 -** Why do we receive water once in a day when we are supposed to receive at least twice like in previous times? Also, there is no equal distribution of the amount of water. You may find that we are in the same area, but a certain block receives more water than others. We do not know if there is a tactic of giving those people more water or what? Each household receives two jerricans of water per day, which is not enough; how will the agencies address such shortage of water, especially in our area?

**Adult, Male, Village 2 Kalobeyei Settlement**

**Concern 8 -** We have a shortage of water here in village 3. People are struggling to get water, but there is no water. Only one tap offers. People collect water from the stream, which is very contaminated and can infect young children with water-borne diseases. My question is, would you mind increasing the taps so that there is enough for everyone to get water.

**Adult, Female, Village 3, Kalobeyei Settlement**



## Humanitarian Actors' Response

**Response 1:** We acknowledge that there are water access challenges in the camps. Norwegian Refugee Council (NRC) and UNHCR with support from water sector trust fund (WSTF) have drilled additional boreholes both in Kakuma and Kalobeyei to reduce water insufficiency. Some of the reasons currently contributing to water inadequacies are pipeline vandalism done by some community members practicing farming along the lagga. They divert water to their farms, bringing skirmishes at the community level. We will work with water management committee to resolve these issues. We request beneficiaries to help us in taking care of the tap stands and pipelines since most of the time we repair tap stands in the morning, and by evening, they are already broken with the nozzles gone, resulting in water wastage throughout the night, thus contributing to reduced water supply in other areas.

Increased number of refugee arrivals also contributes to water inadequacies. We confirm that we are revising the existing schedule of water distribution. NRC is developing a new schedule, and in combination with the extra new boreholes in Kakuma and Kalobeyei, the water supply will ultimately increase in a month's time.

We truly understand and know that Kakuma 4 has had a serious water shortage. It is attributable to the reduced water at the boreholes during the dry seasons. To mitigate this, we have dedicated one new borehole to supply water to Kakuma 4, which will substantially increase hours of water supply to the area, thus significantly decrease the water shortage challenges residents are experiencing. Currently, we are connecting the pipeline to the tanks; once done, the most affected areas will be relieved. I can confidently say

that by July 1, 2021, the new borehole 5B will be connected to the tanks in Kakuma 4, hence improved and stable water access in Kakuma 4. ***Before the publication of this newsletter, Internews contacted some community members and confirms that water access has been improved as per NRC's word. UNHCR through Mr. Francis Kuchal a Senior Field Assistant -WASH also confirmed the status.***

NRC chlorinates water before distribution. We test the water at the tap stand when people are fetching to check if the chlorine level meets the World Health Organization WHO/ SPHERE standards of 0.2mg/l. Furthermore, we do follow-up monitoring at the household levels to recheck FRC (free residual Chlorine) at the storage containers.

**Bertha Mutali | WASH Coordinator | NRC**

**Response 2:** The UNHCR) and NRC work hard to ensure beneficiaries get water. In the event we face an issue such as the breakdown of generators, we inform the community. We strive to fix the problem in the shortest time possible to avoid disruption in water supply. Once the problem is solved, we notify the community. We also liaise with the community on different platforms, including WhatsApp.

We have drilled three new boreholes to supply water to Kakuma and Kalobeyei; hence, there will be improved water access compared to the past.

The NRC has a schedule for water distribution in Kalobeyei. Every block gets water either in the morning, afternoon, or evening. This schedule reduces scrambling for water.

We have leaders who report community complaints to UNHCR and NRC. I am not sure if the alleged unequal water distribution exists as we have not yet received such a complaint. Nonetheless, when we receive any complaint through the leaders, we always visit the area to settle the reported matter.

---

**Francis Kuchal | Senior Field Assistant WASH | UNHCR**

---

**Response 3:** All services provided at the camps are free, and beneficiaries are aware. I wonder why people say they contributed money. For accountability purposes, I encourage the community not to fear working and reaching out to partners to discuss issues to get possible solutions within the shortest timeframe. Let us avoid other alternatives, which are against UNHCR guidelines and can in one way or another contribute to corruption without knowing.

Peace Winds Japan (PWJ) continues to encourage people to focus on ensuring hygiene maintenance at the household level. To achieve that, we work with different leaders and committees, ensuring people take responsibility

for standardizing hygiene at the community and household level.

We face challenges with water distribution from time to time as we have not reached a stage where we can provide enough water to the large population in the camps. However, WASH partners work hard to develop strategies to ensure every person in the community gets enough water. We all know that machines are human-made and can break down any time. We request the community to be patient whenever such a hurdle occurs, for instance, the breakdown of a generator. We will strive to update the community on the problem we face and the progress of the solutions we provide.

Water needs at the family level are many, while the available water is not enough to sustain all prevailing needs, thereby forcing families to look for extra water at the streams. Such behaviors are not allowed, but then the truth is people resort to that.

PWJ through its awareness creation and activities, was able to provide water cleaning products to ensure people use clean water. Our hygiene and promotion team conduct house visits informing beneficiaries of water cleaning methods. I know NRC treats water before and after distribution, but contamination can still occur at the fetching and storage level. We strive for beneficiaries to get clean water at the consumption level.

---

**Ambrose Orege | Risk Communications Officer | Peace Winds Japan**

---



## 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 *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 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)