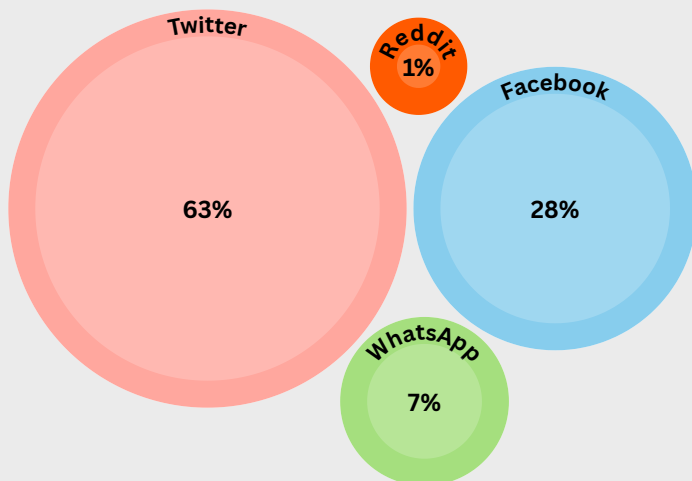


Sudan Humanitarian Flash Update #2

Community Concerns and Needs

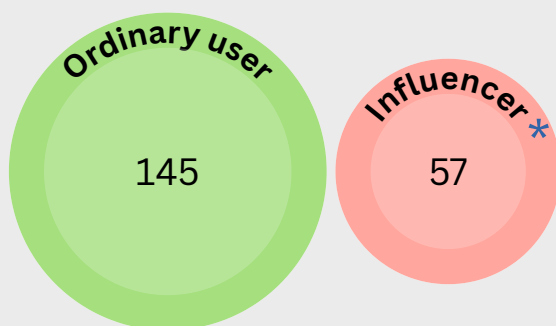
On **April 15, 2023**, conflict broke out between the Sudan Armed Forces (SAF) and paramilitary group the Rapid Support Forces (RSF), compelling **1.9 million people** to flee in search of a safe refuge to other **parts of Sudan, and neighboring countries including Chad, Egypt, Ethiopia, CAR, and South Sudan**. As of **13 June 2023**, the Ministry of Health has confirmed that more than **866** people have died, and an estimated **6000** are injured since the start of the conflict.

Platforms



This is a breakdown of 202 social media posts and comments by content creator type.

Content Creator Type



* Internews considers a user an 'Influencer' if they are an active user with a high number of followers.

This rapid update highlights key humanitarian needs, concerns and feedback shared by people affected by conflict in Sudan, and Sudanese living overseas. The **202** social media posts were sourced from **Facebook, Twitter, WhatsApp, and Reddit** between **May 29 through June 18, 2023**, from a variety of groups, pages and individual accounts.

Internews has identified significant information and humanitarian needs, such as **access to healthcare, food, water, shelter, and safe passage. Protection** is also a top priority for many, especially for people looking for missing family members, and those seeking to bury their loved ones.

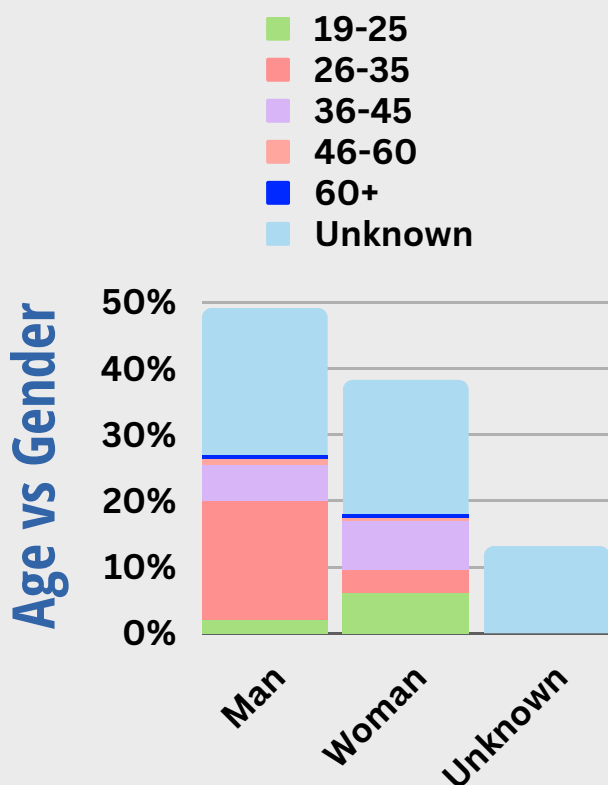
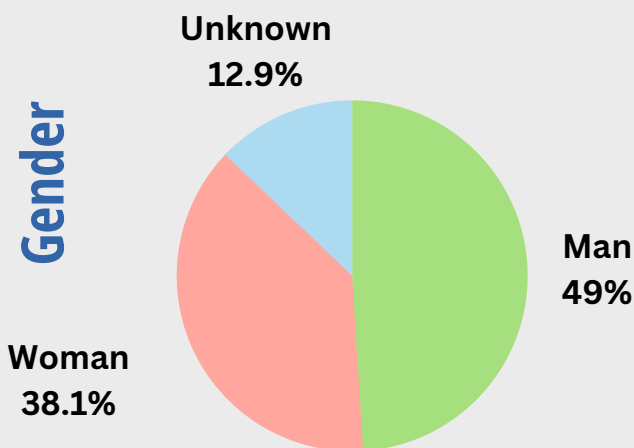
25 Posts collected from private accounts/groups

177 Posts collected from public accounts/pages/groups

Social Media Sources

People affected by conflict, local influencers and members of the Sudanese diaspora have been sharing community appeals and requests for support and advice on a wide range of issues. Since the onset of the conflict in Sudan, individuals are intentionally seeking out influencers or individuals with a sizeable follower base, to access information that is perceived as more reliable and ensure visibility for their needs and concerns to a wider audience.

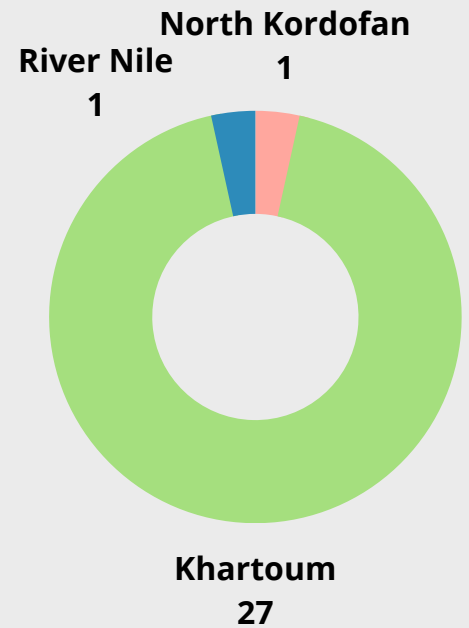
New Facebook and WhatsApp groups have been created so people can share their most urgent needs. For example, WhatsApp groups were launched so people living in a conflict-affected area can seek support for their emergency needs from people in close proximity to them.



Although this chart illustrates the age and gender of those sharing humanitarian needs and complaints on social media, it may not accurately reflect the demographics of those who hold these concern.

Protection Concerns

Protection was the most prevalent concern for people affected by conflict, accounting for 39% of the collected posts and comments. A total of 29 posts were shared by people searching for loved ones that were missing. Most of the posts we captured were from Khartoum, with one post each from North Darfur, and River Nile. Other protection concerns include reports of sexual violence. Four posts were shared by people searching for loved ones that had been reportedly abducted.



Missing People by State

Food Insecurity

"We have two women who died of starvation in Khartoum 2, and no one is able to reach them and bury them..."

Woman - 19-25 - Twitter - Khartoum 2, Khartoum

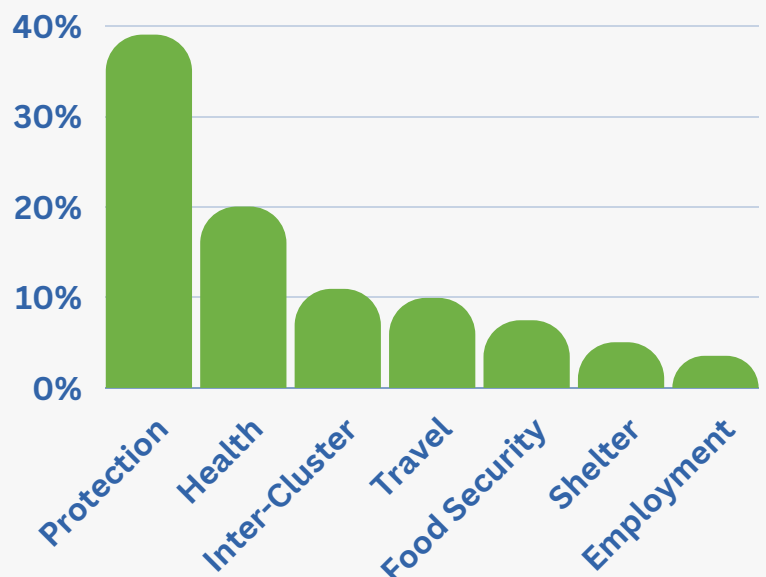
"Tutti [Island] is besieged, and people seem to be growing hungry due to the closure of the bridge and the prevention of movement..."

Man - Facebook

"...In Madani and Omdurman I have people who do not have food and do not know what to do"

Woman - Facebook

Top Humanitarian Themes



This month protection surpassed health as the top humanitarian concern for people affected by conflict in Sudan. The demand for protection services is likely linked to the increased reports of missing people, and GBV.

"Imagine that a whole family could be living on water for days to satisfy their hunger...the last family is waiting for help, and the remaining amount for a bag of foodstuff is 11,000, and the donations stopped... if everyone can...transfer only 500 pounds, God willing, we will be able to complete the amount for the donation"

Woman - Twitter

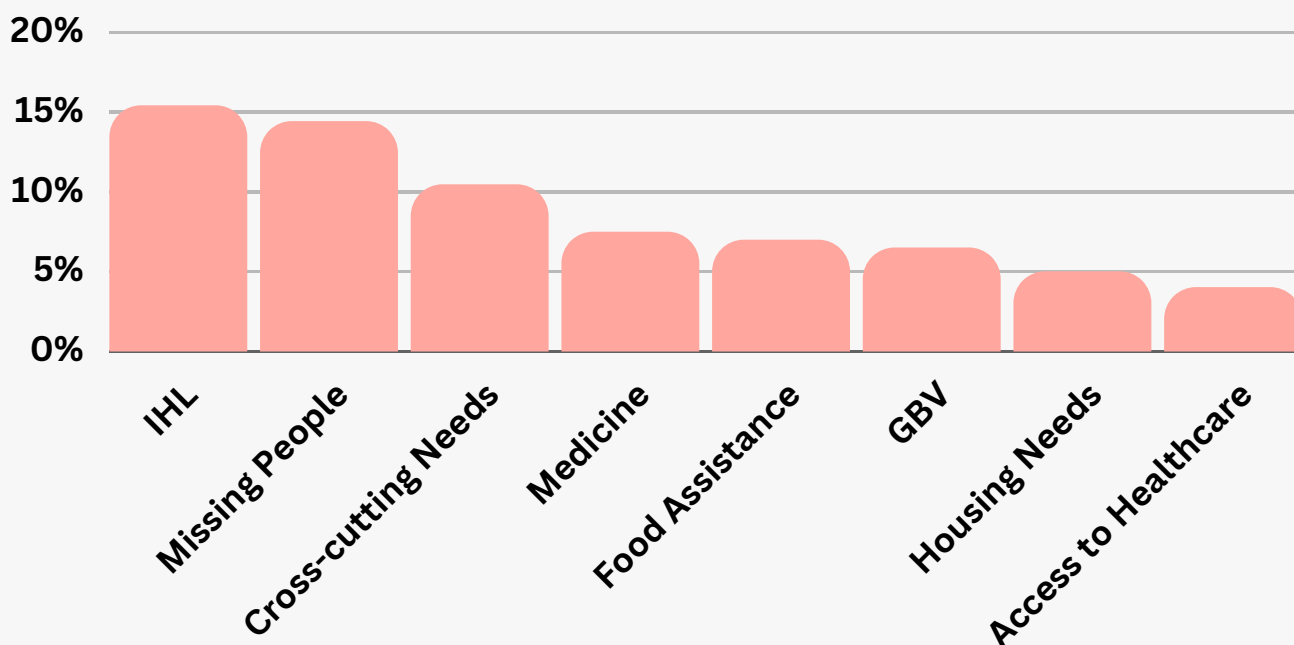
"We are in need, and my mother has heart disease...we don't have money for food. We live in Omdurman Al-Muwayleh"

WhatsApp

"An important need, a family consisting of 6 people, the mother, two sons, and 3 daughters..the eldest of them is 20 years old, and he is the one who supports the family after the death of the father..and he suffers from epilepsy and cannot work now..and he does not have money for treatment...and the mother works in laundry...and homes, but due to hardship there is no work. The family needs urgent help..and does not have enough food.."

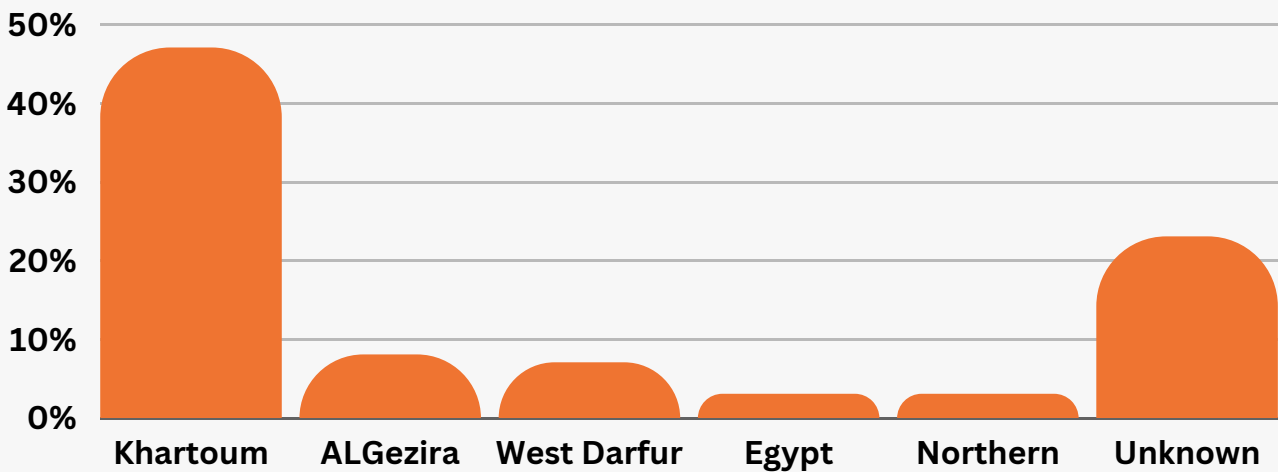
Man - 26-35 - Facebook - Abu Talih, AlGezira

Top Community Concerns and Needs



The top humanitarian priority for people affected by conflict was protection of civilian lives and properties, which falls under international humanitarian law (IHL) in the chart.

Social Media Posts by State



We acknowledge that self-reported data sourced from social media platforms can be at times unreliable and it may not accurately reflect the demographics of their users. Digital access limitations prevent many people from sharing their needs and concerns in online spaces and the lack of data coming from some regions does not indicate a lack of need.

Access to Water

" More than 50 days and the people of Bahri are still without water due to the breakdown of the Bahri water station...#Bahri _ dies_of_ thirst"
Man - Twitter - Bahri, Khartoum

Shelter

"Madani people...This need is a little different...Good people and the people in organizations we have a great need for tents or anything that can cover from the sun..The two camps that have the most... needs are the Aswar camp (a chickens cage), which has 2,103 people, and the Awda school camp, which has 1,084 people."

Woman - Facebook

" Urgent need our uncle was diagnosed with a malignant tumor. They said the test is only available in Madani and they travelled from Khartoum to Kassala, they will move towards Madani but they don't have people there. We need a family to host them until they complete their tests and because their circumstances do not allow them to rent an apartment... "

Woman - 19-25 - Twitter

Urgent Travel and relocation advice

"...There is a girl whose funds ran out and her family is far from her and they are unable to transfer funds to her because her bank is closed. She needs about 20 thousand, even if it's a loan, so that she can travel to her family in Kassala because...where she lives they gave them an evacuation notice for Sunday..."

WhatsApp

"Is the road safe for a small car from Wad Al-Bakhit, Omdurman to AlGedaref?"

Man - Twitter

"From the inbox: My friend, his family is stuck in Karari, the fighting increased. We need someone to get them out of Karari, by any means. A family of 6 individuals in karrari Al-Ejayja... They need to leave (Shendi - Al-Damer - Nuri) #together_we_can #confirmed_needs"

Man - 46-60 - Facebook

" We want to know news about the [border] crossings and the situation in Halfa specifically for women what are the visa requirements? Does one come reassured or is it troubling? How many days does it take...?"

Man - Twitter

Urgent Health Needs

"Humanitarian appeal...we have dialysis patients in one of the hospitals we want to transfer them to Omdurman. We are also facing difficulty in providing medicines for kidney transplants to Bahri and supplying oxygen to its hospitals..."

Woman - 19-25 - Twitter - Omdurman, Khartoum

"We need a #doctor specialized in blood vessels as soon as possible for my brother who has a gunshot wound in Alia Hospital, Omdurman...(we only have 24 hours, otherwise the leg will be cut off because the blood is not flowing to the leg after the bullet extraction operation)"

Woman - WhatsApp - Omdurman, Khartoum

"An urgent need for an ambulance. A person with [a] bleeding head and needs surgery. From Omdurman to Madani"

Woman - 36-45 - Facebook - Madani, AlGezira

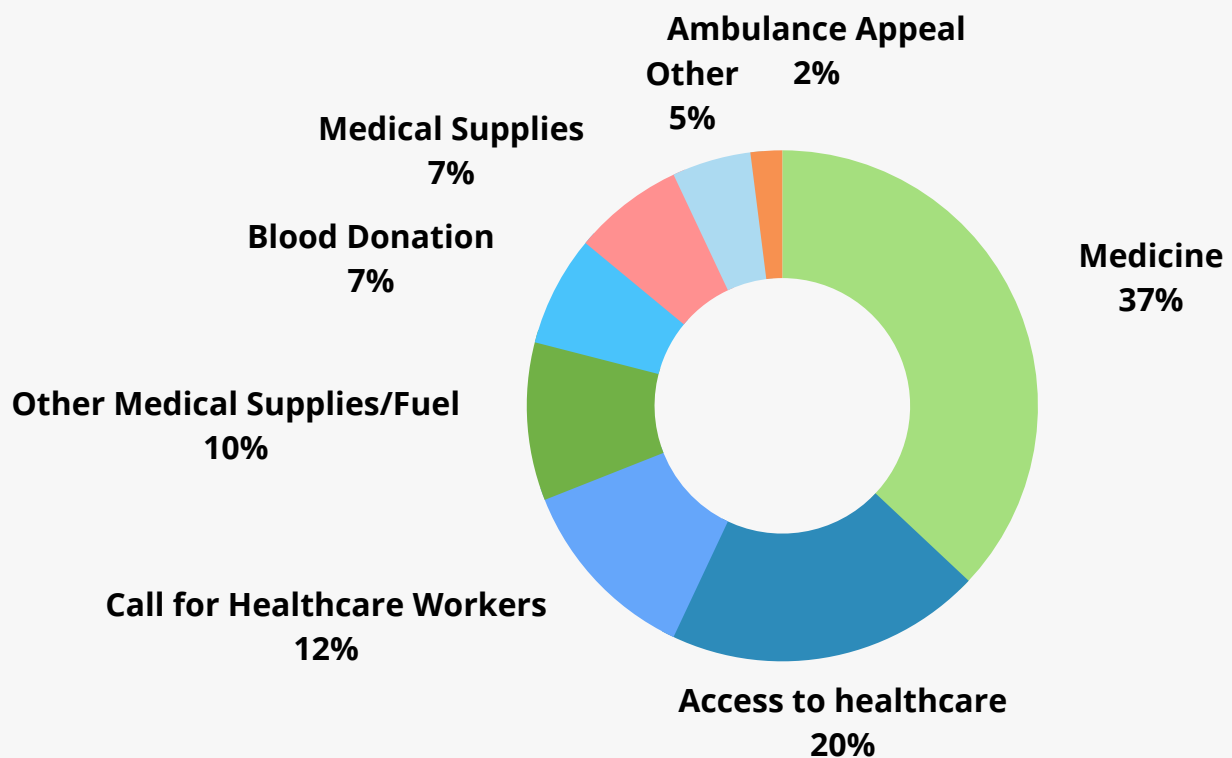
"A need for 3 blood bottles of A negative for an urgent surgery in Wad Madani please"

Woman - Facebook - Madani, AlGezira

" Need A patient with an autoimmune disease his condition is dangerous, he needs injections of immunoglobulin, the price of the unit injection is 90 thousand, and he needs 35 injections, and the issue of time is very important so that the disease does not develop 🙄 ..."

Woman - Facebook

Breakdown of Health Needs



About 20% of the overall social media data (202) highlighted urgent medical needs and concerns. Accessing healthcare has become extremely difficult. The Sudan Doctors' Trader Union stated on 1 June 2023, out of Sudan's 89 major hospitals only 30 hospitals are running partially or fully.

"If someone can connect me to a psychiatrist online or in Port Sudan that would be great"

Man - 26-35 - Twitter - Port Sudan, Red Sea

"One of the neighbors died of malaria due to the lack of hospitals and lack of treatment"

Woman - 46-60 - Text Message - ALLamab, Khartoum

"Any dialysis place in Khartoum...or a hospital that has resuscitation I have my daughter in Al-Munawwara hospital, Al-Kalakla, who's in a coma, and they are unable to do anything, and she's ill due to not having dialysis ..."

Man - Facebook - Alkalakla, Khartoum

Cross-cutting needs

"#Theblind...Philanthropists and [humanitarian] organizations we have 21 people in one room, the Union of the Blind does not have water...they do not have a tent. As for prayers, they pray all 5 [prayer] times together because there is no water...We need water, food, and mattresses...all day they eat one meal peanut butter salad...location AlDaraga next to Bashayer gas station"

Man - 26-35 - Facebook

Employment and Livelihoods

"I want a job in Omdurman so that I can help my family"

Man - 26-35 - Twitter - Omdurman, Khartoum

"A Sudanese woman in Cairo, a biology and physics teacher, went out [of the country] to support her family in Sudan and she's on her own in Egypt... Please whoever has work for her, help her... "

Woman - 19-25 - Twitter - Cairo, Egypt

"Sudanese in Alexandria needing a job, anything I need to cover my expenses my money is about to run out. Help me with a retweet"

Woman - 19-25 - Twitter - Alexandria, Egypt

How can Social Media listening contribute to Accountability?

Internews' timely social media listening activities can help humanitarian organizations plan and adapt their programs and activities, to ensure they are responding to communities' needs and priorities and identifying harmful misinformation or information gaps. Listening attentively to people's concerns through social media, and understanding their priorities allows people affected by the conflict to influence and shape the humanitarian response to ensure it remains relevant and responsive to needs that are voiced. Social media listening is one way to ensure accountable humanitarian support is being provided.

Internews Methodology

Internews' analysts gather feedback and concerns posted on social media by individuals affected by conflict and displacement in Sudan. The example posts featured in this report are representative of the most common concerns seen across the data set. All data is collected in the original language and categorized by theme to support analysis that aligns with and supports humanitarian coordination mechanisms and response.

This analysis is produced as part of the ARISE project, a collaboration between Internews, the Communicating with Disaster Affected Communities (CDAC) Network and Diaspora Emergency Action and Coordination (DEMACE).

To access the anonymized data set that supports this analysis, please contact Asia Kambal, akambal@internews.org.

www.internews.org