

# 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, 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 “Elders welfare and “Access to water in Dadaab Refugee camps”.

A total of 38 interactions were recorded in the week of Sept 7-Sept 20, 2020.

Data collected from  
**38 persons**



26 Female  
**68%**



12 Male  
**32%**

### Methods of data collection



ONLINE



ON-GROUND



ON AIR

## PROTECTION

The elderly need support because they are vulnerable, plus they cannot work for themselves due to their aged bodies. They depend on others for survival. I would, therefore, urge the partners to continue supporting the elders during this hard time of Covid-19.

**Adult, Female, Hagadera Camp**

The elders are vulnerable humans that depend on aid provided by the humanitarian partners. They are not able to work. We want the partners to double the services given to the elders, especially the elderly mothers who are so vulnerable.

**Adult, Female, Hagadera Camp**

I want to thank the humanitarian partners for the support they give to the elders. The elders are the most vulnerable people in the camps. They were affected by Covid-19; the little support they used to receive from their relatives stopped. I urge the partners to continue supporting the elders since they need special care.

**Adult, Male, Hagadera Camp**

Not all elderly person’s situation is are the same; some are supported by their children and live well. Others are helpless and sick and need support from the government and partners. The Refugees are among the most vulnerable population with no jobs. So their needs should be prioritized.

**Adult, Female, Hagadera Camp.**

I want to thank the humanitarian agencies for supporting the elders. The services given to them help both men and women; more support is needed to cater to the needs of the elderly.

**Adult, Female, Hagadera Camp**

The elderly used to get assistance before the onset of Coronavirus, but we have not seen them get any help recently.

**Adult, Female, Dagahaley Camp**

I have never seen the elderly receive any assistance. We have elderly who have chronic illnesses that need help

**Adult, Female, Dadaab**

We need services resumed for the elderly; we are now in poor condition.

**Adult, Male, Hagadera Camp**





## WASH

We usually receive water at 6am and 3pm, so everyone gets enough water for family use. We use water for hygiene purposes. We all know that there are bad diseases including Covid-19, which has affected the world. Thanks to Care international for supporting us with water.

**Adult, Female, Hagadera Camp**

We get water daily, at 9am, 3pm until 5pm. So, I can say those hours of water is enough. The agencies work hard to get us enough water for use for many purposes. We use water for bathing, cleaning, and washing clothes. Before the Coronavirus era, we had challenges with water but, with Covid-19, the number of hours has been increased.

**Adult, Female, Hagadera Camp**

Since Covid-19 began, the number of hours that water runs were increased; this has of course improved the hygiene standard of the camp, which we should maintain.

**Adult, Male, Hagadera Camp**

The tap stands are not overcrowded like it was before, now water is available any time. Water is very useful for our life, for instance, drinking, washing with clothes, and cleaning the house.

**Adult, Male, Hagadera Camp**

The first need of a human being is water. When you have water the other needs can follow. In the camps, we get water in the morning and afternoon. The number of hours to fetch water was increased when Covid-19 started, therefore, unless there is a technical problem with the borehole, there is no problem with water access.

**Adult, Male, Hagadera Camp**

Since Coronavirus started, water is enough in our section. Water is an important element in our life. We use them to wash utensils, wash hands to practice good hygiene.

**Adult, Female, Hagadera Camp**

In Dagahaley camp, we do not get as much water as they should be. We get in the morning, but in the afternoon, there is no water.

**Adult, Female Dagahaley Camp**

Now, there is enough water, nevertheless, there exists a challenge for women because men do not help much; for instance, they do not help to fetch water. On the other hand, social services are far from some neighborhoods, while transportation is not available to them.

**Adult, Female Dadaab**

I am in Dagahaley camp; there is a big complaint about the lack of chlorine.

**Adult, Female, Dagahaley Camp**

We would like to ask the agencies to reduce the chlorine they add to the water.

**Adult, Male, Ifo Camp**

Water is not enough. We at times wait and we do not get in time, though, most of the time we get it. Men do not help us; you see a pregnant mother carrying water, and the moment she brings the water, her husband takes a shower.

**Adult, Female, Ifo Camp**

Yes, water is life. The camp I stay in, there is a shortage of water since CARE took over. I would say return the water management to the previous water agency. Water is always important both for human and animal life.

**Adult, Male, Hagadera Camp**

Water is the most important thing in human life aside from health. The only challenge we have is that sometimes the water pump may break down, which makes it hard for women to look for water. Nevertheless, refugee organizations are always there for their people.

**Adult, Male, Dagahaley Camp**

I do not have a latrine. I request aid agencies to construct a latrine for me.

**Adult, Female, Dagahaley**

There is a water shortage. We do not get much water in the afternoon. We request the agencies to increase water supply.

**Adult, Male, Dagahaley Camp**

Everyone is talking about handwashing, and they do not give soap, so we need enough soap.

**Adult, Female, Hagadera Camp**



## CAMP COORDINATION AND MANAGEMENT

We are undocumented refugees with no ration card to access food aid given by UNHCR and WFP; we consist of 10 people; we request ration card to get food.

**Adult, Male, Hagadera Camp**

We heard information that the camps will be closed when Covid-19 ends.

**Adult, Female, Hagadera Camp**

I have heard that recently there has been an increase in the number of young people committing suicide acts, so I am asking the agencies what they plan to do about this. Can they do mobilization towards these issues?

**Adult, Female, Hagadera Camp**

## SHELTER



We lack proper shelter. I have many girls, and we all sleep in an open place. We are at risk of rape.

**Adult, Female, Hagadera Camp**

## FOOD SECURITY AND LIVELIHOODS

Lack of job opportunities, due to COVID-19. Three members of my family lost their jobs

**Adult, Female, Hagadera Camp**

The food ratio we get is inadequate. It cannot sustain us for two months.

**Adult, Female, Hagadera Camp**

There is a lack of job opportunities for women, the little that comes is taken by men.

**Adult, Female, Hagadera Camp**

We heard that we would get wheat flour in the next food distributions. Is it true?

**Adult, Female, Hagadera Camp**

I have heard that next month's World Food Program (WFP) will provide flour and rice, but I cannot confirm this information.

**Adult, Female, Dagahaley Camp**

We heard that food distribution stops after October. We would like to know if it is true.

**Adult, Female, Hagadera Camp**



## NUTRITION

There is a lack of nutrition for expectant and breastfeeding mothers; we cannot consume the food distributed.

**Adult, Female, Hagadera Camp**

## HEALTH

Covid-19 is over. No need to wear a mask. The agencies are only looking for funding.

**Adult, Female, Hagadera Camp**

## SUGGESTIONS

**To support this process, the Internews team will;**

- Support communication efforts of partners by giving airtime during the Bilan show, a weekly live call show at Radio Gargaar in Dadaab and Star FM in Nairobi.
- Support community correspondents in Dadaab 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 and Nairobi based Star FM teams to produce Bilan – a weekly live radio call-in show that addresses thematic issues on health and protection.
- 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 that period from communities across the refugee and host communities in Dadaab.

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)