What We Heard This Week
Feedback from the Community

Distance makes wood fetching risky
Women expressed serious concerns about their safety when out in the forest fetching firewood. They requested protection partners to escort them when going to look for firewood.

Adult, PoC

Request for school repairs
Children at Naath primary school said that the roofs of their classes leak when it rains. They requested humanitarians to carry out repairs.

Children & Adult, Sector 3, Block 7

Less water in sector 1
People in a listening group in Sector 1 said they were receiving less water due to low pressure in the taps. They asked WASH agencies to check the condition of the pipes.

Adult & youth, Sector 1, Block 1

Unfumigated shelters need spraying
Feedback received through informal interaction with residents indicated that some shelters were not sprayed due to the negligence of owners or that the shelters were closed. They asked Mentor Initiative to fumigate their shelters to minimize the presence of mosquito.

Adult & youth, PoC

Thank you!
A listening group in Sector 4 expressed gratitude to FSL agencies for teaching them life skills. Their appreciation was directed at Integrated Development Organization (IDO) for the training in tailoring, agribusiness and carpentry.

Adult, Sector 4

Early & forced marriage awareness requested
The Teachers’ Union in the PoC said that girls leave school to get married off by their parents for resources. They asked for sensitization on radio about the negative impact early and forced marriage has on girls’ education.

Adult, PoC

No food & shelter for returnees
Returnees from Khartoum voiced concerns about lack of food, shelter and other humanitarian services particularly for them in the PoC. They asked humanitarian partners to register them for humanitarian assistance.

Adult & Youth, Sector 1, Block 5

Help escort us to msf hospital at night!
A community leader said that his block residents cannot access maternal health services at night because there are no midwives to attend to them at that time. They said that women in labor fear attacks by criminals while on their way to the MSF hospital.

Adult, Sector 3, Block 10

Increase duration of water in sector 4
Feedback collected from a listening group indicated that some households in Sector 4 don’t get enough water due to the short duration of availability of tap water. They asked concerned WASH partners to increase the time from 2 hours to 4 hours per shift.

Adult & youth, Sector 3, Block 2, 3, & 4
Kondial 97.2 FM
Weekly Program Highlights

CCCM - HOUR: IOM-CM ENCOURAGED PARENTS TO LOOK AFTER THEIR CHILDREN.
Over 20 children have drowned since the establishment of the PoC. This was reported by the child protection agencies. Kondial FM has always been airing PSAs about child protection and protection partners have talked about the role parents and the community should play to stop the prevalence of drowning. Camp management agencies have carried out maintenance of drainage channels and fixed the culverts across the PoC to stop water stagnation. The IOM-CM team sent their condolences to the families whose children drowned recently in Sector 2 & 5 and reminded the community in the PoC to always know where their children play from.

CCCM-HOUR: CAMP MANAGEMENT AGAINST ROADSIDE BUSINESS & ILLEGAL SHOPS
Illegal business structures and roadside trade have been cited as hindrances to security patrols in the PoC. IOM-Camp management team, while on the weekly CCCM show, reminded the community about the risks of blocking patrol routes. The team said the situation is making it difficult for UNPOL and other security outfits to carry out their duties. The camp management team warned PoC residents against building illegal shops and to cooperate with the demolition teams. Several callers on the show pledged support and promised not to erect unapproved structures. However, some callers requested the security and protection partners to allow for voluntary relocation than forceful demolition.

BEYOND BENTIU RESPONSE SHOW: MEMBERS TRAINED IN BUSINESS RECEIVE TOOLS
Mercy Corps FSL distributed tools to various community members who were trained in carpentry, masonry and other apprentice skills. While appearing on Kondial FM show, Mercy Corps staff said that 18 community members in Bentiu town received items for carpentry work. The NGO said the aim was to encourage people with skills to start businesses so that they can help their family members. Beneficiaries expressed appreciation to Mercy Corps for the business knowledge and skills.

AFTERNOON SHOW: PRAYERS ON EBOLA
Feedback received from youth after the EVD program which was aired on radio indicated that people are interested in knowing more about the disease. While on radio, a Presbyterian Church pastor said churches will share EVD messages with their congregations. Kondial FM is currently broadcasting EVD programs produced with the health cluster to fight misinformation on Ebola. Kondial FM team will continue with collection of feedback about rumors, misinformation and mistrust on EVD which will be shared with the health cluster, who in turn will clarify whatever distortions are out there.

Internews Bentiu e-Bulletin
Community Feedback
Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCCM</td>
<td>9%</td>
</tr>
<tr>
<td>Culture</td>
<td>3%</td>
</tr>
<tr>
<td>Disease</td>
<td>3%</td>
</tr>
<tr>
<td>Education</td>
<td>14%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>4%</td>
</tr>
<tr>
<td>FSL</td>
<td>1%</td>
</tr>
<tr>
<td>Health</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>22%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>1%</td>
</tr>
<tr>
<td>Peace</td>
<td>1%</td>
</tr>
<tr>
<td>Protection</td>
<td>9%</td>
</tr>
<tr>
<td>Shelter</td>
<td>4%</td>
</tr>
<tr>
<td>WASH</td>
<td>26%</td>
</tr>
</tbody>
</table>

Detailed: WASH
This graph details the feedback on WASH that was received this week.

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>12%</td>
</tr>
<tr>
<td>Hygiene</td>
<td>5%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>8%</td>
</tr>
</tbody>
</table>

In Bentiu, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Akiiki Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).
In Jamjang, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager James Mafer (jmafer@internews.org).

What We Heard This Week
Feedback from the Community

Still waiting for latrine slabs
Refugees who dug latrines as per the required new standards from Samaritan Purse said that they are still waiting for slabs to cover the pits.

Adults, Ajuong Thok

Block residents happy with child friendly space
The Community in block 62 expressed gratitude to LWF for constructing the Namrood Child Friendly Space and fencing it.

Adults, block 62, Ajuong Thok

Beans blamed for stomach upsets
Refugees in Ajuong Thok requested WFP to change the type of beans they receive monthly. They attributed the rampant stomach upsets to the beans and requested for a change in their dietary composition.

Adults, Ajuong Thok

Give us certificates
Some adults in Ajuong Thok said they took English lessons and since their graduation last December 2018, they haven’t received their certificates. They are requesting LWF to give them their certificates.

Adults, block 44, Ajuong Thok

After delivery, mothers need additional items
Women in Ajuong Thok said when they give birth in the hospital, they receive only one piece of soap and underwear. They asked AHA to increase the number of items given to mothers after childbirth.

Adults, block 44, Ajuong Thok

Are there ways to fight bats?
Residents in block 44 complained over increasing bat population in the camp. They said that the bats are everywhere, in anthills, trees and houses. They requested Mentor Initiative to fumigate the places where the bats are residing.

Adults, block 44, Ajuong Thok

Ebola is scary!
Some refugees in Ajuong Thok requested health activity implementing agencies to carry out public awareness on the Ebola disease. They added that they are not well informed about Ebola.

Adults, Ajuong Thok

Football and volleyballs wanted by the youth
Youth in Ajuong Thok said they go to the neighboring blocks to play football and volleyball because they do not have the facilities in their own block. They requested DRC to provide them with the items to enable them to engage in sports activities in their block.

Youth, block 62, Ajuong Thok

Professionalize teachers to improve education
Following the results of the South Sudan Secondary School examinations, parents in block 28 reported that lack of competent teachers is the reason many students failed the tests in the camp. They requested education agencies to recruit professional teachers to deliver quality education for their children.

Adults, block 28, Ajuong Thok

IRCs HIV-AIDs and TB Counselor hosted by Jamjang FM speaking about prevention of mother-to-child transmission of HIV – Photo @ Internews
PREVENTING MOTHER-TO-CHILD HIV TRANSMISSION.
The Health program on Jamjang FM hosted AHA HIV/AIDS and TB counselor to explain how mother-to-child transmission of HIV can be stopped. During the program, the doctor said it is spread from a woman living with HIV to her child during pregnancy, childbirth and during breastfeeding. Treating HIV positive woman during pregnancy, childbirth or delivery and during breastfeeding prevents the mother-to-child transmission, the doctor added. The doctor appealed to the community to be faithful to each other and to go for HIV testing to know their health status.

PREGNANCY SUPPORT AND NURURING FOR BETTER HEALTH.
On Jamjang FM health program, AHA's health worker said good nutrition is crucial for the pregnant woman. The official explained that balanced diet keeps a pregnant woman healthy, maintains the strength of her uterus and protects the development of the baby. The health worker added that nutrition is important for the growth of breasts in preparation for breastfeeding and for making of baby fat to provide energy after birth. The official warned pregnant women not to self-medicate without consulting a doctor for the good of their health and appealed to families to provide good care for the pregnant women. Talking to Jamjang FM, many people urged the pregnant women to observe hygiene and follow antenatal guidelines.

A MOTHER'S ROLE IN SUPPORTING GIRL CHILD EDUCATION.
While appearing on the education program, a woman from the refugee community in Ajuong Thok said that the mother is the first and best teacher for her daughter. She added that the mother's role as teacher represents a crucial resource to the development of a girl's identity. "A mother provides hygiene and healthcare, psychological protection for her daughter and this support shapes a good foundation for a girl's education," she said. Jamjang FM team interviewed many people in Ajuong Thok and who appealed to the mothers to play their role toward the development of their daughters by providing them with care, love and a happy environment.

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<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture</td>
<td>6%</td>
</tr>
<tr>
<td>Disease</td>
<td>22%</td>
</tr>
<tr>
<td>Education</td>
<td>11%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>6%</td>
</tr>
<tr>
<td>Health</td>
<td>28%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>6%</td>
</tr>
<tr>
<td>Shelter</td>
<td>17%</td>
</tr>
<tr>
<td>WASH</td>
<td>6%</td>
</tr>
</tbody>
</table>

Detailed: Health
This graph details the feedback on Health that was received this week.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maternal/Child</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>22%</td>
</tr>
</tbody>
</table>
In Malakal, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager and Trainer Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Dau Chol (dchol@internews.org; +211 916930440).

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**What We Heard This Week**

**Feedback from the Community**

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**No medical care at night**

Residents in Malakal town said they find difficulty accessing medical care at night. They said the clinics in their locations don’t operate during nighttime. They requested the health cluster to enable health facilities to operate 24 hours so that they can always access medical care.

*Youths & Adults, location: Malakal town, Hai-Assosa* ●

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**Thank you for the NFI items**

The elderly in Malakal town appreciated DRC for the non-food items they received. They said the items such as blankets will provide some comfort during the rainy season. They requested the concerned agency to repair their shelters which were damaged by rain.

*Elders, location: Malakal town & PoC sector 2* ●

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**Sorghum is cheaper than maize to grind**

Women and girls in two locations thanked WFP & World Vision organizations for replacing maize with sorghum during the food distribution in the month of July. They said they have enough money to use at the grinding mill because sorghum is not expensive to grind.

*Youths & Adults, location: PoC & Malakal town* ●

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**Expedite use of biometrics**

People in the PoC said that using fingerprints during food distributions delays their access to rations. They requested the concerned agencies to find a way of making the use of fingerprints a faster process to avoid overcrowding at the distribution centres and enable them to receive their food rations on time.

*Youths & Adults, location: sector 1, 2, 3 & 4* ●

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**Dismiss unqualified cwg members**

The community in the PoC appreciated the work the Community Watch Group (CWG) of protecting the lives and property of the community. However, they said that some of the CWG members lack the skill to effectively carry out their duties. They requested humanitarian agencies responsible to dismiss the unqualified CWG members to avert conflict that may arise as a result of antagonizing the community.

*Youths & Adults, location: sector 2 & 3* ●

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**Solar lights are faulty**

Residents in the different locations of the PoC said that, due to darkness, they find difficulty in accessing toilets and bathrooms during the rainy season. They said the solar panels in their locations are faulty and no longer light their areas. They requested the concerned agencies to fix the solar lights for their safety and security.

*Youths & Adults, location: sector 1 & 3* ●

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This week Internews collected 92 unique feedbacks:

- Youth (18-35 years old) 2%
- Adults (over 35 years old) 92%
- Elderly (Over 60 years old) 5%

Internews interacted with 817 people through:

- Listening Group 100%

Data collected from:

- 467 females (57%)
- 350 males (43%)
**WASH PROGRAM: AWARENESS ON PROPER USE OF LATRINE IN THE RAINY SEASON**

Some members of the community in Malakal do not have proper toilet manners according to feedback received by Nile FM. This, they said, could result in spread of diseases in the community. The Nile FM WASH program producer asked IOM hygiene promoter to raise awareness on how people can avoid violence during community gatherings. A community member said that disagreements can lead to a protracted spate of conflict. She added that everybody should act responsibly in order to avoid altercations. Another person reminded the community that events that bring people together should be used to celebrate, reconcile and to get to know each other. During the programme, a community member said that people should avoid using gatherings as places of settling their scores. He added that to avoid that, people should take caution not to indulge in alcohol which usually leads to fighting. He concluded that people should treat each other respectfully.

**PEACE & RECONCILIATION PROGRAM: KEEPING PEACE AT PUBLIC GATHERINGS**

Feedback from the community indicates that there are people who start fights during public gatherings. Nile FM Peace & Reconciliation program producer asked some community members to suggest how people can avoid violence during community gatherings. A community member said that disagreements can lead to a protracted spate of conflict. She added that everybody should act responsibly in order to avoid altercations. Another person reminded the community that events that bring people together should be used to celebrate, reconcile and to get to know each other. During the programme, a community member said that people should avoid using gatherings as places of settling their scores. He added that to avoid that, people should take caution not to indulge in alcohol which usually leads to fighting. He concluded that people should treat each other respectfully.

**SPECIAL COVERAGE: CHALLENGES OF FOOD DISTRIBUTION IN THE RAINY SEASON**

NILE FM community correspondent went to the food distribution site and interviewed community members and the representative of the food distribution monitoring committee about the challenges they faced in July. A community member said the food distribution went well but added that elders and people with special needs had to be helped by their families so as not to miss out on their rations. A woman explained that together with young girls they at times face challenges especially when they delegate their children to collect the food on their behalf because some young people are unable to communicate well which at times creates misunderstandings. The chairman of the food distribution monitoring committee said there was a delay on the first day because of rains but it went on smoothly after the rain stopped. However, he added that, this time around, people are happy for receiving sorghum instead of maize.

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**Community Feedback**

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- **WASH**
- **Food Distribution**
- **Education**
- **Health**
- **Shelter**
- **Peace**
- **Protection**
- **CCCM**
- **Disease**
- **FSL**
- **Non-Food Items**

Detailed: **WASH**

This graph details the feedback on WASH that was received this week.