What We Heard This Week – Feedback from the Community

Roofing materials needed after the rains
Elderly at Block 64 of Ajuong Thok reported that a number of houses were damaged and destroyed by the last rains. They pointed out that DRC made an assessment before the rainy season to provide roofing materials. They are now asking for assistance in repairing their houses as well as to be provided with plastic sheets.

*Adults, Ajuong Thok, Block 64*

Thank you Hakima Yagub team for combating malaria!
Refugees at block 64 of Ajuong Thok expressed their joy in relation to efforts made by health workers in the camp in combating malaria. They learnt that the hospital assigned all medical workers to work throughout the week and have explained that the efforts resulted in reduction of malaria prevalence in the camp.

*Adults, Ajuong Thok, Block 64*

Demand for new health center in Pamir
Refugees at Pamir camp explained that elderly and persons living with a disability of zone E are having hard time accessing health services as the closest health facility is too far. They think IRC should construct a new health center in zone E. They added that a new center would enable them to get access to the services adequately.

*Adults, Pamir*

Removal of small trees from the playground
Pupils at primary schools of Pamir camp reported that a number of playgrounds in their schools were fully covered with small trees. They would like DRC to provide them with cutting tools to remove trees and have also asked for an excavator to clean the playgrounds and enable them to play.

*Children, Pamir*

No jerry cans to fetch water
Some refugees at block 32 of Ajuong Thok explained that all of their jerry cans are damaged. They understood that there was no distribution of jerry canes planned soon but would like UNHCR to provide some if possible to help them in fetching water.

*Adult, Ajuong Thok, Block 32*

High demand for ophthalmologist
Elderly women at Block 64 of Ajuong Thok explained that they were suffering from eye illnesses. They would like a department of ophthalmology to be established in Ajuong Thok camp. They added that health partners refer patients to Juba from time to time but more should be considered as the cases are many.

*Adults, Ajuong Thok, Block 64*

Wheelchair to go to school
Children with disability at Block 64 explained their inability to go to school by foot. They said that their families have hard time to assist them every day and would like LWF to provide wheelchairs to enable smooth movements, especially when they are going to school.

*Children, Ajuong Thok, Block 64*

This week Internews collected 10 unique feedbacks:

- Youth (18-35 years old) 9%
- Elderly (60+ years) 91%

Internews interacted with 212 people through:

- Listening Group 60%
- Informal Meeting 40%

Data collected from 180 females (85%) and 32 males (15%) in Ajuong Thok (60%) and Pamir (40%).

Jamjang 89.4 FM Weekly Program Highlights

**Health Program: Distribution of mosquito nets in Ajuong Thok**
Koditi Changalo, AHA Health Supervisor pointed out that the purpose of mosquito nets distribution was to replace the torn ones with the new sets. He added that there was a schedule for each block to receive the new mosquito nets. Jamjang FM interviewed a number of refugees in Ajuong Thok who had expressed their joy in relation to the distribution of mosquito nets and have appealed the humanitarian agencies to distribute mosquito nets before rains onset.

**Health Program: Commemoration of World Mental Health Day in Ajuong Thok and Pamir**
For the first time in the area, the World Mental Health Day was celebrated. Dr. Justin Ishimwe, AHA Mental Health Specialist pointed out that the purpose of organizing this event in Ajuong Thok was to raise awareness on mental health issues and to advocate against social stigma. Dr. William Marcello, IRC Deputy Health Program Manager urged community to participate in eradication of mental illnesses in Pamir. Jamjang FM interviewed refugees in Ajuong Thok and Pamir who had appealed the community to deal with mental ill persons positively.
Internews Jamjang 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 pie chart below illustrates the overall categories in which feedback was collected this period.

**Protection Program: Celebrations of the International Day of Girl Child in Ajuong Thok and Pamir**

Longa Sylvester, IRC WPE Manager explained that they are working on empowering girls of Pamir in terms of education as well as to improve their capacities for participating effectively in community activities. Veton Orana, Head of UNHCR Sub-Office appealed the community in Ajuong Thok not to expose their daughters to early marriage and explained that girls and boys have same rights to education. Jamjang FM interviewed graduates and refugees in Ajuong Thok and Pamir encouraged the girls to join the new classes. Through the last nine months, IRC trained 250 adolescent girls in Pamir and 332 in Ajuong Thok who graduated from the Girls in Focus life skills learning program.

**With Refugees Program: UNHCR explains purpose of the verification exercise.**

Katsu Koike, UNHCR Protection Officer explained that the purpose of the verification exercise was to confine the total number of refugees in the camp as well as to merge newborn babies with their families. He appealed refugees to turn up regularly and according to the schedule to guarantee their rights of access to the services. In addition, William Deng, CRA Community Services Officer explained that this exercise aims to improve the services provided to the refugees. Jamjang FM brainstormed with a number of refugees in Ajuong Thok about the importance of this verification exercise.

**Youth Request Sports Items**

Youth at Pamir camp asked DRC to provide them sport materials, because the sports materials that they received in 2016 are damaged. They say they have many activities, so they asked to have the materials such as football, volleyball, nets and uniforms to enable them to practice their sports smoothly.

Youth at Ajuong Thok Block 64 asked humanitarians to provide them with sport materials to enable them to practice their sport exercise smoothly; the items are; football, volleyball, net for volleyball and uniform, the youth explained that some blocks got some sports items but they did not.
EVENING SHOW

The IOM resumed its operations in the Bentiu PoC after a 4-month stalemate with the Community High Committee. The development is a result of numerous negotiations between the PoC leadership, UNMISS, UNOCHA, IOM and other stakeholders. IOM CCCM Communication Assistant Gatluak Gabriel Doar confirmed to Kondial FM that the IOM and the community leadership had reached a consensus hence the resumption of service delivery in Bentiu PoC. He said that IOM would fully operate health clinics, CCCM, care and maintenance, community engagement, MHPS, WASH and DTM. IOM expressed gratitude to the community and the leadership for welcoming them back.

WORLD MENTAL HEALTH DAY

The World Mental Health Day was marked on October 10 in Bentiu PoC under the theme “Young People are in charge of the World”. While appearing on radio, IOM PHSSS Assistant officer William Machar encouraged the youth to be positive so as to forget the traumatic experiences of the crisis. He urged listeners to confide in people they trust about issues affecting them. William advised the youths to avoid abusing alcohol and drugs so as to maintain a healthy mental status.

Request For Farmer Training

Listening groups with adults in Sector 4, Block 10, 11 & 12 said that they are willing to do cultivation to fight malnutrition and earn money. They said they lack skills to do the efficient farming and are asking for farming training.

Adults in Sector4, Block10, 11 & 12 in Bentiu PoC

Garbage in Sector 2

A listening group of women in Sector 1, Block 2 mentioned that garbage bags for disposal of trash are needed. They said that the more the garbage accumulates in their blocks the more the flies increase and that garbage blocks the flow of water between shelters. They would like the concerned agencies to provide them with polythene bags.

Women in Sector1, Block 2 in PoC

Youth Are Saying Thank You!

Local youth artists in are happy with the provisions being offered by youth supporting agencies in PoC. They encouraged Action for Conflict Resolution (ACR) to keep attending youth performances and events in the PoC.

Youth listening group in Sector 2, Block 12

Send Children To School Please!

A listening group with teachers in the PoC is concerned that children are not attending classes and instead preferring to play in the ponds. They are requesting education partners to organize “Back to Learning” campaigns to increase enrollment.

Adult listening group in Bentiu PoC

Rabies!

Women listening groups in all PoC Sectors expressed fear of rabies as people are being bitten by stray dogs. A woman in sector 1 said that she constantly worried about the safety of her children when they are away for school. Another woman in sector 3 said she minimizes going out of her shelter for fear of being bitten by stray dogs. They are asking partners to urgently carry out vaccinations and castrations.

Women listening group in Sector 1, 2, 3, 4, & 5

Fuel generator request

Bentiu Artists Union (BAU) in Sector 2 Block 12 said poor electricity supply is a challenge especially when artists are performing. The BAU chairperson raised the complaint on behalf of artists that activities are being hindered by lack power to run the sound system. They asked IOM – CCCM to provide them with fuel for the generator.

Youth listening group in Sector 2, Block 12

Welcome Back IOM

Youths, women, adults and children listening groups in all the Bentiu PoC Sectors welcomed IOM’s resumption of service delivery. Many said that they had missed IOM’s services and regretted what had happened. They advised each other not to repeat the mistake of blocking agencies from offering services in future.

Mixed listening groups in Sector 1, 2, 3, 4 & 5

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).


194 Feedback Collected From

- Adults (over 35 years old) 23%
- Youth (18-35 years old) 74%
- Children (0-18 years old) 3%

Feedback Gathered Through 1,719 Interactions

- Listening Group 14%
- Information Officer 84%
- Phone 2%
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 pie chart below illustrates the overall categories in which feedback was collected this period.

**WASH PROGRAM**
Children with disability requested for special latrines to be designed for them to have easy access to the facilities. In response, the Concern Worldwide (CWW) WASH manager William Karinga confirmed that his organization would promptly construct separate latrines for disabled pupils of Nyueljul and Rubkona Primary Schools.

**HEALTH PROGRAM**
There were reports of six people getting bitten by stray dogs in the PoC. The patients got treatment at the MSF medical facility. The issue of dog bites has caused alarm and worries that the victims could get rabies. CHC leader Gatwich Gatluak ordered the killing of all stray dogs in the PoC. Vétérinaires sans Frontières (VSF) is running a Public Service Announcement on radio to increase awareness and in a recorded program, VSF Field Officer Elijah Puot confirmed that his organization will carry out a massive dog vaccination and castration campaign in the PoC in as soon as possible.

**EVENING SHOW**
Koyhethey residents couldn’t access services in Bentiu town after water flooded the road to the town. Community leader George Gattot raised the concern on behalf of the residents whose mobility has been curtailed by the condition of the road. In response John Pajock from UNHCR confirmed that they are in agreement with UNMISS peacekeepers in Bentiu town to have the road fixed shortly.

**CCCM Detailed Feedback**
This graph details the feedback by sub-category, for the most mentioned overall category from the chart above.
What We Heard This Week – Feedback from the Community

“Yes, we don’t need guns in the PoC”
Residents praised Community Watch Group and UNPOL for arresting a man suspected to have smuggled an AK47 machine gun into the PoC. However, the ask UNPOL & Warrior Security teams to prevent the entry of weapons right at the gates by thorough checking of individuals and their properties to ensure complete safety of the PoC. They residents told our listening groups that they are worried of the man’s motive of bringing the gun into the civilian site.

Youths & Adults, Sector 1 & 4

Equip IMC clinic with full laboratory
Residents have told our listening group that IMC should establish a fully equipped laboratory capable of carrying out different medical tests. They said currently IMC only test malaria, HIV, Syphilis but lack vital kits for testing hepatitis, typhoid, urine and stool. They ask the Health cluster to support IMC to establish the lab if IMC is unable to do it by itself.

Adults, Sector 1

Young girls should be denied access into night clubs
Parents in sector 4 block A, in the PoC, have communicated to our Information Officer that young girls should be prevented from entering night clubs. The parents said, the girls were banned by Community Watch Group in agreement with them for over six months. Surprisingly, the parents said the girls are now back into the night clubs to watch movies. The parents are appealing to Camp Management/DRC to talk with camp leadership to disallow the girls from entering night clubs as a measures to protect them from rape and early pregnancy.

Adults, Sector 4 block A

Thank you IOM for issuing biometric cards
New arrivals have told our listening group that they are happy with IOM for issuing biometric cards replacing the white tokens. They said their patience has finally paid after waiting for a long time. They thanked IOM for including their names as beneficiaries to all the services provided by the humanitarian organizations.

Youths & Adults, Sector 2 DRC Compound

Who is responsible for NFI distribution?
Residents in the PoC have explained to our Information Officer that for some months now, they have not received non-food items including mosquito nets, plastic sheets and blankets. They said the organization that has taken the responsibility of NFI distribution from Medair should respond to their request.

Youths & Adults, Sector 4

Nile 98.0 FM Weekly Program Highlights

World Mental Health Day, 10 October: Special Converge
On the World Mental Health Day celebrations on 10 October in Malakal town and in the PoC, the head of Health Cluster in Greater Upper Nile State Dr. Jean Paul called on the community to treat persons with psychosocial distress with sympathy and love. Dr. Jean encouraged the community to visit the mentally challenged persons at the treatment centers so that they feel they are part of the community. This year’s World Mental Health Day is celebrated under the theme: “YOUNG PEOPLE AND MENTAL HEALTH IN A CHANGING WORLD”

Child program: Importance of taking a child to kindergarten
A Kindergarten teacher, Veronica Patouk, explained on our child program that residents of sector 2 block M have contributed money and constructed a kindergarten in their area. Veronica said the purpose of the kindergarten was to keep the children safe instead of allowing them to play in the streets where they may be injured by moving vehicles. Veronica added that the kindergarten has a capacity of 200 children for ages 3 to 5 years. She called on the community to take their children to the center to receive proper care and learning. On the other hand, Veronica urged the humanitarian...
Internews Malakal 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 pie chart below illustrates the overall categories in which feedback was collected this period.

**Weekly Program Highlights Continued**

Aid organization working in child protection to support the kindergarten with toys and other items to attract more children to the center.

**WASH program: Why community should prevent toilet doors from being stolen**

This week, the WASH program talked about why the PoC community should prevent stealing of toilet doors by unknown people. In the program, IOM Supervisor of Hygiene Promotion, Sandy Aged explained to the community that removing toilet doors will allow flies to breed in the toilet and could lead to diseases such as diarrhea and cholera. Mr. Aged urged the community to urgently sit with their leaders to discuss the issue and come up with ways to prevent the toilet doors to be stolen. He said IOM and all the humanitarian organizations will not continue to provide services that end up destroyed by the same community they are serving. He said it’s the responsibility of the community and their leaders to ensure that public services are not destroyed or interrupted by few bad elements in the community.

**CCCM Detailed Feedback**

This graph details the feedback by sub-category, for the most mentioned overall category from the chart to the left.
What We Heard This Week – Feedback from the Community

Dog disease
Dogs are increasing in the camp and as well having some that affect the skin and causing wounds. This is making the community worried that their disease may spread to human. The community is suggesting that all the stray dogs should be kill in the camp. The community also request Magna to vaccinate the dogs like it did at the beginning of this year.

Adults, Zone D block 1

NFI Distribution
Some residents in both POCs are saying that their shelters are leaking and are requesting for the distribution of plastic sheets. They said their shelters materials have become older. Therefore they are requesting the concerned partners to help respond to their suffering mostly for the vulnerable people.

Adults, PoC 1 block B

GBV training
Some residents in PoC 3 are requesting the protection partners to provide them with training on GBV. “We are saying women and youth especially girls should be given a training based on GBV because most of them do not know how issues of GBV can be handled”.

Women POC 3 zone D

Biometric Registration
Residents in the UN House POCs are happy that they have been considered during the ongoing registration in the two PoCs. Some of them were missed out during the verification process but now they are fully registered and can own the new cards. They are happy because they have their rights in place.

Residents, POC 1 and 3

Latrines cleaning
Some resident in the POC are saying their latrines have not been cleaned for two days and they don’t know what is the reason behind. They are requesting the partner responsible for this activity to come and check. Since the hygiene and sanitation is very poor.

Residents, PoC 3 Zone D

Youth Employment
Some youth of POC 1 are saying they need some job opportunities for youth in the upcoming new leadership in the camp. They said many youth are jobless. The employment opportunities that are always available for the youth are not enough and thus they do request the partners to always consider the papers that they have than individualities.

Youth, PoC 1

This week BBTT collected 141 unique feedbacks throughouts the PoCs:

- Adults (over 35 years old) 67%
- Youth (18-35 years old) 24%
- Children (>18 years old) 1%
- Elderly (60+ years) 7%

Data collected from 987 females (66%) and 517 males (34%) in PoC 1 (22% of feedback) and PoC 3 (78% of feedback).

BBTT interacted with 1,504 PoC residents through the following methods:

- Listening Group 42%
- Informal Meeting with BBTT Staff 57%
- Partner Network 1%

Distribution of Dignity Kits
In a response to a feedback lasted from girls requesting Provision of dignity kits, Whitaker Peace and Development Initiative said that they are distributing 500 dignity kits to girls who play basketball, volleyball and football. In the dignity kits, there are a number of items including torches, sleepers, soap and lotions.

Food selling
Following the August incident, the community feels that food security is dire in the PoC. BBTT has composed a drama about distributed food sold by the community. The drama looks at the different ways a family is exposed to starvation when the family no longer have food to eat after selling the whole family ratio with the intention of their supplementing the diet that the partners give monthly.
Internews Juba 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 pie chart below illustrates the overall categories in which feedback was collected this period.

**Community Feedback**

Internews Juba e-Bulletin
OCTOBER 16, 2018

Weekly Program Highlights Continued

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**Vocational Training**

Women Advancement Organization (WAO) is providing a vocational training in UN House PoC 1. In an interview with BBTT, WAO said they are training the community in different areas of specialization like tailoring, catering, computer training and shoe making. These trainings are helping the community's livelihood and income earning for the unemployed person in POC sites. The training graduates said they received skills that can help them in earning income and supporting their family as well as their community.

**Lead Mothers Roles in the Community**

BBTT interviewed James Loi from Concern world Wide during the graduation ceremony for lead mothers. James said lead mothers are those lactating and pregnant mothers that are always trained by Concern worldwide on the proper ways of caring for a child at early age. He said the mothers learn about the importance of exclusive breastfeeding. He said exclusive breastfeeding gives a baby a good healthy start of life. Lead mothers are trained to sensitize the community members on the importance of exclusive breastfeeding and complementary breast feeding after full six month.

**STDs Awareness**

In our program on STDs prevention in the POCs, James Nyuon from IMC said that medicine for treatment of STDs is available. He said that people should not have unprotected sex outside their marriages. He mentioned that STDs are dangerous if not treated on time. He advice everyone to seek medical attention in case of any suspicious of any infection from sexually transmitted diseases.

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**CCCM - Detailed Feedback**

BBTT collected 42 CCCM feedbacks. These were primarily about management issues (69%), while some were also about leadership (19%) and security (12%).

The feedback about management was reported mostly in PoC 3 (93%), however two feedbacks were collected on the issue in PoC 1. The feedback came from a total of 464 people, including 289 females and 175 males. The feedback about management came mostly from adults (62%) and some came from youth (38%).