What We Heard This Week – Feedback from the Community

Separate children from adults in wards

Ajuong Thok Block 29 parents asked AHA to make separate wards for children and not to admit them with adults in the same ward fearing that sicknesses could be transmitted easily.

Adults, Ajuong Thok, Block 29

Women missing important items

Women in Block 15 at Ajuong Thok camp stressed that distribution of dignity kits, currently ongoing in the camp, was not satisfactory and has failed to meet their expectations because some items were missing such as underwear. They complained about IRC not explaining why this important piece was missing.

Women, Ajuong Thok, Block 15

We are fearing strangers

Residences in Ajuong Thok have complained about people who illegally settle in their block. They said these strangers may cause trouble and have asked concerned agencies to take immediate action to solve this issue.

Adults, Ajuong Thok, Block 15

Hungary students not focusing on examinations

Students in Ajuong Thok says the delayed General Food Distribution has affected their studies for examinations. They said hungry students cannot study well and concentrate for exams and this will bring poor results.

Youth, block 15, Ajuong Thok

Children tired of walking

Ajuong Thok camp community has raised a complaint about children not going to Child Friendly Space because it was far. They explained that their children need to walk across two blocks – 38 and 39 to reach CFS that was located at block 40, while others need to go to block 63 that was far away from 37. They asked LWF and UNHCR to construct a new CFS within the block if possible.

Adults, Ajuong Thok, Block 37

Delayed food distribution causes many troubles

Mothers in Block 37 complained about General Food Distribution being delayed and have said that some of the children had stopped going to school due to lack of food yet their examinations were set to begin soon. They said some refugees were leaving the camp due to food shortages.

Adults, Ajuong Thok, Block 37

We want laboratory tests done before drug prescription

Residents of Block 20 in Pamir camp spoke about not being satisfied with health services provided at Hope Health Center. They have explained that patients were being given drugs without diagnosis from lab tests. They said that health workers running the health center should do tests first before prescribing drugs for treatment.

Adults, Pamir, Block 20

Bring education near to our children

Refugees in Pamir camp requested LWF to increase 2 additional classes P7 and P8 at Tannahana Primary School explaining that it was taking time for their children to travel to Kings of Nubba Primary School located in zone F.

Adults, Pamir, Block 20

Jamjang 89.4 FM Weekly Program Highlights

Food Security: WFP explains about GDF postponement in camps

As part of Internews Jamjang FM’s regular programing about GDF and distribution dates, WFP area manager revealed that the schedule for food distribution has been shifted from November 19 to November 24, 2018. He attributed delays to the shortage of food stock. Pamir Camp chairperson appealed to the refugees to be patient and cope with changes. A number of interviewed refugees in Ajuong Thok and Pamir requested WFP to hasten and expedite the provision of food ration in the camps.

WASH Program: Round table discussion for commemoration of International Toilet Day

During the commemoration of the International Toilet Day, Jamjang FM covered a round table discussion. Charles Kissa, Samaritan Purse WASH manager stressed that the World Toilet Day was an event to sensitize the community on how to embark on proper use of latrines. Ben Wangha, UNHCR WASH program assistant explained the theme of this year - “When the Nature Calls” has encouraged the community to use latrines. Jamjang FM also spoke to the selected model houses in Pamir where the community
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.

**Livelihoods Program: Field visit to refugee farms to assess success of cultivation session**
Beyene Tassie, IRC ERD manager explained to Jamjang FM that the purpose of visiting the refugees’ farms was to promote joint plans between refugee farmers and humanitarian agencies that support agriculture. Khamis De Jonson, CRA livelihood officer urged the refugees to cultivate and not depend totally on food ration provided by WFP. In an interview with Jamjang FM, a number of farmers requested UNHCR and IRC to provide them with tractors and seeds to guarantee the success of coming agricultural season.

**Health Program: AHA trains zone and block leaders on mental health issues in Ajuong Thok**
Dr. Justin Ishimwe, AHA mental health specialist stressed that the purpose of training the community in mental health issues was to raise their awareness on these issues. He added that mental health and psychosocial support were the responsibility of all. He invited the community of Ajuong Thok to cooperate with zones and blocks leaders and report any cases of mental illness. Jamjang FM brainstormed with the trainees who explained that the training had helped them better understand the mental cases as well as how to deal with mentally ill persons.

**Refugees in Block 37 Share Needs for NFIs**
Mothers are saying that they have no clothes. Since UNHCR distributed clothes in 2017, mothers were not part of the distribution and despite requests, they still need clothes. They ask UNHCR to provide support.

Refugees explained that their sleeping mat has worn out. They ask if UNHCR is going to do a distribution for them in the coming year.

Refugees expressed concern for their children, who are now going to sit for examinations and have no light to study at night. They are asking LWF if it is possible that they could provide light for the students.
Broken bathroom doors!
A group of youth in the PoC said the doors of bathrooms are open, forcing them to bath at night. The youth are asking for the repair of the doors so that they can take bath at any time. Meanwhile some residents are asking the new WASH partner to prioritize latrines and bathrooms cleanliness. They said the entire PoC is too dirty because latrines are full and not dislodged.

Youth POC 1, Block E and POC 3, Zone G

Need for mosquito nets
A group of women is asking IMC to distribute non-food items, especially mosquito nets to prevent malaria. “We don’t have mosquito nets, that’s why malaria is very high. So we are asking for mosquito nets”.

Women POC 1, Block D

Food management
Some residents in the PoC said there is information going around that there will be two months food distributed this month. They said some unconcerned parents may misuse their two month ratio before 60 days’ time. They suggest that food should only be given for one month.

They said If partner’s staff may go for leave local staff should be trained on how to distribute food in their absence.

Adults POC 3, Zone G

Vocational training in PoC 3
Residents in the PoC said they are very happy about the reopening of vocational training in the PoC. Some of the residents said they have registered in different departments, such as carpentry, tailoring and bakery. “We asked for more chances for more youth who are now idle and not attending school classes”. Meanwhile some of them said they need to register in the vocational training but the chances available are very few. “We came late but chances are gone completely. We need to get registered in the next batch”.

Youth POC 3, Zone D and Zone G

Hope to go home from PoC
Some residents in PoC 1 said they are happy about the peace in South Sudan. They expressed excitement to return home next year. However they are asking for transportation and assistance to resettle in their areas. They said they are tired of living in the PoC.

Residents POC 1, Block B

Fighting among footballers
Youth said they are remorseful over an incident at a football tournament where there was violence between fans. They said they hope it will not happen again since football is about peace-building and teamwork. “Any team who engaged in fighting should be banned and fined.”

Youth POC 3, Zone E

What We Heard This Week – Feedback from the Community
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.

The need to support widows
In a feedback from last week, some women said humanitarians do not support widows and their children in the PoC and asked the responsible humanitarian agencies to assist. During an interview with BBTT, IRC explained that they do work to support widows based on the reports they get from the community. The support includes dignity kits, soaps, buckets and sleeping mats.

PoC gates close at 7 PM and opened at 6 AM
Some residents in the PoC have complained of the gates being closed early. In a statement from RRP BBTT confirmed that curfew in UN House POCs starts at 7pm. The gates are locked throughout the night and opened at 6am. Additionally, humanitarian partners who are giving services in the PoC are expected to be out of the POCs before 7pm. All content was included in our information program.

WASH - Detailed Feedback
These graphs detail the feedback on WASH that was received this week. 13 feedback were recorded on the topic, reported by 103 IDPs including 57 females and 46 males.
**What We Heard This Week – Feedback from the Community**

**Women and girls thanked IOM & DRC**

Women and girls in sector 4 have said they are happy with IOM and DRC for providing soil to decorate their homes for the upcoming Christmas celebrations. They said IOM and DRC have helped them a lot by reducing the distance and time to go and get the soil from outside the PoC. On the other hand, residents in 4 locations have said that there had been delays in garbage collection but are now happy the garbage is being collected on time. The residents thanked IOM WASH department for the great job. They asked IOM and DRC to continue the good job of keeping a hygienic and healthy environment.

_Youths & Adults, Sector 1, 2, 3 & 4_

**Stop the growing theft in the PoC**

Residents of sector 2 have said that their security situation is worsening. They said stealing of phones and money from people working with NGOs and UNMISS is on the increase. They are suggesting to DRC Camp Management to inform UNPOL to deploy more Community Watch Group personnel in the area to stop the stealing of their personal effects.

_Adults, Sector 2_

**Fix solar panels at service locations**

Residents in two locations have said that they have to use their hand-torches to access service areas such as latrines and bathrooms. They added that there are many people who go into those services in total darkness. They are asking VISTAS to repair or replace the solar panels which are malfunctioned. Also, some residents said they don’t have solar panels in their service areas. They are asking DRC Camp Management to install solar panels in those locations.

_Youths & Adults, Sector 3 & 4_

**Why grinding mills remain closed**

Elders and people with special needs said they often find the grinding mills assigned to them by DRC protection locked with nobody in attendance to explain. They are asking DRC protection to ensure that the grinding mill owners keep their mills open at the agreed time so that they can grind their sorghum.

_Adults, Sector 2_

**Repair the potholes on the roads**

Residents of sector 1 said that they are not safe when they walk on the roads at night. They said the roads in the area have big potholes. They asked IOM to repair the roads so that the residents may not injure themselves.

_Adults, Sector 1_

---

**Nile 98.0 FM Weekly Program Highlights**

**Education program: Pupils not caned leading to poor performance**

Feedback was received from parents blaming poor performance and non-attendance of pupils to lack of caning. The parents blamed the humanitarian schools for their policy that doesn’t allow pupils to be caned. They said this policy encourages students not to do their assignments since they are not punished. Pupils from World Vision and INTERSOS basic schools responded to this claim. The pupils said for those who repeatedly stay away from school and don’t do their assignment deserved to be caned. However, they generally agree with the policy of humanitarians’ schools that pupils should not be beaten.

---

**Integrated campaign: special coverage program**

During the last vaccination against Polio, vaccinating team said that some parents stay away from homes making it difficult to vaccinate children both in the PoC and in Malakal town. In relation, Nile FM interviewed an IOM doctor to explain to parents why it’s important for them to make sure their targeted children are vaccinated. IOM Doctor, Sam Benson explained to listeners that the third round of the vaccination is an integrated one. He said it includes Polio, Vitamin A & deworming vaccines. He said the vaccination this round will be from house-to-house to ensure that all children under 5-years have received the vaccine.
Community Feedback

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

**CCCM program: sector 3 reconfiguration**

Last year, the reconfiguration of sector 4 caused a lot of problems between DRC and IOM on one hand and the community of sector 4 on the other. Due to the disagreements between the two groups, the reconfirmation had to be completed in two months which was behind schedule. Sector 3 has been marked for reconfirmation by DRC. Nile FM mobilized the residents of sector 3 to give their views on the planned reconfiguration. During the CCCM program the residents said they have no objection for the reconfiguration of their sector. They said they believe the reconfiguration of the sector will improve their living environment particularly during rainy season. The leader of the sector Emmanuel Tipo, explained that block leaders and all the residents of sector 3 are ready to assist DRC to start and complete its work. Emmanuel urged the residents to cooperate with DRC so that the organization is able to complete the work without delays as was the case with sector 4.

**WASH 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

The Smell Is Too Much
Sector 5 Block 15 residents said their latrines are full and the functioning ones are not enough for the block residents. They said the smell is bad and fear a possible outbreak of the disease. They are requesting for new latrines and the dislodging of the full ones.

Night duty Midwives and Ambulances
Women in PoC reported that pregnant women who go into labor at night fear going to health facilities in the dark due to security risks. They are requesting health partners in the PoC to station night duty midwives. Others raised concerns about criminals who attack them along the way to MSF hospitals when taking patients for medical attention. They are asking for an ambulance to carry patients to the hospitals during night hours.

Adults, Youth and Youths in Sector 1, 2, 3, 4, & 5 in Bentiu PoC

Spaces for Study
Students at Bentiu Standard Secondary School located in PoC Sector 3 Block 6 said they don’t have space to read because shelters are too crowded. They are requesting agencies to help build a library to study in.

Containers for Drinking Water
Students at Liberty Primary School in Sector 3 Block 6 said their school attendance is affected by lack of water containers for drinking water during school hours. They are requesting for water containers to drink water.

The Cold Has Come!
Residents of Tong village in Bentiu town said they lack blankets for protection against cold. They are asking any agency to provide them with blankets to protect against the cold.

Women Can Do Business!
A Listening Group of women in Bentiu and Rubkona town said they lack cash to start businesses. Many of the group members want to be self-reliant and said if supported with sugar, tea leaves, chairs, cups and spaces they can prepare tea. They are requesting for help to start tea businesses.

Items for Sanitation
Women groups in Sector 3 from Blocks 1 to 16 raised concerns about lack of hand washing items to use after visiting latrines. They are worried about the health risk it poses to population living in Sector 3. They are asking agencies to provide them with sanitation items like soap and hand washing materials.

Kondial FM correspondent interviews participants during bread making training in Bentiu PoC. Photo/Internews

105 Feedback Collected From
- Adults (over 35 years old)  3%
- Youth (18-35 years old)  94%
- Children (0-18 years old)  3%

Feedback Gathered Through 1,088 Interactions
- Listening Group   2%
- Information Officer   88%
- Phone Call    1%

Kondial 97.2 FM Weekly Program Highlights

BBR-HOUR
Kondial FM took part in the event to kick off the Polio Vaccination Campaign targeting children below 5 years. Peter Koang Chuol the director general at the Ministry of health said in the BBR-Hour program that up to 117,476 children in Northern Liech would receive the polio vaccine. Nyagai Gatluak a resident of Bentiu town who attended the event promised to bring her 3 children for vaccination. The event was organized by the Health Cluster and State Ministry of Health.

MORNING SHOW
Kondial FM covered a skills training to empower youth organized by Integrated Development Organization (IDO) to reach a bigger section of the community. IDO staff Peter Bol Magueth said a total of 60 youths were trained in baking which would help them generate income in the future. Angelina Nyaluak a female trainee was happy she learnt how to bake bread while Nyakuoth Ruach Jiech said she would immediately apply the skill to support her family.
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:** 17%
- **Health:** 5%
- **Protection:** 12%
- **Food Distribution:** 3%
- **NFI:** 22%
- **Education:** 9%
- **Disease:** 3%
- **CCC:** 25%
- **Peace:** 4%

**Weekly Program Highlights Continued**

**BBR-HOUR**
In response to a rise in TB cases in Bentiu town, Kondial FM interviewed a health official from Bentiu Hospital to talk about TB, its prevention and treatment. The HIV/AIDS dispenser Gordon Koang said cases increased by 30% in the last 6-months. Nyanath Peter Nhial, a TB patient welcomed the advice from the doctor. Kondial FM will continue hosting medical people to highlight the importance of early diagnosis and treatment.

**MUSIC SHOW**
Gangsters or the “Left Behind Youth” were mobilized by Kondial FM to talk peace with other youth. Mal Mut Kuich, a local artist sang live a song titled “Love Your Community”. He sang about youths not being the source of problems but rather the eyes of their community. Nyajal Pal a caller from the PoC appreciated the artist and assured support for any peace initiative. By hosting youth on the Music Show, Kondial FM encourages peaceful coexistence among the youth.

**HEALTH PROGRAM**
Kondial FM hosted the Nutrition Cluster on a live show to talk about Vitamin A for children between 6 months and 5 years. The cluster members said that Vitamin A is important for child growth, saying it helps against diseases like diarrhea and measles, malnutrition, skin diseases and sight problems. The community was advised to take their children for immunization. Listeners from both the PoC and Bentiu town said they would respond positively to the vaccination campaign. Kondial FM is committed to bringing more health awareness programmes to help improve the wellbeing of the community.

**Programs Produced and Broadcast**
Internews Bentiu runs the humanitarian radio station, Kondial 97.2 FM in the PoC. The programs are largely based on feedback from community members, and insight from humanitarian organizations. Our main topics this week were:

- **HEALTH:** 5
- **HUMANITARIAN:** 3