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What We Heard This Week

Feedback from the Community

Thank you, health partners
A group of recovering patients and care takers from Koch thanked health partners for saving their lives. Their appreciation was directed at MSF and UNIDOR for treatment and transportation.

Adults, Koch ●

WASH partners appreciated
Residents extended gratitude to WASH partners for creating a healthy living environment in Bentiu PoC. They directed their appreciation to IOM, Mercy Corps and Concern Worldwide for keeping the PoC clean.

Adults & Youth, PoC ●

Pre-school needed
A listening group in Koyhethey, Bentiu town said they lack of pre-school for their children. They are requested the education cluster to assess their needs and construct a pre-school.

Adults, Koyhethey ●

Schools request for chalk
Teachers reported shortage of chalk in 8 schools in Bentiu PoC. They requested education partners to help them with the essential material to aid teaching.

Adults, PoC ●

Backpacks for school teachers
School teachers of Lich and Upper Nile primary schools said that learning aids easily get soaked by rain. They requested concerned education partners to provide teachers with bags.

Adults, PoC ●

Megaphones for schools requested
School teachers in the PoC’s 8 primary schools said that they are encountering challenges of controlling pupils during parades. They requested the education cluster or any concerned agencies to help support the 8 schools with megaphones.

Adults, PoC ●

Help renovate our classrooms
Pupils who are learning at Upper Nile Primary School raised concerns about collapsing classrooms and that they have nowhere else to learn from. They requested concerned education partners to carry out renovations.

Children, Sector 4, Block 6 ●

Protection lights needed at schools
School teachers of Lich Primary are concerned about lack of security light at their school to deter criminals from vandalizing school property. They requested education and protection partners to install solar lights.

Adults, Sector 5, Block 11 ●

Latrines & shower shelters In Sector 2 dilapidated.
Feedback from residents indicated that latrines are full of waste and the showering shelters are in bad condition and out of use. They requested concerned WASH partners to do the repairs.

Adults, Sector 2, Block 7 ●

Request for vegetable seeds
A farmers’ group reported lack of seeds to plant in their vegetable gardens. They requested FSL and other agencies to distribute vegetable seeds in time for the rains.

Adults, Koyhethey ●
UNMISS-CAD SHOW: Updates on peace progress in Bentiu

Dissemination of peace to communities through support of UNMISS is underway in Northern Lich State. Recently UNMISS Civil Affairs Department engaged with former warring parties to update the public on progress of the revitalized peace agreement. Appearing on Kondial FM show the government’s commissioner of Rubkona told the public that peace has come to South Sudan and to Bentiu in particular. He said government of Northern Lich and SPLA-iO are working together to end the suffering of the vulnerable. Both parties reassured their commitment to the implementation of revitalized peace and will continue with its dissemination. Community members expressed gratitude for updates and encouraged parties with support of UNMISS to keep the public updated on the peace progress. ●

CCCM-HOUR: Dog registration to minimize rabies

The rise in dog population could lead to an increase in rabies. Kondial FM hosted camp management team and Vétérinaires Sans Frontières (VSF) to update the public on prevention of the spread of rabies. While on Kondial FM’s CCCM Hour, VSF representative explained that the ongoing dog registration in the PoC is to help them identify domestic dogs from stray ones. With the support of sector leaders and everyone, camp management encouraged dog owners to cooperate by registering their dogs within the two weeks period. VSF disclosed that they will put down dogs found unregistered. Dozens who phoned in on the show acknowledged their support of the idea and promised to register their dogs.

BEYOND BENTIU RESPONSE (BBR) SHOW: IOM Hands Over A school To N. Lich State Government

IOM transition & recovery unit (IOM-TRU) completed renovation of Lich Primary School and handed it over to the state ministry of education for Northern Lich State. The school which was destroyed during 5-year conflict. Two additional classrooms were built to allow more children to access education. In attendance were UNMISS HOFO, UNDP, other humanitarian partners and several officials from Northern Lich state. Residents expressed gratitude to humanitarian agencies for working for them and appreciated IOM for the school. ●

HEALTH PROGRAM: IOM Sensitized Residents on HIV Prevention and Treatment

The health cluster continues to sensitize residents on prevention of HIV and what to do in case someone tested positive with HIV/AIDS. While on a live radio show, IOM health told the public that HIV is spread through sexual contact, blood, sharing sharp objects with people with HIV and breast milk. The IOM health unit advised the community to use condoms for protection and avoid sharing sharp objects like needles with anyone. They encouraged people to check their health status and get advice from the doctor. Several callers on Kondial FM health program appreciated IOM for the program and recommended that such informative and educative shows be continued on the radio. ●

Internews Bentiu e-Bulletin

June 06, 2019

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.

Detailed: WASH

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

Water 13%

Sanitation 3%

Hygiene 1%
What We Heard This Week
Feedback from the Community

Need for more exercise books
Students in Pamir complained that the two exercise books that were distributed to them by LWF are full and want the agency concerned to distribute new exercise books to enable them take notes during their lessons.

Youth, block 37, Pamir

Latrines pits filled with rain water
Several families in Pamir reported that the uncovered pit latrines are filled with rain water and asked concerned agency to provide them with slabs to cover their latrines.

Adults, block 24, Pamir

Lack of windows make classes uncomfortable
Students who were transferred to the newly constructed classes in Napata complained about lack of windows in the buildings. They said that they get affected especially when it rains. They called on agencies concerned to fix windows and protect them from rain and dust.

Youth, Ajuong Thok

Open defecation threatens human health
Refugees in block 37 Pamir camp raised concerns about open defecation being a threat to their health especially during the rainy season. They said due to incomplete construction of latrines in the community, people choose to defecate in the open.

Adults, block 37, Pamir

Students raise concerns about school materials
Students from Napata primary school said that they lack scholastic materials. They requested the concerned agency to provide them with exercise books, pens and pencils.

Youth, Ajuong Thok

CWG asks for torches and gumboots
Community Watch Group (CWG) in Pamir requested DRC to provide them with torches and gumboots. They said with torches and gumboots they can work better at night and during the rains.

Adults, block 37, Pamir

More people interested in farming
Several people in Pamir expressed interest in farming but lack seeds. They requested IRC to provide them with seeds to enable them to cultivate.

Adults, block 24, Pamir

Data collected from:
76 females (37%) and 130 males (63%)

This week
Internews collected 26 unique feedbacks:
• School Age (11-18 years old) 42%
• Youth (18-35 years old) 35%
• Adults (over 35 years old) 23%

Internews interacted with 206 people through:
• Listening Group 85%
• Informal Meeting 15%
Police and refugee community discuss issues of theft in Pamir:

While talking in a pre-recorded program on Jamjang FM, Pamir camp police inspector spoke about their plan to combat cases of theft in the camp through coordination with the zonal and blocks leaders. The inspector explained that the police towers were installed around Pamir camp to enable the monitoring of criminal activities in the camp. During the same program the zone and block leaders said that theft increased especially after the distribution of torches to the heads of families. Jamjang FM interviewed several people in Pamir who requested Community Watch Team (CWT) to intensify their work in the community to combat the vice.

Elders from host community encourage youth engagement in business:

Jamjang FM team produced a program to highlight the importance of youth engagement in business. On the program, the head of heritage committee in Ajuong Thok refugee camp said that the youth are the dynamic and energetic enough to do business effectively and efficiently. He appealed to them to exploit the chance of having free business skills trainings provided by humanitarian agencies to improve their economic status. One guest from the host community urged the youth to engage in activities like agriculture and trade to combat unemployment. Jamjang FM interviewed some youth who expressed interest in business in order to have a bright and prosperous future.

Host community and refugees attend monthly peaceful existence meeting:

DRC in collaboration with IRC held a meeting with refugees and host community on peaceful coexistence and Jamjang FM team covered the meeting. In the opening remarks, the DRC representative explained the purpose of organizing the monthly meeting as to engage the host and refugee community to discuss issues that bring peace and harmony. Meanwhile, IRC representative appreciated the two communities for their tireless efforts in consolidating peace and unity amongst themselves. Pamir camp leadership representative added that the monthly meeting usually organized by the humanitarian agencies enabled them strengthen ties among the refugees and the host community. In the same context a chief from the host community appealed to refugee leaders and the local community leaders to intensify their efforts to embrace peace and social cohesion.

Community Feedback

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 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>Education</td>
<td>27%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>4%</td>
</tr>
<tr>
<td>Health</td>
<td>23%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>12%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>4%</td>
</tr>
<tr>
<td>Protection</td>
<td>4%</td>
</tr>
<tr>
<td>Shelter</td>
<td>8%</td>
</tr>
<tr>
<td>WASH</td>
<td>19%</td>
</tr>
<tr>
<td>Other</td>
<td>15%</td>
</tr>
</tbody>
</table>

Detailed: Education

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary, Secondary</td>
<td>8%</td>
</tr>
<tr>
<td>Higher, Vocation/Life Skills</td>
<td>4%</td>
</tr>
</tbody>
</table>
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**What We Heard This Week**

**Feedback from the Community**

- **We lack farming tools and skills**
  Farmers in Malakal town said they lacking farming skills. They requested concerned agencies to train them in skills so that they could produce more food this season. In addition, they requested agencies to provide seeds and farming tools.
  *Youths & Adults, Malakal town*

- **Public latrines will improve sanitation in the rainy season**
  Community members in Malakal town said during last year’s rainy season human waste mixed with rain water. They said this was as a result of overflowing toilets. They requested the WASH cluster to create public latrines to be used during the rainy season.
  *Youths & Adults, Malakal town*

- **Thanks for repairing the footbridges**
  Residents in PoC expressed gratitude to DRC for repairing the footbridges in the PoC. They said the footbridges help them and especially the elderly, to access services during the rainy season.
  *Youths & Adults, sector 1, 2, 3 & 4*

- **Solar lights not working**
  Residents in the PoC said they have to light their way to latrines or bathrooms using their phones because the solar lights stopped from working. They requested the WASH cluster to repair the solar lights so that they can move around without difficulties.
  *Youths & Adults, Malakal town*

- **Where the staff at the clinics?**
  Residents from Malakal town said that when they go for treatment at IMC health facility, they do not find anybody to attend to them. They asked why the staff at IMC clinics are not working. In addition, they requested the agency to solve this issue as soon as possible so they can access timely medical attention.
  *Youths & Adults, Malakal town*

- **Community requested raincoats and torches for CWG**
  Community members from different locations in the PoC said that theft increases during the rainy season. They said thieves take advantage of the Community Watch Groups (CWG) not having raincoats and torches to carry out their work effectively. They requested agencies to provide raincoats and torches so that CWG could work hard to protect them and their property.
  *Youths & Adults, sector 1, 2, 3 & 4*

- **Stop women from smoking shisha**
  Residents in Malakal town said that many women are involved in smoking (Shisha). They requested the health cluster to create awareness about shisha smoking.
  *Youths & Adults, Malakal town*
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**WASH program: How to dispose garbage during the rainy season**

Community feedback said during the rainy season some people throw garbage into PoC drainages blocking water from flowing out of the PoC. Nile FM WASH program producer asked IOM WASH hygiene promoter to raise awareness on how to deal with garbage during the rainy season. IOM hygiene promoter explained to the community that keeping garbage at home encourages breeding of flies causing diseases such as diarrhea. IOM hygiene promoter said that families should dispose their garbage in the allocated barrels along the roads in the PoC. IOM hygiene promoter said that putting garbage in barrels would stop stagnation of water and reduce mosquito breeding. IOM hygiene promoter urged parents to advise their children against playing with garbage.

**Women & girls program: the importance of respect amongst women**

Women’s & girls program producer asked women to comment on how respect among them is important in the community. A community member said that respect among women is vital because it contributes to peaceful living within the community. He added that without respecting each other, sections of the community end up which at times escalates into family feuds. Another member explained that when women do not respect themselves in the community, young girls adopt their kind of behaviour which becomes difficult to change. Another woman added that disrespect creates hatred among the women, which affects entire families.

**Children program: raising awareness to children who play by spears**

Community feedback said that there are some children within the PoC who fight themselves with spears and they suggested to the agencies handling mental health to raise awareness on this issue. Nile FM health program producer asked IOM Mental Health & Psychosocial Support department to raise awareness about it so that children stop for playing with harmful objects. IOM mental health & psychosocial support supervisor explained that children who play with spears might engage in communal violence like what happened between the communities in the PoC in 2016. IOM MHPSS supervisor explained that children who play with spears could lead to violence. IOM mental health supervisor advised parents to guide their children and save them from being injured by the spears.

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**Community Feedback**

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<tbody>
<tr>
<td>CCCM</td>
<td>1%</td>
</tr>
<tr>
<td>Culture</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>13%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>4%</td>
</tr>
<tr>
<td>FSL</td>
<td>7%</td>
</tr>
<tr>
<td>Health</td>
<td>9%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>11%</td>
</tr>
<tr>
<td>Protection</td>
<td>3%</td>
</tr>
<tr>
<td>Shelter</td>
<td>3%</td>
</tr>
<tr>
<td><strong>WASH</strong></td>
<td>24%</td>
</tr>
<tr>
<td><strong>Detailed: WASH</strong></td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>10%</td>
</tr>
<tr>
<td>Hygiene</td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>8%</td>
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</table>

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