

## Somalia & Somaliland November 2025 Snapshot Report

Talk to Loop, thanks to its partnership with [RAAGSAN](#), is available in Somalia/Somaliland via a voice channel at toll-free number 2023 and supports feedback in Maay, Maxatiri, Benadiri Merka, Bujuuni, Barawani Chimini and Kizigua-Mushunguli. To learn more, visit our [website](#) and our [platform and statistics pages](#).

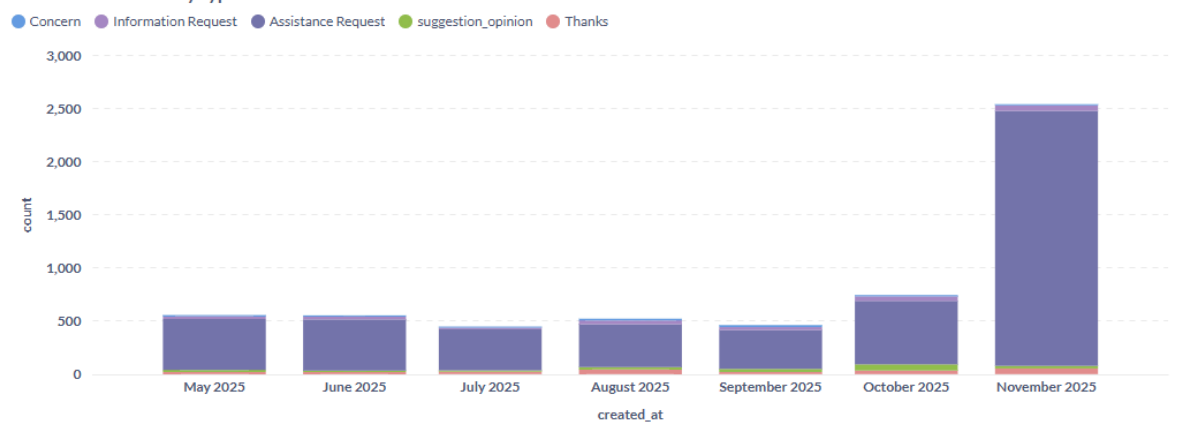
Throughout the report there are hyperlinks to go directly to community feedback, like on a social media platform. We invite you to click on the hyperlinks embedded within the report to read and engage directly with the community feedback referenced. Feel free to reply, like and share. The Loop platform is open for all to filter, and learn from communities.

### Executive Summary

In line with WFP's November 2025 Outlook<sup>1</sup>, IOM's PRMN displacement trends<sup>2</sup> and ACAPS report<sup>3</sup> real-time community feedback on Talk to Loop has increased significantly during this month. More community members (majority women) are requesting life saving assistance as a result of the ongoing drought. This is driven by failed Deyr rains, rising prices, and reduced assistance due to funding cuts.

The trend is reflected in both the open feedback, up by 248%, and sensitive feedback being predominantly urgent requests for access to health services due to illness or the presence of sick or malnourished household members. In conjunction we see a reduced response rate from organisations to both open feedback and sensitive referrals and an increase of communities feeding into Loop because the services they were receiving have ended.

Published feedback by type over time




<sup>1</sup> 2026 Somalia Acute Nutrition and Food Insecurity Outlook Somalia at a Crossroads: A High-Risk Trajectory Taking Shape

<sup>2</sup> Somalia Emergency Trend Tracking Nov, 2025 available here





<sup>3</sup> ACAPS Nov 2025, Somalia: anticipated effects of drought on malnutrition drivers

## Open feedback

In November 2025, Loop processed and published  **2494** pieces of **open feedback**; a 248% increase from October (716). This increase is due to Loop enhancing its service connectivity and availability and due to organisations closing their programs, resulting in communities looking for other ways to feedback. All but two pieces of feedback were received via the Voice channel. Local actors used Loop's web channel to thank Loop for the services, thank NRC for their projects, and share insights and suggest recommendations based on community needs.


### Language use:

The majority of feedback was recorded in  **Maxatiri (88%)** then  **Maay (8.6%)**.

Other language use includes  **2%** in **Bujuuni** (mostly women in Lower Juba)  **0.8%** in **Kizigua-Mushunguli** (mostly men in Lower Juba),  **0.7%** in **Benadiri Merka** (mostly women in Lower Shabelle), and  **0.1%** in **English** (from NNGO staff via the web channel).


People recording [feedback in the 3 other languages](#) reported different vulnerability factors compounding their distress; this includes being internally displaced and/ or coming from low income families, with many children to support. In many cases the minority language feedback was from women who were carers of children, their parents and family members living with disabilities.

### Demographic information:

 **60%** of users in the reporting period are **Female** (32% in October); this marks the highest number of women since the beginning of 2024.

 **2%** of feedback was shared by **Children and Adolescents** (14-17) (5% in October)

 **5%** was shared by the **Elderly** (60+). (2% in October)

 **2%** of feedback came from [people living with disabilities](#) (PLWD) (7% in October):

Request for Assistance

Age

60+

Gender

Female

Disability

Mobility / Dexterity

Minority group

No

Vulnerability Factors

Elderly, Internally displaced people (IDP)

Sent by

Voice

Thematic area

Water points, Housing

Jiijo

Nov 29, 2025•Somalia

Greetings! My name is Jiijo XX. I am 75 years old. I have a leg disability. I am displaced and have nothing; I do not have a home, and there is a lack of water. I am requesting assistance. My phone number is 61XXX

Original feedback submitted in Somali (af Maay) • [Translated to English](#) ▾

2 views

0 replies

Upvote

0

Request for Assistance

Age

Between 18 and 29

Gender

Female

Disability

Unspecified

Minority group

No

Vulnerability Factors

Children, Internally displaced people (IDP)

Sent by

Voice

Thematic area

Housing, General assistance

Istar

Nov 27, 2025•Somalia

To: [Food and Agricultural Organization](#)

Greetings. My name is Istar, and I am 24 years old. I am a person living with a disability. I have children and I was displaced from Busleey. I am currently homeless. I am requesting assistance from FAO.

Original feedback submitted in Somali (Maxatiri) • [Translated to English](#) ▾

1 views

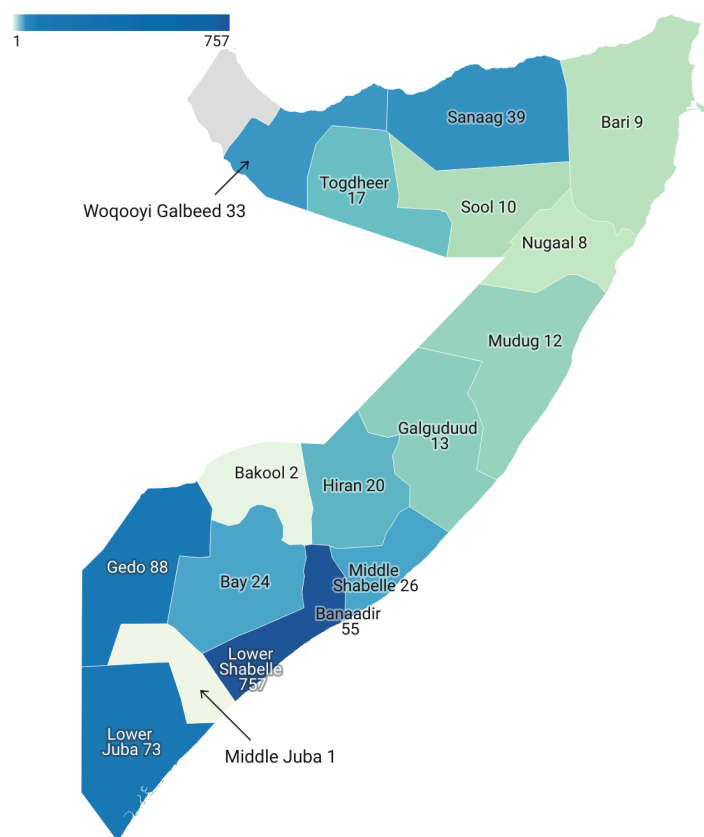
0 replies

Upvote

0



**Figure 1: Locations of open feedback**



52% of open feedback (1292) came from unspecified locations  
Created with Datawrapper

The content of feedback reveals the extreme vulnerability of women, who represent 60% of the total identified feedback contributors. These women frequently serve as the sole economic and care providers for large families and report multiple layers of vulnerability, including being internally displaced, caring for a large number of children (including orphans), and supporting elderly parents or disabled spouses.

The location was only mentioned in 52% of feedback this month. A significant majority (63%) of that feedback came from Lower Shabelle.

75% are women, and among them, 76% reported one or more vulnerabilities and 74% reported being internally displaced.

The majority of women mentioned not being able to support their children and 22% reported living on very low income. Additionally, 15% of them are the only breadwinners (female-headed households) in their families and in many cases take care of extended family members, too.

Similarly, 60% of the men reporting feedback from Lower Shabelle mentioned several vulnerabilities including 70% being displaced and in need of different types of assistance to support their children.

32% of feedback from Lower Shabelle came from people who requested assistance from the Food and Agriculture Organisation (FAO).

## Types of Feedback<sup>5</sup>:

↑ **Requests for Assistance (84%)** continue to dominate community feedback (80% in October). Other feedback types are:

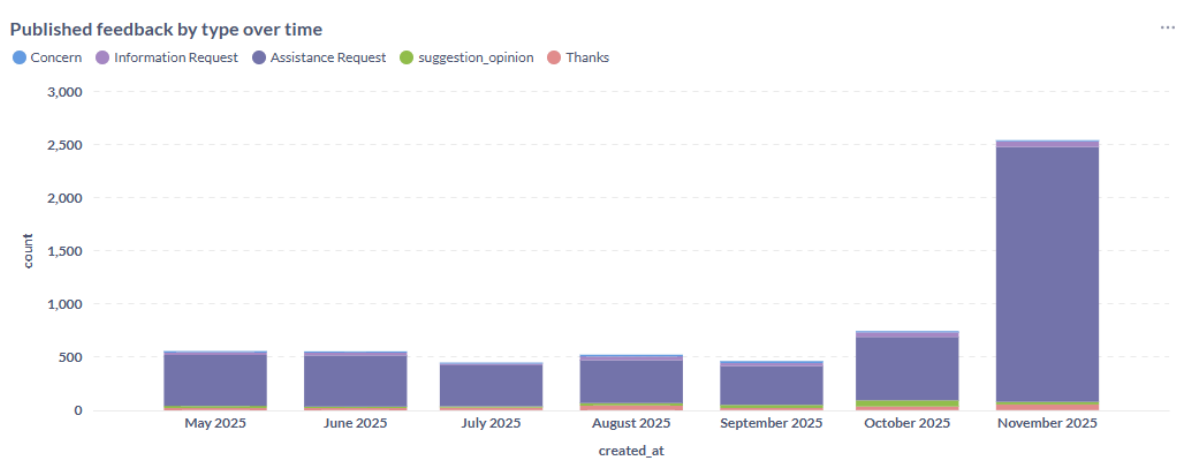
↓ **requests for information (4%)** (6% in October) with the majority being about Loop's services

<sup>5</sup> Some pieces of feedback are tagged with 2 or more types of feedback.

- ↑ **thanks (6%)** (5% in October)
- ↓ **suggestions/opinions (3%)** (8% in October), and
- ↑ **concerns (4%)** (2% in October).

The number of feedback into the Loop platform has increased significantly but the proportion of types of feedback is quite consistently requests for assistance. This is correlated with the closing of many projects, including their feedback channels and the needs they were serving still ongoing as well as the continued and worsening reporting of drought affecting all aspects of communities lives - WASH, livelihoods, health and now life threatening food shortages.

**Figure 2: published feedback by type over time May-November 2025**



## What did the community members request?<sup>6</sup>

↑ **1.7%** of feedback was about [Aid effectiveness](#) (1.6% in October) with the majority of it coming from people requesting assistance. 23 people cited accessibility to Aid (6 in October) as the main reason behind their requests; 10 (3 in October) mentioned their locations as not being included in any Aid; others cited timeliness (5) and fairness of Aid distribution.

The most urgent communication from communities across the reporting period overwhelmingly centers on the collapse of livelihoods, driven by severe environmental shocks and compounded by structural vulnerabilities, necessitating direct financial and material assistance. These analysis strongly reinforced by WFP's November 2025 Outlook<sup>7</sup> which warns of a "high-risk trajectory" driven by failed Deyr rains, rising prices, and reduced assistance. IOM's PRMN displacement trends for November show widespread drought-related movement as households lose income, livestock, and

<sup>6</sup> In some cases community members speak about multiple needs in one feedback yet they might request one type of service.

<sup>7</sup> 2026 Somalia Acute Nutrition and Food Insecurity Outlook Somalia at a Crossroads: A High-Risk Trajectory Taking Shape

harvests<sup>8</sup>. These high level reports are corroborated by the feedback being received by Loop in real time:

The primary demand across nearly all geographical areas mentioned is for urgent financial assistance and livelihood support. The data shows that **71%** of all feedback is categorised under Livelihoods or General Assistance, indicating a population pushed to the brink of destitution due to the loss of income and assets. Users repeatedly cite an urgent, desperate need for cash assistance to buy food, pay rent, and meet basic needs, often explicitly stating they have "nothing" left. This widespread struggle is reflected across nearly every location, including areas in Lower Shabelle.

Environmental disasters — drought and water scarcity — are directly linked to the collapse of livelihood, and are reported as the immediate cause of suffering. Feedback frequently cites "drought and lack of water" as the core problem across numerous districts, including Dhoobley, Marka, and Buulo Mareer. Access to safe water is a critical and an immediate need for families relying on farming and livestock, with several messages noting the river has dried up.

Climate shocks are a major driver of internal displacement, as users across Lower Shabelle report being displaced from farming areas (like Siigaale, Awdheegle, and Busleey) and are now concentrated in Marka and Janaale, increasing pressure on resources in those areas. ACAPS reports<sup>9</sup> highlights that below-average rainfall and the loss of livestock and crops are intensifying hardship for millions, especially in rural and displaced communities where livelihoods and assets are rapidly eroding.

While the bulk of feedback is a request for general financial aid, specific material and thematic needs also emerged. Shelter and sanitation concerns are mentioned in **15%** of the feedback, highlighting the urgent need for materials to replace makeshift shelters and address basic hygiene risks. Education and youth needs were referenced in **2%** of the feedback, with young people seeking help with school fees or vocational training.

## Organisations responsiveness and community reactions

↓ **7%** (27% in October) of feedback has been **replied to** by organisations including Loop. This constitutes a sharp decrease from previous reporting periods such as in August 47% and July 48%.

On organisations' replies, we have found that:


- The highest number of replies was received from Somali Women's Studies Centre, followed by NRC, Lifeline Gedo, Save Somali Women and Children, Mandhere Relief and Development Organization and KAALO Aid Development Organization.

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<sup>8</sup> Somalia Emergency Trend Tracking Nov, 2025 available [here](#)

<sup>9</sup> ACAPS Nov 2025, Somalia: anticipated effects of drought on malnutrition drivers

- Almost 50% of replies from organisations suggested that the users call the hotline to discuss the needs further.
- Around 50% of replies mentioned that the organisation either closed the offices in the area (Luug) or cannot provide services due to limited resources.


Loop received [reactions](#) from communities to  **16% of replies sent** (7.5% in October). All were reactions to replies from Loop, and communities responded by answering the questions or showing gratitude for simply having received a reply.

## Sensitive Reports

Loop handled  **117 sensitive reports** this month, showing a slight increase compared to 101 in October.

### What type of sensitive reports were submitted?


Despite a substantial increase in overall feedback submitted to Loop in November, there was only a marginal rise in sensitive cases. While the majority of open feedback consisted of requests for assistance, similarly, most sensitive feedback originated from vulnerable individuals seeking support, either requesting a call-back or access to health services due to illness or the presence of sick or malnourished household members.


 **28% (33 reports)** were related to **Protection** (including Gender-Based Violence, Child Protection, General Protection, MHPSS, and HLP). This reflects a decrease from 44 Protection reports in October (44%), showing both a lower number and proportion of protection concerns this month.

**Only 9 GBV reports** were received this month, the lowest since April. This is a significant decrease from 22 GBV reports in October, where GBV accounted for half of all protection cases.

The most reported protection concern this month was **General Protection**, with **12 reports**. Other protection-related reports included **Child Protection (9 reports)**, **Discrimination (2 reports)**, and Housing, Land and Property (**HLP (1 report)**). No reports were received related to Mental Health and Psychosocial Support (MHPSS), landmines, or unexploded ordnance.

 **5% (6 reports)** concerned **fraud and corruption** (including aid diversion), compared to 9 reports (9%) in October.

 **66% (77 reports)** of feedback related to **service-level concerns**. This is made up of 32% (37 reports) service-level complaints and 34% (40 reports) non-sensitive requests. This is significantly more compared to 47% (47 reports) last month.

 **No reports related to Sexual Exploitation and Abuse (SEA)** were received in November.



↔ **One feedback related to other types of misconduct** was received this month, similar to October. Loop will continue monitoring and engaging communities to encourage reporting.

### Who is reporting sensitive reports?

↑ **97% (114 reports) of sensitive reports were submitted by individuals on their own behalf**, while 3% (3 reports) were submitted on behalf of someone else. These included 2 reports submitted by a parent or guardian of a minor and 1 submitted by a community member on behalf of their community. This shows a slight increase in self-submitted reports (93% in October), with almost all child-related reports submitted directly by the children themselves.

### Gender

This month, ↓ **53% (62 reports) of sensitive feedback was submitted by women and girls**, while ↑ 47% (55 reports) were submitted by men and boys. This represents a decrease compared to October, when 63% of sensitive reports were submitted by women and girls and 37% by men and boys, largely driven by the drop in protection-related feedback this month.

↓ 76% of protection-related reports were submitted by women and girls, while ↑ 24% were submitted by men and boys. Compared to October (84% women/girls, 16% men/boys), this represents a slight decrease in female reporting, reflecting the reduction in GBV cases this month. Overall, the gender distribution for protection-related reports remains consistent, with women and girls continuing to submit the majority of protection-related feedback.

Consistent with previous months, reports related to corruption, fraud, and service-level complaints were more frequently submitted by men this month, accounting for ↑ 60% (36 reports), compared to ↓ 40% (24 reports) by women. This aligns with the usual trend, where men more often report these types of issues, except in programs specifically targeting women.


### Age

In terms of age, sensitive reports concerning **children and adolescents (under 18)** accounted for ↑ **9%** of all reports this month, compared to 8% in October. In November, 5% of reports were submitted by children aged 0–13, and 4% by adolescents aged 14–17.

Sensitive reports from **older individuals (aged 60+)** remained low, ↑ **4%**, up from 3% last month, reflecting the continued underrepresentation of this age group.

**Adults aged 18 to 59** continued to dominate the submissions of sensitive feedback this month, increasing slightly ↑ to **52%** from 50% in October. Within this group, younger adults (18–29) decreased ↓ to 17%, while adults aged 30–59 increased ↑ to 35%.


### Are members of linguistic and ethnic minority and marginalized communities submitting reports?

This month,  **10% of sensitive reports (12 reports)** were submitted by individuals from **minority or marginalised communities**, showing a slight increase from 10% in October as a proportion of overall sensitive feedback, though the total number of sensitive reports increased this month.

Most individuals identified as belonging to the following groups: **Eylo, Garre, Shiidle, Jareer, Bujuni, and Mushunguli**, with at least three individuals submitting their feedback in Bujuni or Kizigua–Mushunguli.


In terms of the issues raised, five reports related to protection concerns including child protection and GBV concerns, six concerned service-level complaints or alleged discrimination in targeting, and two were requests for assistance. Banadir and Lower Juba are the primary locations for reports from minority or marginalized communities, with Banadir having the highest number.

### Are people living with disabilities submitting reports?



Reports submitted by **persons with disabilities** slightly increased this month  **4% (5 reports)** compared to only 2 reports in October. Most of these individuals reported physical or visual impairments. Despite this small increase, persons with disabilities remain persistently underrepresented in sensitive feedback.

### Which regions did sensitive reports come from?

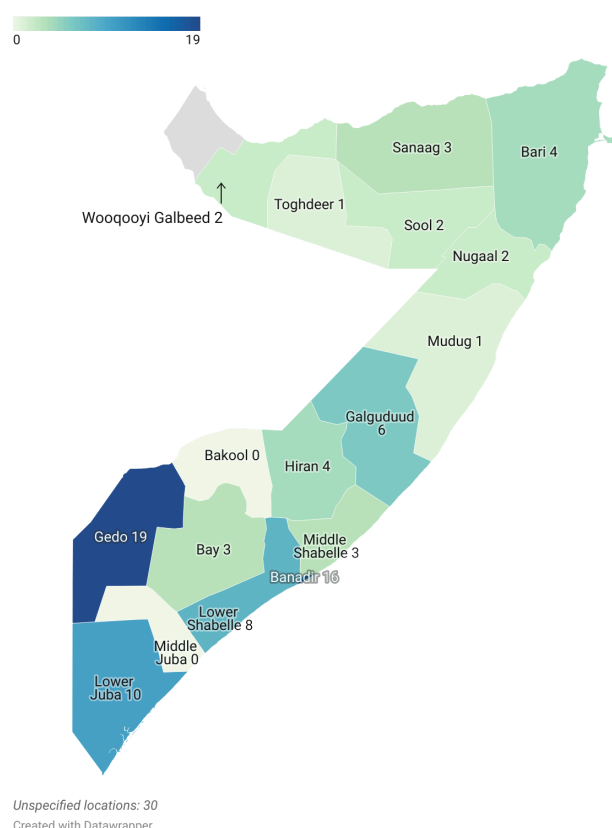
This month, sensitive reports were received from  **16 regions** in Somalia and Somaliland.

**Gedo** was the highest reporting region this month, accounting for  **16% (19 reports)**, with the majority coming from **Luuq district (13 reports)**, mainly related to service-level complaints concerning follow-up on registration for cash programming.

**Banadir**, which had been the top reporting region for several months, is now second with **14% (16 reports)**. This decrease in reporting from Banadir is largely related to the lower number of GBV reports this month, as the majority of GBV cases had been reported in Mogadishu in previous months. Banadir remains the highest reporting location for protection concerns, with **25% of all protection feedback** coming from the region.

Two locations saw an increase in reporting this month compared to last month:  **7% Lower Shabelle** and  **8% Lower Juba**.

**Figure 3: Locations of Sensitive Feedback**



Lower Shabelle follows a similar trend observed in the open feedback, with an increase in sensitive reports, as no sensitive reports were submitted from this region in October. Of the eight reports from Lower Shabelle, five concerned protection issues.

Reporting from Lower Juba remained quite similar to last month, with the slight increase mainly attributed to better awareness among communities, including minority groups.

No sensitive reports were received from **Bakool and Middle Juba**. While Awdal has consistently shown no to minimal reporting over time, this month **3% of all sensitive feedback** came from the Awdal region.

### What is the current status of the sensitive reports?

A total of **117 new cases** were opened during November. Of these, **36 cases** were closed within the same month, while **81 cases** remain open at the end of November and are currently under follow-up.

Additionally, **64 cases opened in previous reporting periods were closed in November**, bringing the total number of cases closed during the month to 100.

Of the total number of **100 cases closed in November**:

↓ **46%** were **successfully resolved**, with follow-up actions such as signposting or referral to appropriate services, completed to the satisfaction of the author or based on agreed outcomes. The rate of successful case closures has notably increased, largely due to improved signposting for individuals who do not require or do not consent to further referral.

The remaining **54%** were closed due to the **authors being unreachable, no actionable solution** being possible, or the report being **withdrawn**. Withdrawals often occurred when individuals were testing the number or when initial concerns were later

clarified as general requests. In cases where no actionable solution was possible, this was primarily due to **survivors declining referral to protection services** or, in some instances, Loop discontinuing contact based on risk assessments, when continued contact was deemed to pose a risk to the author.

### How many referrals were made this month?

↓ **17 sensitive reports were referred this month**, including ↓ 9 referrals for assistance and ↓ 8 related to corruption, fraud, and service-level complaints.

This represents a decrease compared to last month, when 27 reports were referred, highlighting a continuing downward trend in referrals overall. The decrease is mainly linked to fewer protection and GBV reports this month, as well as Loop's signposting of some cases to multiple hotlines instead of formal referrals.

Moreover, a higher proportion of sensitive reports could not be actioned this month, as more authors did not respond despite repeated attempts over a three-week period, following Loop's standard follow-up process.

↓ **88% of all referrals** submitted this month were acknowledged. This includes ↓ **78% of assistance-related referrals** and ↑ **100% of allegation-related referrals**. This month marks a decrease in the response rate, especially for assistance-related referrals. Even though the acknowledgement rate remains relatively strong, several reminders were sometimes needed to ensure organisations confirm receipt and take actions.

Of the 9 assistance-related referrals made this month, **five survivors/ persons in need have received services**. Two referrals are pending updates from the organisations on the services provided, while the remaining two are still awaiting confirmation on eligibility.

### Which types of organisations received referrals, and how responsive were they?

- **National NGOs:** 5 referrals – ↓ **80% response rate** (4 acknowledged).
- **International NGOs:** 11 referrals – ↓ **91% response rate** (10 acknowledged).
- **International institutions/UN:** 1 referral - ↑ **100% response rate** (1 acknowledged).
- **Government Entities:** ↔ **No referrals** were made to governmental actors this month, as previous months.

### Case studies of sensitive feedback closures

#### Case 1: Protection support for a male caregiver facing eviction and discrimination

A 36-year-old man with a mobility disability from Daynille District reported challenges after being evicted from his accommodation along with his family. He is currently living

with relatives in an overcrowded household and faces discrimination when seeking a job due to his disability, leaving him unable to support his wife and children.

**Loop intervention:** Loop referred the case to a protection organisation, which verified his situation and provided Individual Protection Assistance (IPA).

**Outcome & Impact:** The author stated: *“I received the cash support, and it came at a time when we were really struggling. Thank you for the assistance and thank you to Loop for helping us connect”*. This case highlights Loop’s role in supporting households facing displacement and disability-related barriers by ensuring timely access to protection assistance.

## **Case 2: Referral for a woman reporting sexual assault during displacement**

A 30-year-old woman, who fled her village due to clan conflict and sought refuge in Mogadishu, contacted Loop for support. She reported that during her displacement journey, she was assaulted by two armed men, one of whom forced her into sexual acts while threatening her with a gun.

**Loop intervention:** Loop referred her to a GBV service provider. She received a full medical examination, medication as needed, and psychosocial counselling.

**Outcome & Impact:** The survivor shared: *“I received the medication and counselling, and I am satisfied with the support. I thank them for the support and Loop for the referral”*. This case demonstrates Loop’s role in facilitating rapid referrals to medical and psychosocial support services for newly displaced survivors of violence.