Somalia and Somaliland November 2025

talk to loop

A **secure**, **accessible**, **digital** and **independent**
feedback platform for crisis-affected communities, to
share feedback in their own language, at any time,
and on a device they already use.

**In Somalia/Somaliland
we partner with**

RAAGSAN
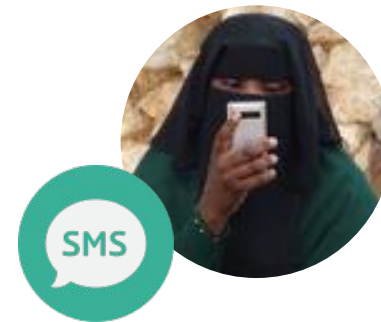
Find us on: talktoloop.org   @TalkToLoop

Learn more here

Open Feedback

⬆️ **2,494** pieces of **open feedback (+248%)**

⬇️ **88%** Maxatiri ⬇️ **8.6%** Maay 🆕**2%** in Bujuuni ⬇️**0.8%** in Kizigua-Mushunguli 🆕**0.7%** in Benadiri Merka 🆕**0.1%** in English

⬆️ **60%** Female

⬇️ **2%** Children and adolescents

⬆️ **5%** Elderly

⬇️ **2%** PLWD

⬆️ **1%** carer for PLWD

↔️ **0** person from minority communities

Type of feedback:

⬆️ **84%** ☀ Request for Assistance

⬇️ **4%** ❓ Request for Information

⬆️ **6%** ↻ Thanks

⬇️ **3%** 💬 Suggestion / Opinion

⬆️ **4%** ⚠ Concern

Primary requests:

⬆️ **1.7%** Aid effectiveness; specifically accessibility and inclusivity.

⬆️ **71%** Livelihoods/General Assistance

↔️ **15%** Shelter

⬆️ **2%** Schools/Vocational training

What did communities talk about?

- Communities overwhelmingly report a collapse of **livelihoods and loss of income**, requesting urgent financial assistance to meet basic needs such as food, rent, and essentials, often stating they have "nothing" left.
- Communities report the worsening drought caused by the failed rainy seasons leading to dried rivers and water scarcity.
- The **drought resulted in suffering and displacement,** forcing families from farming areas into towns where resources are already strained.
- Additional needs include **urgent shelter and sanitation** to replace makeshift structures, alongside **education-related requests** for school fees and vocational training opportunities for young people.
- A smaller portion of feedback highlights barriers to aid access, including exclusion of certain locations, delays, and perceptions of unfair or inconsistent assistance.

Vulnerable groups:

Over half of users (51%) reported at least one vulnerability factor, with many children (60%), living in IDP (56%), from low-income families (28%), or female headed households (15%).

Map

0 — 19

Sanaag 3
Bari 4
Toghdeer 1
Wooqooyi Galbeed 2
Sool 2
Nugaal 2
Mudug 1
Galguduud 6
Bakool 0
Hiran 4
Gedo 19
Bay 3
Middle Shabelle 3
Banadir 16
Lower Shabelle 8
Middle Juba 0
Lower Juba 10

Unspecified locations: 30
Created with Datawrapper

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Somalia and Somaliland
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Responsiveness declined further:

⬇️ **7% feedback was replied to by organisations** (Loop included)**.**

The highest number of replies came from SWSC, followed by NRC, Lifeline Gedo, SSWC, MARDO & KAALO

Community reactions:

Loop received reactions from communities to ⬆️ **16% of replies sent,** all were reactions to replies from Loop.

Sensitive Feedback

⬆️ **117 sensitive reports**

⬆️ **97%** Self-submitted

⬇️ **53%** submitted by women and girls

⬆️ **9%** children and adolescents

⬆️ **4%** elderly

⬇️ **10%** by individuals self-identifying as belonging to minority or marginalised communities

⬆️ **4%** PLWD

Location:

⬆️ feedback came from **16 regions**. But no reports in Bakool or Middle Juba

⬆️ **Gedo** was the highest reporting region this month, accounting for **16% of all sensitive feedback (19 reports)**

⬇️ **Banadir** is now second with 1**4% (16 reports),** reflecting a decrease in GBV reports

⬆️**Lower Shabelle** and ⬆️ **Lower Juba** saw increases, by **7% and 8%** respectively.

Types:

⬇️ **28% Protection** (including 9 GBV, 9 CP, 12 General Protection, 2 Discrimination, 1 HLP)

⬇️ **5% fraud and corruption** (including aid diversion)

⬆️ **66 % service-level concerns:** 32% service complaints & 34% non-sensitive requests

↔️ **0 SEA allegations and** ↔️ **1% other types of misconduct**

Organisation responsiveness:

⬇️ **88% overall response rate**

Referrals:
NNGOs: 5 referrals with ⬇️ **80%** response rate (12 acknowledged).
INGOs:11 referrals with ⬇️ **91%** response rate (14 acknowledged).
IO/UN Agencies: 1 referral with ⬆️ **100%** response rate (1 acknowledgment)
Government Entities: ↔️ No referrals

☀️ Request for Assistance

Anonymous
Nov 24, 2025•Somalia

Greetings, I am an elderly mother, and grandmother. I am visually impaired, and also have diabetes. I am caring for my sister, who is disabled. We do not have a home, and I kindly request your assistance.

Original feedback submitted in Somali (Kizigua) • Translated to English ⌄

👁 6 views 💬 1 replies   Upvote

Age
Prefer not to answer

Gender
Female

Disability
Seeing

Minority group
No

Vulnerability Factors
Persons living with disabilities

Sent by
Voice

Thematic area
Medications, Housing, General assistance

Sensitive data: deep dive

Sensitive reports:

- 36 cases opened and closed during the same month.
- 64 cases opened in previous months and closed in November
- 100 total cases closed in November

Cases opened & closed this month (118):

- ⬇️ **46% successfully resolved**, with follow-up actions such as signposting or referral completed to the satisfaction of the author.

- The remaining 54% were closed due to authors being unreachable, reports withdrawn, or survivors declining referral.

- When no solution was possible, it was mainly due to survivors declining referral or Loop discontinuing contact for safety reasons.

Sensitive Referrals:

⬇️ **17 total referrals,** with:
- ❏ **9** referrals for assistance (1 for immediate assistance) and
- ❏ **8** related to corruption, fraud, and service-level complaints.

⬇️ **88%** overall **acknowledgement rate**, including ⬆️ **100%** of **assistance-related referrals** and ⬆️ **88%** of **allegation-related referrals**.
- ■ Response rate remains relatively strong.
- ■ But several reminders were sometimes needed to ensure organisations confirm receipt and take actions.

⬆️ **Protection referrals (9):** acknowledgements are timely; but confirmation on services takes time.
- ■ **5** survivors received services.
- ■ **4** referrals are pending updates

NGOs responding to referrals from the protection, GBV, and other essential needs of survivors and persons in need this quarter includes: **SOS CV, Trocaire, Wardi, Save the Children, SASMO.**

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Lessons learned in November 2025

➜ Community feedback to Loop surged dramatically this month, with open feedback increasing by 248%, rising from 716 pieces in October to 2,494 in November, as worsening drought conditions, failed Deyr rains, rising prices, and severe funding cuts intensified humanitarian needs while simultaneously reducing access to services.

➜ While overall community reporting rose sharply, **sensitive reports** grew only slightly (from 101 to 117) and were dominated by service-level complaints and urgent requests for assistance, particularly health-related support for illness and malnutrition. A likely explanation is that drought-driven livelihood collapse, displacement, are leaving communities struggling to meet their most basic needs, and these survival pressures may be leading people to deprioritise the disclosure of protection issues.
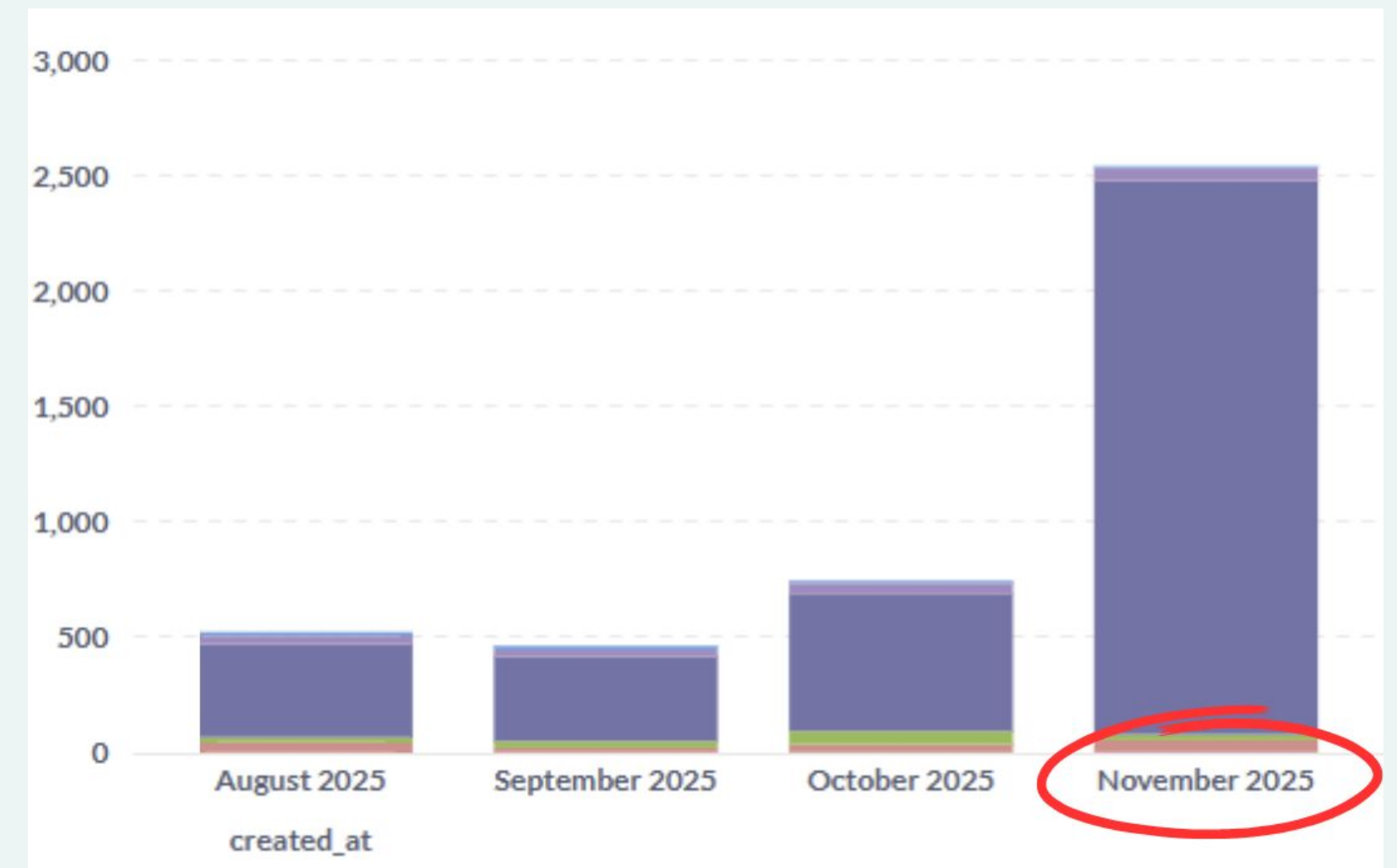
What is Talk to Loop?

A global platform that prioritises **independence** and offers **full anonymity** to communities to share feedback safely, at any time.

Complements organisation's community feedback channels and handles both sensitive and non-sensitive feedback. Enabling efficient direct response to communities and aggregate data for organisations.

Operated with the highest standards for **data protection** and **safe reporting** and aligns with GDPR and the Somali Data Protection Act.

It offers:

➔ **a safe entry point** for communities to report protection concerns, and
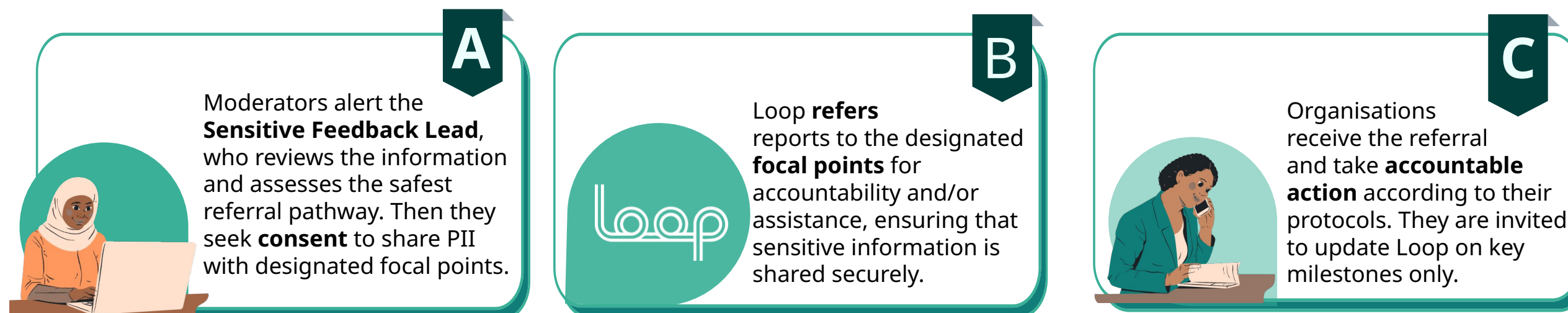➔ **a complementary tool** to share feedback or ask questions about Aid.

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How does Talk to Loop work?

1 **Community members:** dial a short code or message (via web or WhatsApp), select language, and record or type feedback.

2 **Moderators:** receive, check, transcribe, tag, translate feedback and replies, notify staff and communities, and post on open platform.

4 **Community members:** (with consent) receive replies in their preferred language via robocall (audio) or automated written message. They can reply back.

3 **Organisations:** are notified, can reply directly, and use the data. Anyone else, whether tagged or not, can also reply to the feedback.

Open platform: real-time data on location, themes, demographics, and trends + qualitative and quantitative data, downloadable for tool integration and decision-making.

For sensitive feedback:

A Moderators alert the **Sensitive Feedback Lead**, who reviews the information and assesses the safest referral pathway. Then they seek **consent** to share PII with designated focal points.

B Loop **refers** reports to the designated **focal points** for accountability and/or assistance, ensuring that sensitive information is shared securely.

C Organisations receive the referral and take **accountable action** according to their protocols. They are invited to update Loop on key milestones only.

For more information, review our Framework for Handling Sensitive Feedback.

What you can do next?

1. Read our full report on our blog page:
   https://talktoloop.org/blog-posts/somalia-somaliland-november-2025-snapshot-report

2. Sign up to our newsletter to receive them monthly.

3. Contact our team in Somalia in our Mogadishu and Hargeisa offices:

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   Country Lead
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   Yussuf Jibril
   Partnerships and CE Lead
   yussuf@talktoloop.org

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Find us on: talktoloop.org @TalkToLoop

Scan this QR code and start using **Talk to Loop** to communicate with communities & use qualitative and quantitative data to inform your projects.