



# Somalia & Somaliland Q4 Deep Dive Report

## October to December 2025

### Trends and analysis

10 January 2026

*This report is written by the Talk to Loop Global and the Somalia & Somaliland team, with ongoing insights and support from our national host, **Raagsan**. Their expertise in the Somali context, helps ensure the platform is appropriately contextualised. This report reflects that collaboration.*

*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.*

ed by drought  
od. We are

to English

Ali

Nov 8, 2025•Somalia

Greetings! My name is Ali, and I am 28 years old. I have special needs. I am both blind and deaf, and I am experiencing a severe headache. I am in urgent need of assistance, and I have never received support from any organization. Today, I am reaching out to request help.

Original feedback submitted in Somali (Maxatiri) • Translated to English

9 views 2 replies Upvote 0

Anonymous

Dec 1, 2025•Somalia

We are going through extremely difficult times because of conflict and drought. Our crops have failed, we have no food, and daily life has become unbearable. An organisation that used to support us has stopped coming, and we have been left with nothing. We used to survive by buying a small can of maize for two dollars, but now even that is beyond our reach. I am pleading for assistance so I can provide food for my children. I kindly ask you to consider my situation and respond to my request. My phone number is 061XXX.

Original feedback submitted in Somali (af Maay) • Translated to English

1 views 0 replies Upvote 0

Deeqo

Nov 27, 2025•Kismayo, Lower Jub

To: Norwegian Refugee Coun

Hello, my name is Deeqo X internally displaced people whereabouts, and I have n assistance.

Original feedback submitted in S

Anonymous

Dec 1, 2025•Somalia

We are going through extremely difficult times because of conflict and drought. Our crops have failed, we have no food, and daily life has become unbearable. An organisation that used to support us has stopped coming, and we have been left with nothing. We used to survive by buying a small can of maize for two dollars, but now even that is beyond our reach. I am pleading for assistance so I can provide food for my children. I kindly ask you to consider my situation and respond to my request. My phone number is 061XXX.

Original feedback submitted in Somali (af Maay) • Translated to English

1 views 0 replies Upvote 0

Mohamed

Nov 29, 2025•Marka, Lower Shabelle, Somalia

My name is Mohamed XX. I am 35 years old. I was displaced from Danyerey, and I am currently living in Marka district. I have six children. One of the challenges we face is that vulnerable people do not receive assistance; those who are truly in need are overlooked, while others who are not in need are given the support. I am requesting that the organization provide assistance directly to the vulnerable people.

Original feedback submitted in Somali (Maxatiri) • Translated to English

1 views 0 replies Upvote 0

Osman

Nov 27, 2025•Kismayo, Lower Juba, Somalia

To: Somali Women's Studies Centre

My name is Osman XX. I live in Golweyn. I'm needy, and th drought has severely affected us; there is no rain, and the dried up. We are requesting support from the humanitarian organizations.

Original feedback submitted in Somali (Maxatiri) • Translated to En

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*Loop is available to communities in Somalia/Somaliland mainly via our Voice channel 24 hours a day 7 days a week. All incoming feedback undergoes moderation by trained Somalis who speak the relevant dialects, including Maxaatiri, Maay, Benadiri, Bajuni, Barawani Chimini and Kizigua-Mushunguli.*

*Thousands of people call Loop's toll-free number (2023) and moderators follow our protocols to either publish the feedback, refer it internally to the Sensitive Feedback Lead, or reject it<sup>1</sup>.*

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<sup>1</sup> 90% of feedback is rejected due to poor audio quality; 7% for breaching community guidelines; 3% identified as duplicate feedback received on the same day.

## Executive summary

↑ 6016 pieces of feedback were published on Loop between October and December 2025, marking a 350% increase from Q3 (1338). During this quarter, Loop received 69,787 calls (Q3 had 21,724) with 35,000+ calls in December. The team of moderators and translators have been working over time to process the feedback.


This significant increase is due to some internal factors: Loop's improved connectivity across the country; continuous awareness raising activities by key partners; awareness of Loop spreading by word of mouth and; Loop blocking some rogue users of the line, resulting in more calls coming through.

The increase is also due to some external factors such as: a decrease in services available for the community; a decrease in CFMs or feedback mechanisms linked to these closed projects; an increase in needs due to severe drought; spikes in conflict and security incidents in several locations and the resulting displacement. 87% of feedback this quarter was requests for assistance, coming from individuals who have lost their livelihoods, specifically livestock and crops, due to the drying of rivers and lack of rain, with many now forced to live as IDPs in camps or rural areas.


A significant demographic among those seeking help are the elderly, many of whom are widowed and responsible for the care of orphaned children. Displacement leaves them without a traditional support system or source of income. The most common issues cited include acute hunger, a lack of clean water (often requiring water trucking or new water points), and a lack of basic housing. Geographically, the overwhelming majority of requests originate from the Lower Shabelle region, particularly from the Marka district, followed by smaller concentrations in Banaadir (Mogadishu), Gedo (Luuq), and Lower Juba (Kismayo).

Between October and December 2025, Loop handled 342 sensitive reports, a steady upward trend across the whole year. This quarter, 59% of sensitive reports were service-level complaints. Child protection (CP) reports ↓ remained relatively stable, while general protection reports ↑ increased significantly from 18 (Q3) to 42 (Q4). Mental Health and Psychosocial Support (MHPSS) cases ↔ remained low at 1, while Housing, Land, and Property (HLP) ↑ rose slightly to 5 (from 3 in Q3). Discrimination cases ↑ increased to 7 (from 1).

Q4 shows a particularly concerning change in the steady upward trend throughout the year. Q4 marked a sharp decline, with the lowest number of GBV reports recorded this year. This could be linked to the wider crisis, as communities focus on meeting basic needs and might deprioritise reporting protection concerns. Another possible explanation, based on feedback from a few survivors who had used Loop in the past, reported that they are now able to guide and connect other community members directly to the appropriate service providers, which may have contributed to the decrease in reports received.

This quarter, Loop received and handled  28 reports (8%) of aid diversion, fraud, and corruption, which is also an overall decline. Reports mentioned concerns about unfair distribution of assistance, with some reports suggesting that access was influenced by local power dynamics, personal or clan connections, and that aid was often directed to those with connections rather than the most vulnerable. Several complainants also reported that displaced persons, minority groups, and people with specific vulnerabilities faced disadvantages during registration or were excluded from support altogether.


Other service-level complaints were about what happens after registration. Complainants described having been registered, often with fingerprints, photographs, or cards issued, but not receiving any follow-up, update, or clarity on their status. Many individuals also reported abrupt suspension of cash or food assistance, cards being deactivated, and distributions being discontinued, without explanation. Communities perceived this lack of information as being excluded from assistance while others were supported. The lack of communication with those not selected, fuels misunderstanding, and creates perceptions of unfairness, and reduced trust.

This quarter,  48 sensitive reports (14%) were submitted by individuals self-identifying as belonging to minority or marginalised communities (Bantu, Eyle, Shabelle, Mushunguli, Shiindle, Bajuni, Banadiri including Shanshi), a notable increase compared to 28 reports in Q3. This is higher proportionally than people self-identifying as belonging to minority or marginalised groups sending in open feedback.

This quarter, 79 sensitive feedback reports were received from Lower Shabelle, 87% of these were in December alone. Most feedback originated from Marka district, particularly in Janaale, Buufow Bacaad and Shalanbood areas. Women and girls accounted for 65% of all reports from the region. 43% of all fraud and corruption reports this quarter originate from Lower Shabelle. Many reports from Lower Shabelle allege that humanitarian aid is distributed unfairly, with access influenced by clan affiliation or other local power dynamics, and that beneficiaries are sometimes coerced or pressured to accept divided portions of assistance.

The overall acknowledgment rate for sensitive referrals remains high and consistent, demonstrating continued strong engagement from organisations. This pattern is not consistent with open feedback where there is a complete breakdown in organisational responsiveness (7% in October, 13% in November and 0% in December), suggesting systemic challenges in organisational capacity and commitment to community feedback mechanism, at a time when the needs across Somalia are increasing.

## Open platform feedback

During this quarter, Loop received  69,787; a 221% increase from Q3 (21,724). The influx of feedback started in November and continued throughout December 2025. The significant increase is due to some internal factors: Loop's improved connectivity across the country; continuous awareness raising activities by key partners having an impact; awareness of Loop spreading by word of mouth and Loop blocking some rogue users of the line, resulting in more calls coming through. The increase is also due to some external factors such as: the decrease in services available for the community; an increase in needs due to severe drought; spikes in conflict and security incidents in several locations and the resulting displacement driven by these crises.

Loop received 35,000+ pieces of feedback in December alone and the team of moderators and translators have been working every day of the week to process the feedback. We have had staff surge into moderation roles from other tasks, and engaged additional staff to ensure the timely completion of feedback moderation. This high intensity of work is ongoing.

In this quarter all but two pieces of feedback were received via our Voice (IVR) channel; these two were received via our web channel from local partners who shared feedback with NRC and Loop:

Anonymous

Loop

Nov 19, 2025•Somalia

To: Norwegian Refugee Council

... During the implementation of this project, our team witnessed firsthand the severe impact of the drought on communities in Jamame. Many families had no access to clean water, and children were suffering from malnutrition. Women walked long distances to fetch unsafe water, and several households were unable to meet their basic food needs. Through the two rounds of multi-purpose cash assistance, several families were able to purchase food, medicine, and other essential items. The clean water provision also reduced waterborne diseases, and the hygiene promotion sessions helped communities adopt better sanitation practices. Survivors of gender-based violence were linked to appropriate support services, and our nutrition screening activities identified children who needed urgent follow-up. However, despite these achievements, the needs in Jamame remain high. Many households still lack stable access to safe water, and malnutrition cases continue to appear...

Original feedback submitted in English • [Change translation](#)

Thanks

Suggestion / Opinion

Request for Assistance

Age  
Prefer not to answer

Gender  
Prefer not to answer

Disability  
-

Minority group  
No

Vulnerability Factors  
-

Sent by  
Web

Thematic area  
Nutrition, Water points,  
Water supply and systems


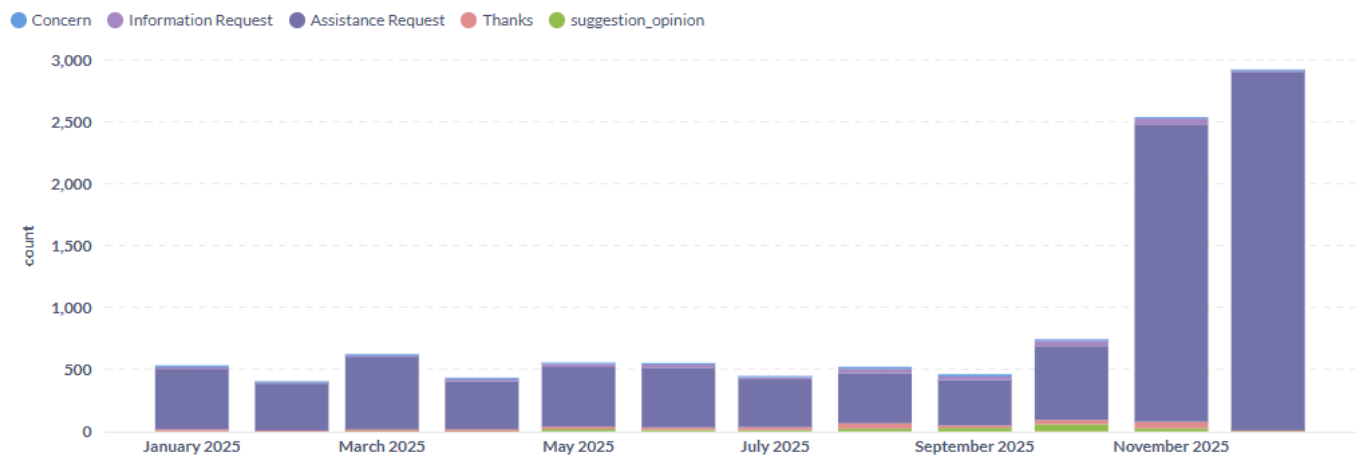
 6016 pieces of feedback were published marking a 350% increase from Q3 (1338).

Figure 1: Published feedback over time

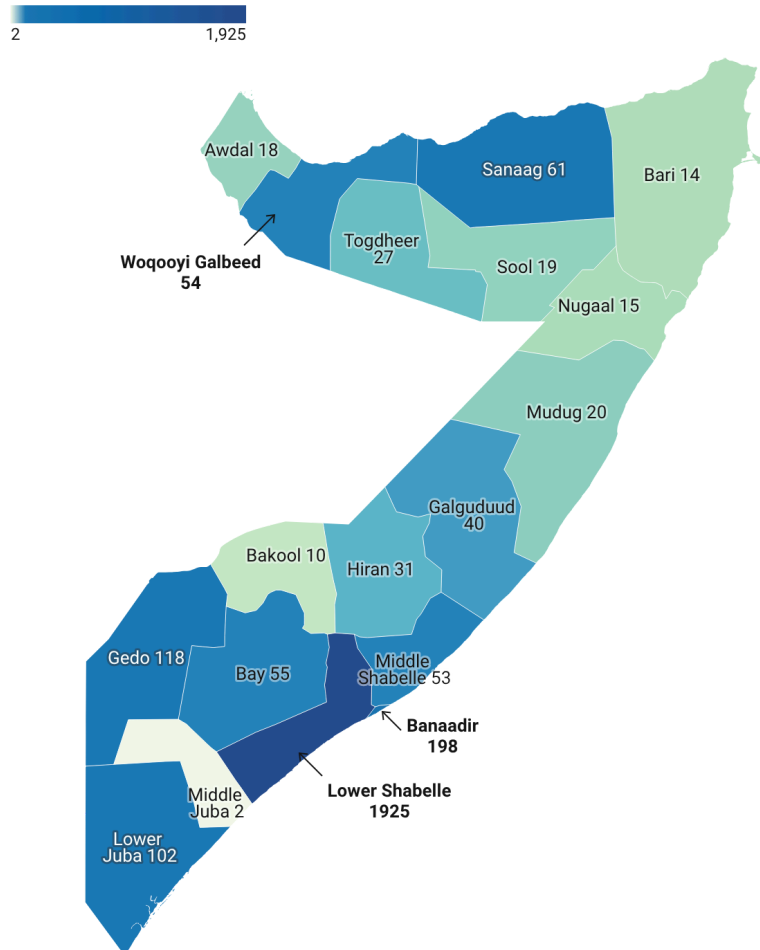
#### Published feedback by type over time



## Location


Loop is available to communities across the whole of Somalia/Somaliland.

Figure 2: Open Feedback by Region



Unspecified locations: 3254  
Created with Datawrapper

Feedback is generally consistent across most regions, with some regions seeing fluctuations, often linked to awareness raising activities by organisations using Loop inviting people to feedback, or sudden onset crises. Q3 and Q4 feedback volume remained the same across most regions.

However,  significant increases in Q4 are noted in [Lower Shabelle](#) (53 to 1925), Banaadir (93 to 198), Gedo (28 to 118) and Lower Juba, mainly from Kismayo as awareness raising activities continue, (21 to 102).

The increase in Lower Shabelle is due to several humanitarian



developments over the past two months, including conflict and security incidents involving clans, government forces, and armed groups. These have led to displacement, especially around Afgoye and Bariire areas. The ongoing drought conditions as a result of the failed two rainy seasons have also increased the needs in the area.

An emerging trend from feedback in Lower Shabelle shows conflict-driven displacement and widespread destruction of homes and livelihoods across areas including Awdheegle, Sagarole, Bula Mareer, Ugunji, Janaale, Bariire, and Marka. Community members consistently reported that their houses were burned or destroyed, farmland and livestock were lost, and families were forced into temporary or makeshift shelters.

Many of those affected are women and large households with children, who describe severe shortages of food, water, and basic household items following displacement. The feedback highlights growing needs for shelter, food assistance, and protection support among conflict-affected communities in the region

In ↓ 54% of the feedback (58%, Q3), people opted not to share their location.

#### What are people in Lower Shabelle talking about?

The majority of feedback originated from districts such as **Janaale, Afgoye, Marka, and Awdheegle** where residents and displaced populations are reporting a dire humanitarian situation. The crisis is characterised by a combination of **protracted displacement** due to conflict and the long term impact of **persistent drought**, which has caused rivers to dry up and livestock to perish.

The primary and most urgent requests are for **basic life-saving assistance**, with an overwhelming focus on:

- **Water security** with constant reports of severe water shortages, dried-up riverbeds, and an urgent need for water trucking or well rehabilitation
- **Food and nutrition** as many individuals report having "nothing to eat" and describe a state of constant hunger affecting both adults and children
- **Cash assistance** with frequent requests for financial aid to meet immediate needs and recover from economic shocks.

The feedback highlights a significant number of **highly vulnerable individuals** requesting support. This includes **IDPs** who have fled areas like Awdheegle and Bariire, **widows and mothers caring for large numbers of orphaned children**, and the **elderly**. Specific cases mention additional hardships such as caring for family members with **disabilities** or lack of protection against diseases like **malaria** due to a **lack of mosquito nets**.

While the majority of feedback focuses on the immediate lack of resources, there is an underlying tone of **exclusion from formal aid networks**. Several community members specifically noted that "no organisation is providing us with assistance," suggesting gaps in humanitarian coverage or a lack of awareness regarding existing aid programs in more remote or newly settled IDP locations.

## Demographics

### Language and dialect usage

Loop's Voice channel is available in six languages/ dialects across Somalia/ Somaliland: Maxaatiri, Maay, Benadiri, Bajuni, Barawani Chimini and Mushunguli-Kizigua. Usage remains heavily skewed, with Maxaatiri accounting for ↔86% of feedback and Maay for ↓12.2%. We continue to receive feedback in Mushunguli-Kizigua ↑0.5 (or 31) and more recently in other languages/ dialects: NEW 0.8% (52) in Bujuuni; NEW 1% in Banadiri (67), and NEW 0.02% in Barawani (1).

### Gender

↑63% of open feedback in this quarter were from females. This represents a sharp increase from previous quarters (35%, Q3; 41%, Q2; 34%, Q1). 1% of the females are between the ages of 14 and 17. 53% of the women opted not to mention their location, and 80% of the ones who did are in Lower Shabelle.

### Age

↓2%<sup>2</sup> of feedback (106) was recorded by children and adolescents aged 14-17<sup>3</sup>, a sharp decrease from Q3 (6%). This percentage might be higher, as ↓46% of users opted not to share their age, which is another notable decrease from Q3 2025 (66%).

Among this age group, ↑53% of them provided their locations (50%, Q3). When mentioned, the children and adolescents came from Lower Shabelle (14) followed by Banaadir (8) and Sanag (8).

Girls recorded ↑46% (24%, Q3) of the feedback coming from children and adolescents, and ↑three females mentioned living with a visual disability (3, Q3).

The vast majority ↔81% (81%, Q3) of feedback from children and adolescents (as per other age groups) consisted of requests for assistance. Of this, ↓22% (31%, Q3) were requests for cash assistance, which continues to be a significant drop from Q1 (70%). The next largest request was ↓7% (13%, Q3) for food items. Other requests were related to general assistance, WASH, Shelter and Education or in relation to Loop's services.

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<sup>2</sup> 7% of sensitive reports that Loop's sensitive feedback team handled came from children under 18 with 3% being reported by children between the ages of 14-17 and 4% by children under 14.

<sup>3</sup> Feedback from children younger than that is automatically marked sensitive and directed to Loop's Sensitive Feedback Lead.






#### What are the children and adolescent talking about?

The feedback is widespread across various regions, including **Lower Shabelle, Sanaag, and Banaadir (Mogadishu)**. Unlike the adult feedback, which is often centered on family-wide survival, **the children's messages are personal**.

The most prominent theme among this age group is a **request for financial assistance**. Additionally, some, despite their young age, describe themselves as "**unemployed**" or in need of "financial support" and "jobs." This suggests that they are affected by the economic burdens of their families and/or are contributors to family income. Some requests are as specific as asking for very small amounts of cash to alleviate immediate hunger.

While the requests are largely for **food and money**, there is also a secondary focus on **aid accessibility**. Some teenagers expressed a desire to be "connected with humanitarian organisations," highlighting a sense of being "left out" or living in areas where aid does not reach. Interestingly, despite the hardships, several children used the platform to send messages of thanks and appreciation for being contacted, indicating the value they place on having a communication channel to voice their needs.

Feedback recorded by [older people](#) (60+) saw a significant increase to 5% (1.5% Q3; 2% Q2; 4% Q1). 54% (45%, Q3; 30%, Q2; 19%, Q1), of this feedback was from females, continuing a steady upward trend.

Four (1, Q3) older persons mentioned they live with a disability. In the 40% of feedback where location is mentioned, 77% came from Lower Shabelle. All the feedback (99%) from the elderly consisted of requests for assistance (primarily general/unspecified assistance), with 8% directed to the Food and Agricultural Organisation (FAO).

#### What are the elderly talking about?

The feedback paints a picture of extreme vulnerability, where advanced age is compounded by the loss of traditional livelihoods and the breakdown of family support systems due to long-term crisis.

The most pervasive theme among the elderly is the **physical and medical toll of their situation**. Many identify themselves primarily by their age and health status, describing themselves as "unwell," "blind," or "experiencing many difficulties."

**Displacement and the loss of livestock** are also critical drivers of need for this group. Many describe themselves as displaced, having fled homes in places like Jambaluul or Awdheegle. For those from pastoralist backgrounds, the loss of livestock due to drought has been catastrophic, leaving them with no source of income or food.

Furthermore, the elderly are often the **primary caregivers for other vulnerable people**, particularly orphaned grandchildren. Several grandmothers report that they are struggling to raise orphans alone while living in poverty and being unemployed themselves. Their requests are urgent and directed toward specific organizations like FAO, WFP, and MCAN, calling for **food, cash, and medical assistance** to survive what they describe as an increasingly desperate existence.

## People living with disabilities (PLWD)

Figure 3: Open feedback by disability Q4 2025



↓ 1.5% (91) of feedback came from [people living with disabilities \(PLWD\)](#) (2% or 32 in Q3; 2% or 32 in Q2; 3% or 43 in Q1). Among those: 35 were women and 56 were men. Where location is mentioned, most of the feedback from PLWD came from Lower Shabelle (15) followed by Banaadir, Galgaduud, and Togdheer.

### What are PLWD talking about?

The primary theme is the **burden of care under extreme economic hardship**. Many PLWD report being the sole caregivers for large families or orphaned children despite their own physical limitations. Visually impaired mothers and grandmothers, some caring for up to 12 children, describe a "difficult situation" where they have "nothing to support them." This group frequently requests **basic life-saving aid**, including **food, clean water, and cash assistance**, specifically citing the impact of **drought and displacement** on their ability to survive.

A distinct concern for this group is the **lack of specialised support and systematic exclusion**. Several report having "**never received support from any organisation**." There is a strong sense of being forgotten, with some individuals specifically calling for "specialised support" or connection to organisations that handle human rights and social affairs.

Furthermore, the feedback highlights a subset of **ambitious youth and professionals with disabilities**, such as visually impaired students and journalists in Mogadishu. These individuals are not only asking for humanitarian aid but are actively seeking **employment opportunities** and a platform to be a "voice for vulnerable people." Their requests focus on inclusion in the workforce and the desire for organisations to hire staff to work on social and political issues without discrimination.

Request for Assistance

Age

Between 18 and 29

Gender

Male

Disability

Seeing, Hearing

Minority group

No

Vulnerability Factors

-

Sent by

Voice

Thematic area

Medications, General assistance

Ali

Nov 8, 2025•Somalia

Greetings! My name is Ali, and I am 28 years old. I have special needs. I am both blind and deaf, and I am experiencing a severe headache. I am in urgent need of assistance, and I have never received support from any organization. Today, I am reaching out to request help.

Original feedback submitted in Somali (Maxatiri) • Translated to English

9 views

2 replies

Upvote

0

## Minority communities

↓ One male who self-identified as belonging to minority communities used Loop in the reporting period (4, Q3; 3, Q2; 2, Q1). It is possible that more people providing feedback are from minority communities but they chose not to identify themselves this way. Some minority communities can be further identified by the languages they speak (see section below). Open feedback from minority communities continues to be low. This is in contrast to sensitive reports, being consistently higher from minority groups, and growing. See sensitive reporting later in the report.

Request for Assistance

Anonymous

Dec 17, 2025•Somalia

We come from the X clan. We are in severe need and facing a critical shortage of water. Our farmland has dried up, and we have no resources or support from anyone. We kindly request humanitarian assistance.

Original feedback submitted in Somali (af Maay) • Translated to English

2 views

0 replies

Upvote

0

Age

Prefer not to answer

Gender

Male

Disability

-

Minority group

Yes

Vulnerability Factors

-

Sent by

Voice

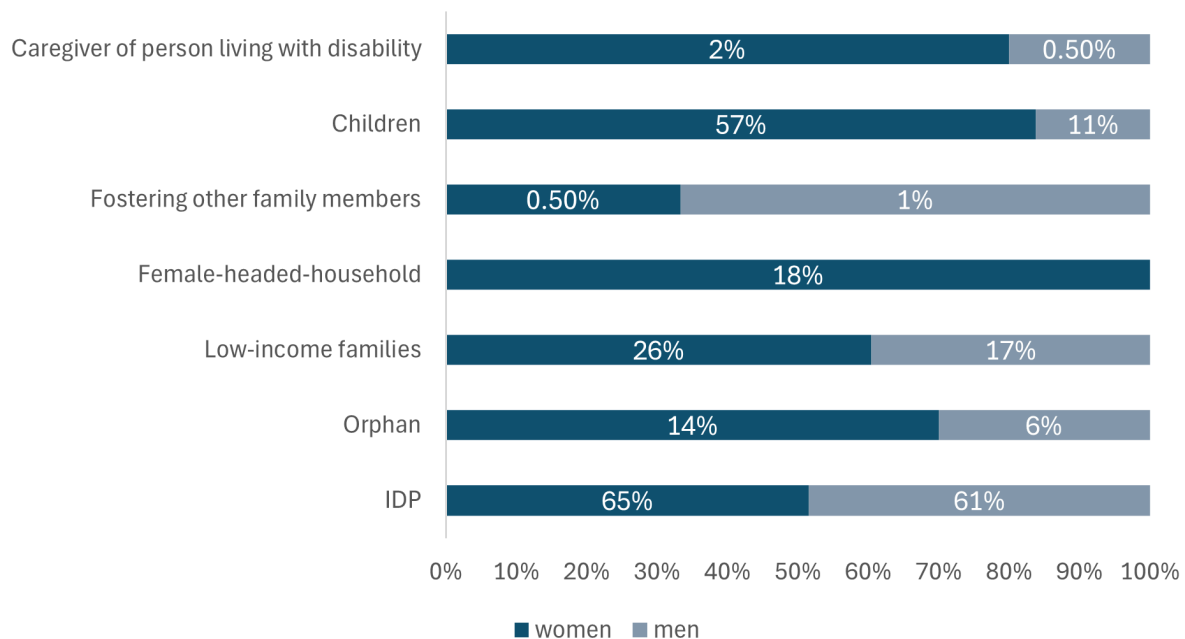
Thematic area

Agriculture, Water points

## Vulnerability factors<sup>4</sup>

58% of all users cited one or more vulnerability factors in their feedback, among the ones who provided the location, 42% were in Lower Shabelle. Women constituted 76% of the total users, with a higher concentration (86%), in Lower Shabelle.

Figure 4: Main vulnerability factors as reported by women vs men



The most common vulnerability factor reported by both women and men was internal displacement, at 65% for women and 61% for men.

57% of users who mentioned children were women. Women disproportionately reported childcare-related vulnerabilities. Men reported fostering other family members 50% more feedback than women. This may reflect different social support structures or cultural expectations around male responsibility for extended family networks and women's child care responsibilities.

18% of women identified as being sole breadwinners and 26% reported insufficient household income (compared to 17% of men), indicating both increased economic burden on women, lack of social safety nets and systemic challenges that leave families vulnerable.

Additionally, 14% of women reported being a solo parent following the death of a spouse and caring for orphaned relatives' children, or other orphans

<sup>4</sup> Loop tagging aligns with the IASC standards for collective feedback mechanisms and the Somalia CEA TF taxonomy. We group several diversity and protection tags under a category called "[Vulnerability Factors](#)". You can filter the feedback using this category.

↓ 0.08% or 53 (0.2% in Q3) reported being caregivers for PLWD. Among these caregivers, ↑ 93% (or 49) were female (75%, Q3; 67%, Q2), while 7% (or 4) were male. Noteworthy, the previous wide gap between overall female users and those caring for PLWD is beginning to close. Despite this trend toward parity in platform usage, a clear gender imbalance remains, with women still bearing the vast majority of caregiving duties.

#### What are caregivers of PLWD talking about?

The feedback from carers, primarily **mothers, grandmothers, and daughters**, centers on the extreme difficulty of managing a household where the primary breadwinner or multiple dependents have disabilities. Many of these carers are **internally displaced persons (IDPs)** who have fled conflict or drought in areas like **Awdheegle, Bariire, and Jilib**, and are now residing in temporary settlements in **Janaale, Mogadishu, and Afgooye**.

A dominant theme is the **compounded vulnerability of the family unit**. Carers frequently report looking after multiple vulnerable groups simultaneously, such as a **disabled husband, blind elderly parents, and orphaned children**, all within a single household. They describe a complete lack of support systems, stating they have "no one to support us" and "no means of support." The physical and financial strain is acute, with carers highlighting that they cannot seek work because of their intensive caregiving responsibilities at home.

The primary requests from these carers are for:

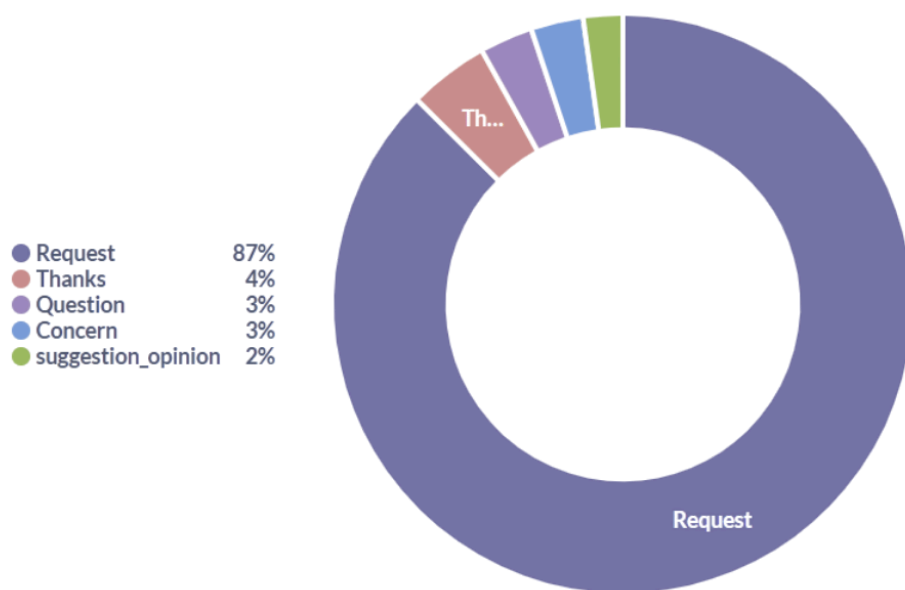
- **Basic survival Aid:** there is an urgent plea for **food and clean water**, as many families report facing severe hunger and being unable to access safe drinking water
- **Shelter and living essentials:** carers describe living in dire conditions without proper housing, reporting that they "cannot afford rent" and have "nowhere to sleep" when it rains. There are specific requests for items like bedding (mats or mattresses) for children and disabled family members
- **Support for education:** some carers mention the inability to pay for their children's school fees, expressing concern that the cycle of poverty is preventing the next generation from accessing education
- **Livelihood assistance:** while many are unable to work due to caregiving, there is a recurring request for any form of assistance that would allow the family to achieve a degree of self-sufficiency after losing their livestock or farms to the drought.

## Feedback types and thematic areas

Figure 5 shows that requests dominate the feedback types, constituting 87% of all submissions, while thanks (4%), questions (3%), concerns (3%), and suggestions/opinions (2%) represent smaller categories. This distribution indicates that at the moment, community members primarily engage with Loop to request specific assistance or information rather than providing feedback on a service or offering suggestions. Community feedback concentrated on the following thematic areas:

- ↑ 46% General assistance
- ↑ 21% Food assistance
- ↑ 14% Cash assistance
- ↑ 9% Water & drought assistance
- ↓ 6% Environment (Drought/Floods)
- ↓ 4% Health-related issues

Figure 5: Open feedback count by type Q4 2025



### Requests for assistance

↑ Requests for Assistance (87%) (81%, Q3) continue to dominate community feedback, and reveal a population in the midst of a severe humanitarian crisis, primarily driven by prolonged drought, resulting in displacement and extreme poverty.

Most requests for assistance come from individuals who have lost their livelihoods, specifically livestock and crops, due to the drying of rivers and lack of rain, with many now forced to live as IDPs in camps or rural areas.

A significant demographic among those seeking help are the elderly, many of whom are widowed and responsible for the care of orphaned children. Displacement leaves them without a traditional support system or source of income. The most common issues cited include acute hunger, a lack of clean water (often requiring water trucking or new water points), and a lack of basic housing. Geographically, the overwhelming majority of requests originate from the Lower Shabelle region, particularly from the Marka district, followed by smaller concentrations in Banaadir (Mogadishu), Gedo (Luuq), and Lower Juba (Kismayo).

Thematic analysis shows that while people are asking for general assistance, with a specific, urgent demand for food items, cash assistance, and water infrastructure to mitigate the life-threatening impacts of the current environmental shocks.

### Requests for information

↓ Requests for information constitute 3% of the total feedback received. ↓ 82% (84%, Q3; 88%, Q2) of these requests came from individuals seeking clarity about Loop's purpose, services or operations. We use the thematic tag 'community sensitisation' when feedback is directed to Loop specifically.

Loop replies to community members directly with standard information about our unique role as a tool for them to raise their feedback and ideas for specific organisations that they know of, operating in their area. Loop then tags those organisations inviting them to reply directly to the community members. We continue



to refine, improve and test our communications language. We have an [open library](#) of tools for organisations to use, all translated in advance for minority groups.

## Concerns

↔ Concerns constitute 3% (3%, Q3) of the total feedback received. The reported concerns within the data has shifted from a focus on individual needs to broader systemic failures and environmental threats affecting entire communities. Environmental degradation is a significant worry, specifically the impact of severe droughts, the drying of rivers, and the depletion of natural resources caused by practices like cutting down trees for charcoal. Community leaders and residents also express anxiety over the lack of critical infrastructure, particularly the absence of maternal and child health services (MCH), the lack of education for displaced children, and unemployment among university graduates. These concerns are most vocal in regions like Gedo, Lower Shabelle, and Banaadir, where ongoing conflict and the presence of "forgotten" IDP camps create a sense of abandonment by both the government and humanitarian organisations.

This sense of forgotten IDP camps is not completely new. Environmental shocks, displacement, and unemployment have long been major challenges. However, recent aid cuts have severely reduced the assistance that affected populations receive, particularly those in IDP camps who previously received maternal and child health services, education, food assistance, and WASH support.

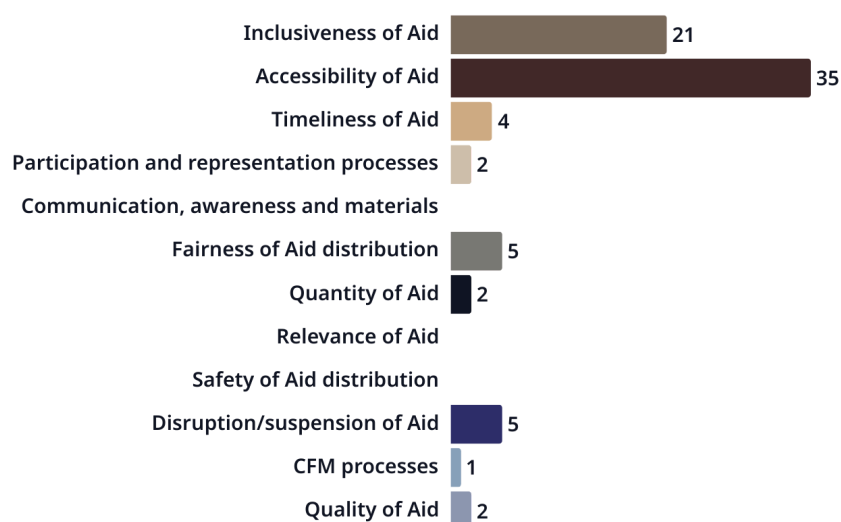
## Thanks

↓ The "Thank You" messages (4%) (6%, Q3) represents a blend of genuine gratitude for aid received and appreciation for the Loop communication platform itself, often serving as a polite precursor to further requests for help. Many people thank the Loop platform for simply listening, providing information about services, or acknowledging their complaints. A significant portion of the gratitude is directed toward specific organisations, such as the Norwegian Refugee Council (NRC) and the Food and Agriculture Organization (FAO), for providing cash assistance or repairing infrastructure like boreholes, and often mention positive interactions with staff, such as being provided with a registration status or a helpline number, which offers a sense of hope to vulnerable individuals like the disabled and the elderly.

Geographically, these positive responses are distributed relatively evenly across Banaadir, Lower Shabelle, and Gedo, reflecting pockets of successful humanitarian intervention or effective community engagement in regions, otherwise defined by severe drought and resource scarcity. Even in these messages, the underlying theme of survival remains, as many community members conclude their expressions of thanks by reiterating their urgent need for continued food and water.

## Aid effectiveness<sup>5</sup>

Figure 7: Aid effectiveness concerns Q4 2025



By the end of Q4, 1% of community feedback (or 68 pieces) reported concerns (and some successes) about [Aid effectiveness](#).

Accessibility of Aid stands out as the primary concern with 36 pieces of feedback, revealing geographic barriers including complete absence of organisations in some areas preventing aid from reaching those in need.

Request for Assistance

Age  
Prefer not to answer

Gender  
Male

Disability  
-

Minority group  
No

Vulnerability Factors  
-

Sent by  
Voice

Thematic area  
Accessibility of Aid

**Salim**
...

Oct 18, 2025 • Kismayo, Lower Juba, Somalia

My name is Salim. I am in Buuulo Haji area, near Kismayo city. I would like to request you to bring this area to the aid agencies. We do not have health and education facilities.

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

6 views
 0 replies

Upvote
 

0

'Inclusiveness of Aid' follows, with 20 pieces of feedback, mentioning eligibility and selection process issues that systematically exclude vulnerable populations.

<sup>5</sup> In Q3, Loop launched a thematic area for analysis called "Aid effectiveness" where we capture the community's perception on different aspects of Aid delivery. The sub-themes are built using and expanding on the metrics of Accountability to Affected Populations (AAP) of the CHS Alliance. [Loop's list includes](#): accessibility of Aid; CFM processes; communication, awareness-raising, and materials; disruption/suspension of Aid; fairness of Aid distribution; inclusiveness of Aid; participation and representation processes; quality of Aid; quantity of Aid; relevance of Aid; safety of Aid distribution, and timeliness of Aid.

Request for Assistance

Age

Between 30 and 59

Gender

Male

Disability

-

Minority group

No

Vulnerability Factors

-

Sent by

Voice

Thematic area

Participation and representation processes, Inclusiveness of aid distribution

Omar

Oct 25, 2025 • Lower Shabelle, Somalia

To:

Baxnaano

Hello Loop. My name is Omar XX, and I am in Dheysiyow. Our village has been without any aid for nearly 40 years, leaving us isolated. Neighboring areas receive support from organizations like Baxnaano, but we have received nothing. We kindly request that your organization and other relevant agencies extend assistance to our community. My phone number is 61XXX.

Original feedback submitted in Somali (Maxatiri) •

Translated to English

7 views

0 replies

Upvote

0

↑ Disruption/Suspension of Aid represents 5 pieces of feedback, capturing the severe consequences when organisations abruptly terminate support, leaving previously assisted families without assistance as noted in the comment.

Request for Assistance

Anonymous

Dec 1, 2025 • Somalia

We are going through extremely difficult times because of conflict and drought. Our crops have failed, we have no food, and daily life has become unbearable. An organisation that used to support us has stopped coming, and we have been left with nothing. We used to survive by buying a small can of maize for two dollars, but now even that is beyond our reach. I am pleading for assistance so I can provide food for my children. I kindly ask you to consider my situation and respond to my request. My phone number is 061XXX.

Original feedback submitted in Somali (af Maay) •

Translated to English

1 views

0 replies

Upvote

0

Age

Prefer not to answer

Gender

Male

Disability

-

Minority group

No

Vulnerability Factors

Children, Low income families

Sent by

Voice

Thematic area

Disruption/suspension of Aid, Droughts, Food items, Cash, Crop & livestock, Safety and Security

↓ 4 users reported their frustration with the timeliness of Aid as they face prolonged waiting periods between their needs assessment and distribution of services.

Feedback about fairness of Aid Distribution ↓ (5) reveals concerns about favouritism in selection processes.



**Deeqo**

Nov 27, 2025 • Kismayo, Lower Juba, Somalia

To: [Norwegian Refugee Council](#)

Hello, my name is Deeqo XX, and I have 7 children. We are an internally displaced people in Kismayo. I don't know my husband's whereabouts, and I have nothing to support my children. I need assistance.

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

**Mohamed Yussuf**

[Norwegian Refugee Council](#)

Dec 14, 2025 •

Dear Deeqo, We are sorry to hear about your missing husband and the challenges you and your 7 children are facing as internally displaced people in Kismayo. Please call our toll-free hotline number 2058 for a situation assessment and possible support if funds become available for your area.

Thematic Tags:

Original feedback submitted in English • [Change translation](#)

**Deeqo**

Dec 19, 2025 •

My name is Deeqo. I am caring for seven children. I am in Kismayo and do not know anyone here. I am living with others. I have no food and am requesting your assistance.

Thematic Tags: Food items, Housing

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

**Osman**

Nov 27, 2025 • Kismayo, Lower Juba, Somalia

To: [Somali Women's Studies Centre](#)

My name is Osman XX. I live in Golweyn. I'm needy, and the drought has severely affected us; there is no rain, and the river has dried up. We are requesting support from the humanitarian organizations.

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

**Hiba Adan**

[Somali Women's Studies Centre](#)

Nov 29, 2025 •

Asc Osman , thank you for sharing your situation with us. We are truly sorry to hear about the difficult conditions you and your community are facing due to the prolonged drought and lack of water. We acknowledge your request for humanitarian support. Your concern has been noted, and it will be shared with the relevant teams and partners for consideration based on available resources and assessments. We appreciate your patience and hope the situation improves soon.

Thematic Tags:

Original feedback submitted in English • [Change translation](#)

**Anonymous**

Nov 24, 2025 • Bossaso, Bari, Somalia

To: [KAALO Aid Development Organization](#)

I live in Bosaso. I want to ask the KAALO organization to help us with education and health.

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

**Ahmed salad**

[KAALO Aid Development Organization](#)

Dec 1, 2025 •

Thank you for your feedback. Unfortunately, KAALO is not currently operating in your area, so we are unable to provide direct support in education and health at this time. We appreciate your understanding and hope to reach your area in the future.

Thematic Tags:

Original feedback submitted in English • [Change translation](#)

Nuurto

Nov 16, 2025•Wajid, Bakool, Somalia

To: Mandhere Relief and Development Organization

My name is Nuurto, and I live in Wajid. We are affected by drought and hunger, and we do not have any money to buy food. We are kindly requesting your assistance.

Original feedback submitted in Somali (af Maay) • Translated to English

Abdullahi Hassan

Nov 17, 2025•

Mandhere Relief and Development Organization

Dear Nuurto, I'm sorry to hear about your dire situation, which many in Somalia are also experiencing. On behalf of MARDO, we are actively working to mobilize resources for relief efforts. Please reach out directly to our offices, as our staff can assist you with health, nutrition, and food security services. Thank you for contacting us.

Thematic Tags:

Original feedback submitted in English • Change translation

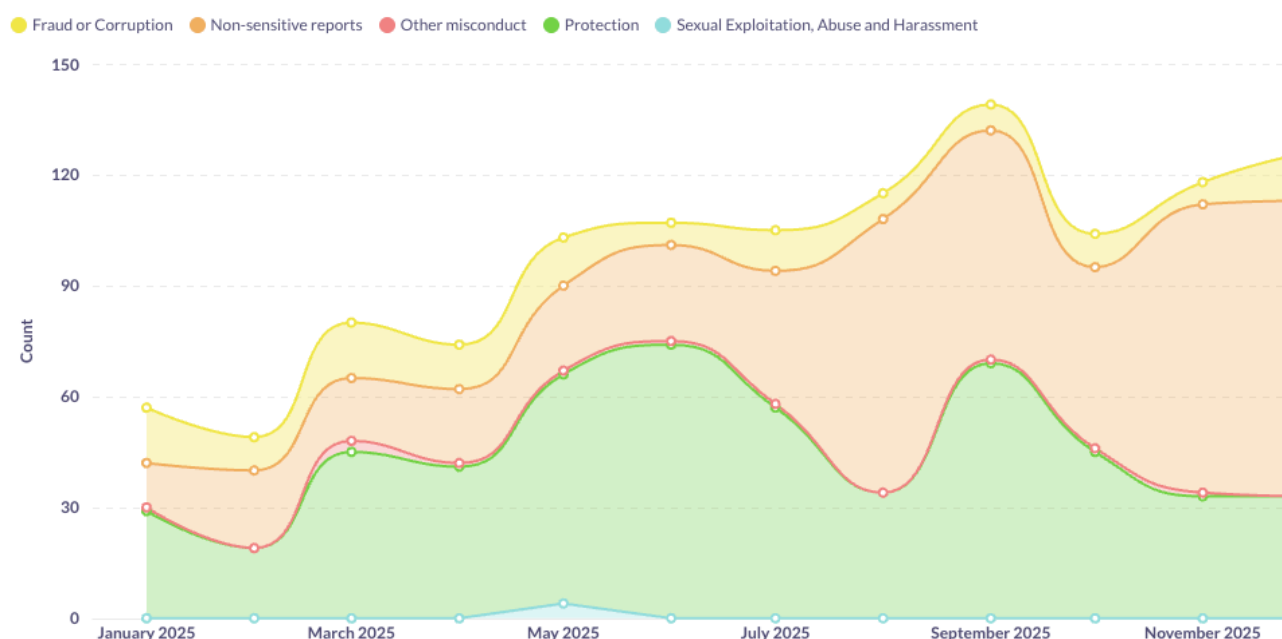
## Sensitive reports

### Numbers and types

Between October and December 2025, Loop handled a total of ↓ 342 sensitive reports (351 in Q3). This continues the steady upward trend of sensitive feedback reporting through Talk to Loop (101 cases in October, 117 in November and 124 in December).

During Q4 of 2025 ↓ 32% of the sensitive feedback received related to protection concerns, compared to 45% in Q3. In contrast, ↑ 59% were service-level complaints and non-sensitive requests, up from 47% in the previous quarter.

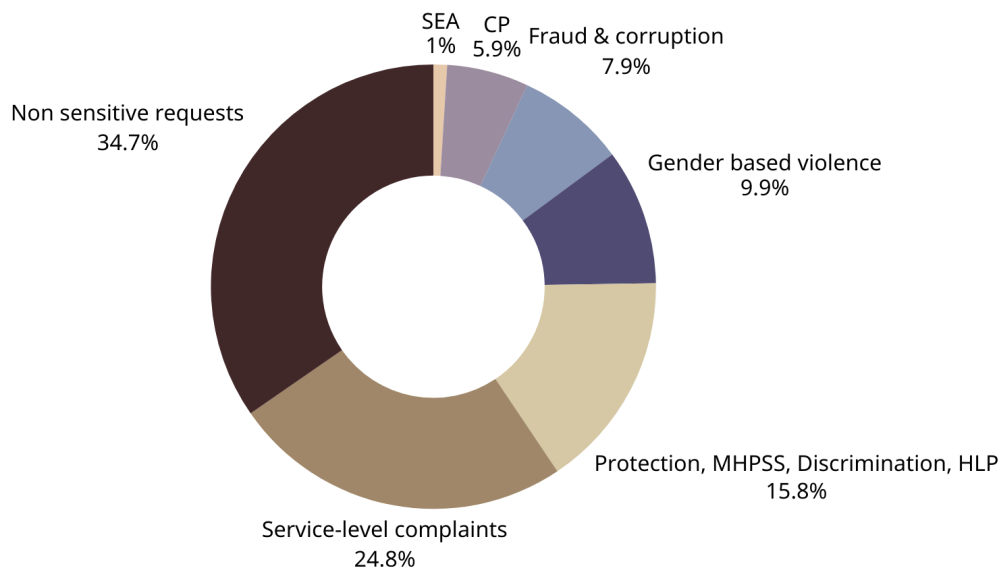
Figure 8: Trend in report types (monthly breakdown)





This continues the trend seen in Q3, showing that service-related concerns now make up the majority of reports.

Figure 9: Sensitive Report by Type for Q4 of 2025



Of the 342 sensitive reports handled this quarter, ↓ 109 were related to protection concerns, representing a decrease from 158 in the previous quarter. Protection-related reports declined steadily over the quarter, from 44 in Oct to 33 in Nov and 32 in Dec.

In this quarter, ↓ 34 Gender Based Violence (GBV) reports were received, compared to 117 in Q3. GBV reports declined steadily over the quarter: 22 in October, 9 in November and only 3 in December.

Child protection (CP) reports remained relatively stable with a ↑ slight increase from 18 (Q3) to 20 (Q4), while general protection reports ↑ increased significantly from 18 (Q3) to 42 (Q4). Mental Health and Psychosocial Support (MHPSS) cases ↔ remained low at 1, while Housing, Land, and Property (HLP) ↑ rose slightly to 5 (from 3 in Q3). Discrimination cases ↑ increased to 7 (from 1), and no mine action cases were reported similarly to other reporting periods.

Q4 shows a particularly concerning trend in protection reporting, and more specifically in GBV reports. While GBV reporting had followed a steady upward trend from April through the end of Q3, Q4 marked a sharp decline, with the lowest number of GBV reports recorded this year. The sharp decline in protection reporting, particularly GBV, could be linked to drought, livelihood collapse, and displacement, as communities focus on meeting basic needs and might deprioritize reporting protection concerns. This is a concern as data shows that protection issues usually increase in times of crisis (displacement, conflict, etc).


Another possible explanation, based on feedback from a few survivors who had used Loop in the past, reported that they are now able to guide and connect other community members directly to the appropriate service providers, which may have contributed to the decrease in reports received. Efforts in signposting and referrals, together with increased awareness-raising activities by some protection organisations,

particularly in the Banadir region, may have improved community knowledge of available protection services.

#### Spotlight: Key Trends in GBV and Protection Cases

**GBV:** Among the 34 gender-based violence (GBV) reports received this quarter, the **majority (61%) related to intimate partner violence (IPV)**. IPV cases were primarily characterized by physical violence, often accompanied by economic abuse (including denial of resources) and emotional abuse. Several reports suggested that economic stressors may exacerbate both the occurrence and severity of IPV, highlighting a potential need for integrated protection and livelihoods support for affected households. As in previous reporting periods, some women declined referral to protection services and instead requested financial assistance, identifying this as their most urgent need to support themselves and their children. With the exception of two cases, all IPV reports were from the Banadir region. **The second most frequently reported GBV concern was sexual assault and rape (38%)**. Reports were received from multiple regions, with perpetrators often described as unknown to the survivor. Incidents were frequently reported to have occurred while women were carrying out daily activities such as collecting firewood, gathering scraps to sell, harvesting food, or passing through isolated areas or bush paths to do laundry. A smaller number of cases were reported to have occurred within women's homes.

**Protection:** During this quarter, sensitive feedback received highlighted a range of protection concerns. Many reports related to **security threats**, including burned homes, theft, attacks on property, and threats that forced individuals to flee or relocate. A significant number of reports focused on **housing, land, and property issues**, including eviction notices, land disputes, and destruction of homes or farms. Several individuals reported **urgent shelter needs**, with some living in the open with no shelter solution or unable to pay rent or maintain temporary housing. **Access to health services** was frequently raised as a challenge due to insecurity, distance, cost, and lack of specialized care, affecting maternal and child health, chronic illnesses, and malnutrition. Vulnerable groups, including elderly persons, persons with disabilities, single mothers, and households caring for orphans, were disproportionately impacted, while emotional distress, psychosocial needs, and discrimination linked to clan affiliation or minority status were also reported.

This quarter, Loop received and handled  28 reports (8%), (7% Q3) of aid diversion, fraud, and corruption. However, there is an overall decline in reports of fraud and corruption since the start of the year.


Reports received mentioned concerns about unfair distribution of assistance, with some reports suggesting that access was influenced by local power dynamics, personal or clan connections, and that aid was often directed to those with connections rather than the most vulnerable. Beneficiaries described situations where assistance intended for communities was allegedly withheld, divided, or redirected. Several complainants also reported that displaced persons, minority groups, and people with specific vulnerabilities faced disadvantages during registration or were excluded from support altogether.

Loop referred reports with sufficient information to the relevant organisations. Reports that did not specify a particular organisation were referred to the UN Somalia Risk Management Unit (RMU).

"When organizations bring aid, it does not reach us, because it is distributed through clan favoritism. We cannot speak up about it and we remain silent. We have been facing this problem for 5 years."

"When aid is given to us, we are told to give up a portion of it, and if we refuse, we fear that we will not be registered again. The circumstances force us to endure this situation."

"When representatives from aid organizations come to register beneficiaries, we are informed that we will be included; however, any assistance provided is divided, with a portion taken by the individual who registers us and only a portion given to us. We are living under very difficult conditions."


A total of  203 service-level complaints and non-sensitive requests<sup>6</sup> were recorded this quarter (166 in Q3), representing 59% of all feedback received. Of these, 85 were service-level complaints and 118 were non-sensitive requests.

This quarter, service-level complaints were received across multiple regions, with Gedo recording the highest number, the majority originating from Luuq district. These were mainly related to follow-up on registrations for cash programming.

Other service-level complaints in Q4 were largely driven by concerns around what happens after registration. Many complainants described having been registered, often with fingerprints, photographs, or cards issued, but not receiving any follow-up, update, or clarity on their status. They perceived this lack of information as them having been excluded from assistance while others were supported. The lack of communication with those not selected, fuels misunderstanding, and creates perceptions of unfairness, and reduced trust within communities.

In addition, many individuals reported abrupt suspension of cash or food assistance, including assistance being stopped without explanation, cards being deactivated, and distributions being discontinued, alongside operational issues such as lost or non-functional cards and rejected biometrics.

Delays and non-payment of entitlements were another recurring issue, with numerous reports of approved cash transfers and cash-for-work payments only partially received. Finally, a smaller but significant number of complaints highlighted barriers to accessing basic services, particularly health and nutrition support, including being asked to pay for services, denial of care, or ineffective service provision.

Similar to the previous quarter,  no allegations of sexual exploitation and abuse (SEA) were reported this quarter, despite a community PSEA radio campaign conducted by WHO from 26 to 31 October across Somalia. Unlike some previous periods where GBV

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<sup>6</sup> While non-sensitive requests may not have met Loop's criteria for defining sensitive feedback, they were handled through the sensitive feedback system as individuals specifically requested follow-up calls or presented multiple vulnerabilities requiring additional attention.

reporting increased in the weeks following campaigns, this radio campaign did not result in a noticeable rise in GBV reports.

Loop received ↔ 2 sensitive reports alleging other forms of misconduct, including one allegation of staff discrimination within an organisation. This is broadly consistent with previous quarters, indicating a continuous but limited trend in misconduct-related feedback across

## Demographics overview

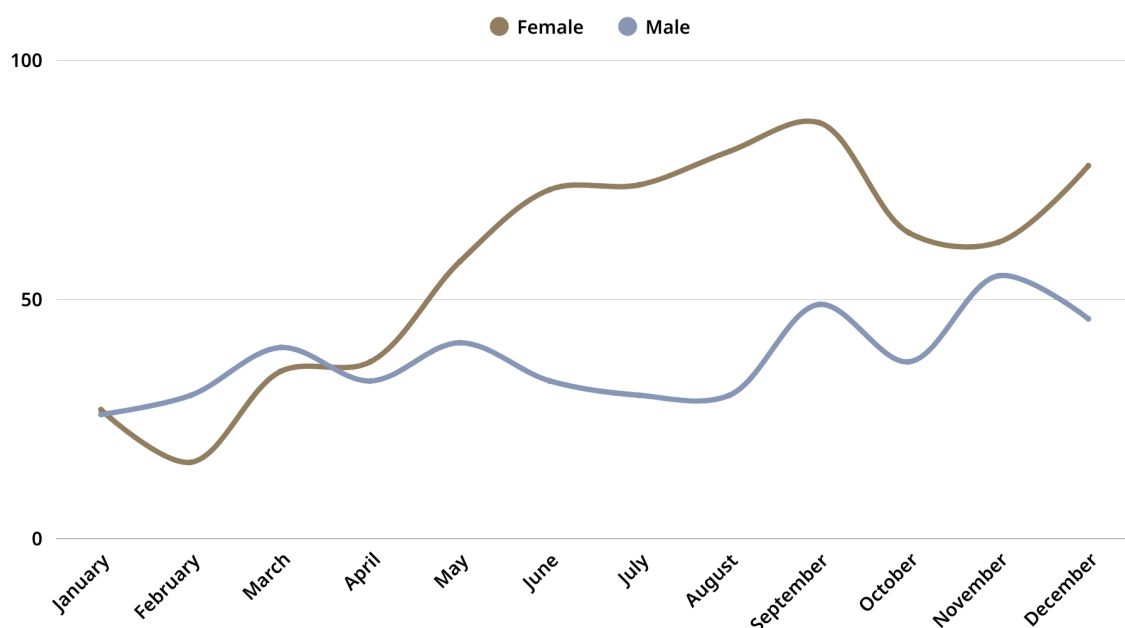
In Q4, ↓ 96% of sensitive reports were submitted by individuals on their own behalf. A total of 4% of reports (15) came from community members, caregivers, or organisation/institution personnel, with most of these submitted by parents or guardians reporting on behalf of minors.

### Gender

In Q4, women submitted ↓ 60% (204 reports) of all sensitive reports compared to 69% (242 reports) in Q3. Reports from women fell from 87 in September to 64 in October but rose again to 78 in December.

The decline in women's reporting over the quarter is likely proportional to the decrease in GBV reports observed during the same period, as GBV cases have historically been predominantly reported by women. Despite this, women continue to engage actively with the platform, reflecting sustained trust and confidence in reporting sensitive issues, often spread by word of mouth.

Figure 10: Monthly Gender trends (2025)




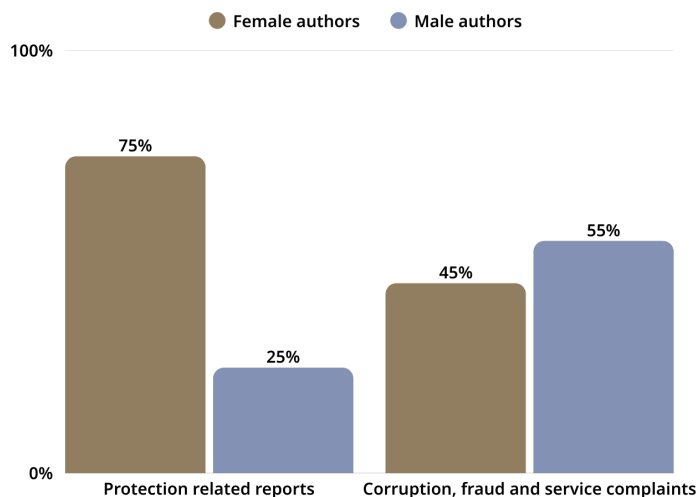



This quarter,  75% of all protection-related feedback was submitted by women and girls, a notable decrease from 89% in the previous quarter. While the majority of protection-related reports continue to come from women. There is a growing trend this quarter of men reporting protection concerns, either on their own behalf or on behalf of family members.




Figure 11: Gender and Type of sensitive feedback




In Q4, reports related to corruption, fraud, and service-level complaints were submitted by  45% women and  55% men, reflecting a return to a more typical gender balance we have seen in most months. However in Q3, complaints were primarily from women linked to a cash program targeting pregnant and lactating women.


## Age

This quarter, sensitive reports concerning children and adolescents (under 18)  slightly increased to 7%, (6% in Q3). Among them, 65% came from girls. Reports from adolescents aged 14 to 17 remained limited, accounting for only 3% of all reports and 4% coming from children aged 13 and below.

Adults aged 18 to 59 continued to dominate people submitting sensitive reports, making up  61% of all reports (with  24% for those aged 18–29 and  38% for those aged 30–59).

Reports concerning older individuals (aged 60+) doubled this quarter to  6%, compared to 3% in the last two quarters. Of these, 53% were submitted by women and 47% by men.

## Minority and marginalised communities

This quarter,  48 sensitive reports (14%) were submitted by individuals self-identifying as belonging to minority or marginalised communities, a notable increase compared to 28 reports in Q3.

Most of these individuals identified as members of the Bantu, Eyle, Shabelle, Mushunguli, Shiindle, Bajuni, Banadiri including Shanshi. Among all sensitive feedback submitted by minority and marginalized communities, 40% came from individuals identifying as members of the Eyle group. This quarter showed a new trend, with a

notable portion of sensitive feedback coming from individuals identifying as Mushunguli (13%) and Baajuni (13%), reflecting the growing impact of Loop's partners community engagement efforts within these communities ([MCAN](#) and [MRG](#), with funding from [Grand Challenges Canada](#)).


The profile of concerns raised by minority and marginalised communities highlights both acute protection risks and structural barriers to assistance. Among the 48 reports, the largest share related to non-sensitive requests (13) and service-level complaints (10), reflecting persistent challenges in accessing and navigating assistance systems. Protection-related concerns remained prominent, with GBV (8) and general protection (6) accounting for most protection reports. Additional allegations related to fraud and corruption (5), discrimination (3), misconduct (1), child protection (1), and housing, land and property issues (1) further underscore the exposure of these communities to multiple, intersecting risks. The wide variety of issues reported demonstrates the multiple challenges faced by minority and marginalised groups, underscoring the need for coordinated, multi-sectoral responses with strong protection and accountability components.

"A humanitarian organization that has come to our area has not registered us; we have been repeatedly excluded. I am therefore appealing to you for assistance and support."

"Because the Mushunguli accent resembles Kiswahili, we face discrimination and are often considered non-Somalis or assumed to be Kenyans. We are told to speak "an understandable language," which makes us feel excluded, marginalized, and lacking confidence."

Geographically, reports were concentrated in Lower Shabelle (16 reports, 33%), Lower Juba (13 reports, 27%), and Banadir (9 reports, 19%). The concentration of feedback in these regions reflects strong community awareness and trust in the system, as well as the prevalence of issues faced by these groups. The remaining reports were distributed across Galguduud, Bay, Hiran, Gedo, and Middle Shabelle, indicating that concerns among minority and marginalised communities are geographically widespread.

### **Persons living with disabilities**

This quarter, sensitive reports concerning persons living with disabilities (PLWD) accounted for  3% (11 reports), a slight increase compared to Q3 (2%, 7 reports), but still reflecting a decrease from Q2 (18 reports). The majority of these reports involved individuals who chose not to specify the type of disability, while others reported physical, communication, or vision impairments.




#### Spotlight: Where did authors of sensitive feedback hear about Loop?


An analysis of how authors of sensitive feedback learned about Loop shows that most individuals first heard through **informal social networks**, including friends, neighbours, and other community members. This underscores the continuing importance of **word-of-mouth**, especially among women and adolescent girls. Some of these connections were reinforced by individuals who had previously engaged with or received support from Loop, demonstrating how direct experience encourages new users to come forward. This source of awareness was particularly mentioned by women and girls and was especially relevant in Banadir, across a large number of IDP sites. As in the previous quarter, it was mainly linked to GBV concerns, highlighting the role of trusted personal networks in enabling vulnerable groups to safely raise sensitive issues.


The second most common source of awareness was through **organisations**, which shared information about Loop through awareness-raising sessions and outreach activities. This source of awareness was especially important for individuals who raised service-level complaints, fraud and corruption concerns, and requests for assistance, reinforcing Loop's role as a trusted channel for accessing support and reporting operational issues. **Community leaders** also contributed by connecting community members to Loop, particularly in camp-settings.

**Radio** was an additional source of awareness, mainly for individuals who raised service-level complaints this quarter, highlighting its role in providing general information about Loop to the wider community.

## Geographic distribution

In terms of geography, sensitive feedback was again received from across nearly all regions of Somalia. Out of 342 sensitive reports handled this quarter,  69 submissions (20%) did not include any location information. Attempts to verify these locations were often unsuccessful due to authors being unreachable or withdrawing their feedback.

Previously Banadir had been the largest source of sensitive feedback however, this quarter Lower Shabelle became the main location, accounting for 23% of all sensitive reports. Reports  increased sharply, rising from 5 in Q3 to 79 in Q4. This pattern mirrors trends seen in open feedback, suggesting a significant increase in reporting activity in the Lower Shabelle region.

Banadir remained a large source of sensitive feedback this quarter, despite a large  decrease in reports (42 in Q4, from 112 in Q3). Report volumes declined steadily and is largely linked to the lower number of GBV reports that had previously been reported from Mogadishu.


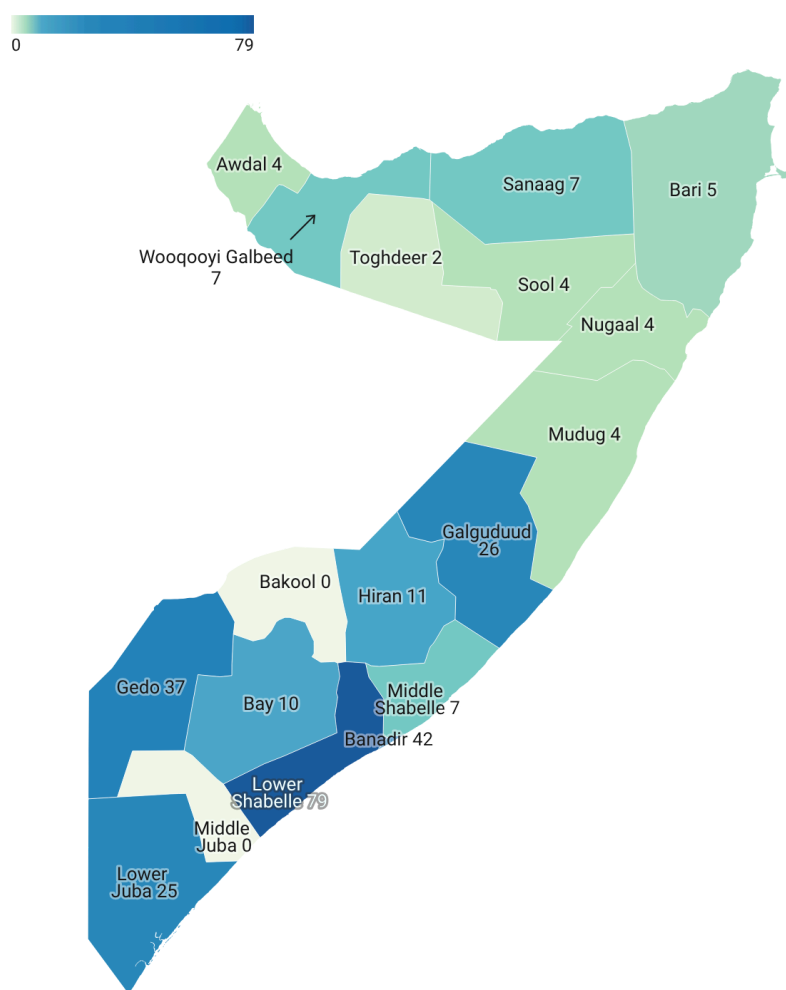
Despite a decrease compared to the previous quarter, Gedo continued to generate a substantial number of reports, with  37 reports in Q4 (71 in Q3).

Figure 12: Locations: Sensitive Feedback by Region



Unspecified locations 68  
Created with Datawrapper

Among other regions, Lower Juba saw a notable increase, rising from 7 to 25 reports, while Hiran doubled its submissions from 5 to 11. Galgaduud remained relatively stable at 26 reports.

Smaller increases were observed in Sanaag (7 reports) and Nugaal (4 reports), while regions including Bari, Bay, Mudug, Sool, Togdheer, Woqooyi Galbeed, and Middle Shabelle recorded small but steady numbers of feedback. Middle Juba, in contrast, had no reports this quarter.


### Spotlight: Trends in feedback in Lower Shabelle


This quarter, 79 sensitive feedback reports were received from Lower Shabelle, including 87% of these in December alone, highlighting a significant increase in reporting towards the end of the quarter. Most feedback originated from **Marka district**, particularly in **Janaale, Buufow Bacaad and Shalanbood areas**. Women and girls accounted for a majority of reports from Lower Shabelle, making up 65% of all reports from the region.



Among the 79 reports from Lower Shabelle, a substantial share related to **requests for assistance (32 reports)**, covering health (13), cash (9), general assistance (8), education (2), and WASH (1). Many of these requests highlighted the absence of health services, and several community members specifically noted the lack of organisations providing or targeting them with assistance, leaving them without support, particularly among IDP populations. **Service-level complaints were also common (13 reports)**, reflecting operational concerns within the community, with most of service level complaints related to lack of follow ups after registration, non-receipt or delays in assistance despite registration and unequal access to assistance linked to displacement.

Protection-related reports accounted for 17 cases, including 12 for general protection, while discrimination was reported in 5 cases. Fraud and corruption were also prominent, with 12 reports, representing **43% of all fraud and corruption reports this quarter originating from Lower Shabelle**. Many reports from Lower Shabelle allege that humanitarian aid is distributed unfairly, with access influenced by clan affiliation or other local power dynamics, and that beneficiaries are sometimes coerced or pressured to accept divided portions of assistance.




## Status and outcomes

Of the 342 cases opened this quarter, 251 were closed, while 91 cases remain open and are currently under follow-up. Among the closed cases,  51% (129) cases were closed successfully, 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  49% (122) were closed unsuccessfully for various reasons, including cases where authors could not be reached, no actionable solution was possible, or the report was withdrawn. Withdrawals often occurred when individuals were testing the number or when initial concerns were later clarified as general requests rather than protection-related issues. 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.

In addition, Loop also closed 112 cases opened during the previous quarter. Among the closed cases,  54% (61) of cases were closed successfully, while the remaining  46% (51) were closed unsuccessfully due to authors being unreachable, cases being withdrawn, survivors declining referral, or other constraints that prevented a resolution.

## Referrals and organisation responsiveness

A total of  60 sensitive reports were referred during this reporting period. Of these,  38 referrals were made for assistance in protection-related cases, including 5 for immediate assistance, while  22 were referred to address allegations related to corruption, fraud, and service-level complaints.

This reflects a continued decline compared to last quarter, when 114 reports were referred. The decrease is mainly linked to fewer protection and GBV reports this quarter, 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 progressed further, as an increased percentage of authors did not respond despite repeated follow-ups over a three-week period, in line with Loop's standard processes. A substantial number of reports were received in the final month and remain under follow-up, reflecting the ongoing work needed to address these cases.

During this reporting period,  88% (91% in Q3) of all referrals received acknowledgment from the relevant organisation. This includes an  87% acknowledgment rate for protection-related referrals and a  91% acknowledgment rate for referrals related to allegations of misconduct or other concerns. The overall acknowledgment rate remains high and consistent, demonstrating continued strong engagement from organisations. This pattern is not consistent with open feedback.

The overall performance reflects sustained efforts to strengthen coordination and engagement with protection actors, clusters, and working groups. Increased communication and onboarding of organisations actively integrating Talk to Loop into their programs have helped maintain high awareness of referral processes and expectations. These efforts continue to result in timely acknowledgments, particularly for allegation-related referrals, although some cases still require multiple follow-ups. Similarly, for protection-related referrals, although acknowledgments are generally timely, gathering confirmation on whether services were provided takes longer.



#### Case study: Supporting a survivor of domestic violence

A 32-year-old mother of six reported repeated physical abuse by her husband, resulting in head injuries, dental and tongue pain, and ongoing kidney discomfort. She urgently required medical care and psychosocial support.

**Loop Intervention:** Loop referred her to a GBV service provider, ensuring confidentiality and survivor-centered follow-up throughout the process.

**Outcome & Impact:** The survivor received a full medical examination, appropriate medication, and psychosocial counselling. Following treatment, she reported significant improvement in her health and expressed satisfaction with both the services received by the organisation and Loop's referral support. Empowered by her experience, she stated that she would guide other women experiencing gender-based violence to the service center, helping them access the support she received. This case highlights the critical role of timely, confidential referrals in ensuring survivors of gender-based violence receive medical and psychosocial support, while also empowering them to become advocates within their communities.

Referrals were directed to a range of organisations, including international and national NGOs, UN agencies, and government entities.

- National NGOs: 24 referrals –  79 % response rate (19 acknowledged), (88% in Q3).
- International NGOs: 35 referrals –  94% response rate (33 acknowledged). International NGOs continued to show a strong response rate this quarter, similarly to the previous quarter.
- UN Agencies/International Organisations: 1 referral - fully acknowledged (100%).
- Government Entities: No referrals were made to governmental actors this quarter similarly to the last quarter.

Of the 38 protection referrals made this quarter, 27 survivors have received various services including case management, psychosocial support, counselling, medical assistance, as well as some economic and in-kind support.

In 5 cases, services were not ultimately provided, either because the cases fell outside the geographic coverage of the receiving organisations, survivors could not be reached, or they declined or disengaged from follow-up. When referrals were declined due to limited geographic coverage, the cases were redirected to other service providers operating in the relevant areas.

The remaining 6 referrals are still pending updates from the organisations regarding the services provided to the survivors, though organisations were generally responsive.

#### Case study: Integrated Medical, Psychosocial, and Cash Support for a Highly Vulnerable Mother

A female caregiver responsible for five orphaned children reported living in extreme economic hardship following the killing of her husband by Al-Shabaab. She survived on minimal daily income approximately USD 1–2 earned through washing clothes and relied heavily on neighbors for food. She also reported ongoing pain linked to a severe breast infection that previously required surgical removal of one breast.

**Loop Intervention:** Loop referred her case to a medical service provider, ensuring she could access the care and support she urgently needed.

**Outcome & Impact:** The author received medical treatment, psychosocial counselling, and was enrolled in cash assistance. She expressed profound gratitude for the comprehensive support received. She specifically thanked Loop for facilitating the referral that enabled her to access life-saving care and regain stability for her family. This case highlights Loop's role in ensuring timely access to essential services for vulnerable individuals.

### Case Studies: Organisational learning through feedback

Beyond individual outcomes, Loop plays a key role in enabling organisations to learn and improve programming by providing a channel for community feedback. The following cases illustrate how complaints, including anonymous reports, received through Loop can support organisations to initiate investigations, review operational practices, and identify improvements to systems and safeguards.

#### Case study: Restoring Access to Life-Saving Food Assistance

A 30-year-old woman from Cadaado District, Galgaduud Region, reported that she had been registered for food assistance by a humanitarian organization. Her biometric data (photo and fingerprints) had already been captured. After losing her assistance card, she was denied food support at the distribution site unless she could present the card, despite her urgent needs and those of her children. No alternative solution was offered on site.

**Loop Intervention:** Loop referred the case to the concerned partner organization, enabling them to follow up on her registration status and address the issue.

**Outcome & Impact:** The organization reissued her assistance card, and she resumed receiving food support. The woman shared that she has now received assistance for two consecutive months. The woman expressed deep gratitude, highlighting that prior to Loop's intervention, staff did not believe her claim regarding the lost card. Through timely referral and follow-up, Loop helped restore her dignity and ensure access to essential food assistance.



#### Case study: Organisational Learning from an anonymous complaint

A complainant contacted Loop alleging that she, and potentially other community members, had been asked to pay money in order to be considered for registration for cash and nutrition assistance. While her concern was directed at the registration committee, she expressed broader worries about the integrity of the registration process.

**Loop Intervention:** Loop referred the complaint to the implementing organization without sharing any PII, fully respecting the complainant's request for anonymity. However, detailed information about the allegation and context was shared to enable the organization to conduct an internal review and investigation.

**Impact & Outcome:** The organization initiated an investigation, including interviews, spot checks, and field visits. The allegation was ultimately found to be unsubstantiated. Although the claim could not be confirmed, the case generated important organisational learning. The organization identified several areas where its processes could be strengthened, including the need to reinforce supervision during registration activities, provide refresher orientations for registration committee members and improve community awareness of complaints and response mechanisms so concerns can be raised earlier. This case illustrates how anonymous complaints, even when not substantiated, can support continuous improvement and help organizations strengthen safeguards, transparency, and community trust.

## Partnerships and community engagement

### Community engagement to increase awareness about Loop

In partnership with Raagsan, Minority Rights Group (MRG), and the Marginalized Communities Advocacy Network (MCAN), Loop continues to be used in a project funded by Grand Challenges Canada (GCC) in Kismayo, Lower Juba. The project enables minority and marginalised communities to safely share feedback about the humanitarian assistance they receive, strengthening accountability and inclusion in aid delivery.

Through this initiative, Loop expanded the language and dialect options available on its platform, recruited and trained moderation teams, and conducted targeted community awareness-raising to overcome knowledge, language, literacy, and digital barriers that prevent minority and marginalized communities' voices from being heard.

As part of broader efforts to strengthen community accountability, participation, and feedback mechanisms, Talk to Loop, in collaboration with BRCiS and GAASHAAN partners, conducted joint community engagement sessions in Kismayo (Bula Gadud, Yoontoy, New Qam Qam, Njooni, Eel Jaalle, and Qandhal) and in Baidoa (Salamey, Idaale 1, Wadajir, Kormari 1, and Banbusul). The sessions were jointly facilitated by Save the Children, CARE, and Norwegian Refugee Council (NRC), and implemented by partners Juba Foundation, Somali Women Studies' Centre (SWSC), Gargar Relief Development Organization (GREDO) and Talk to Loop.



The activities focused on raising awareness and encouraging active community participation, while emphasising communities' right to aid, the importance of feedback in improving project delivery, and the use of Loop's Voice channel as an independent feedback tool to ensure: accountability; transparency; and trust with all groups, including marginalised communities who speak different languages. This coordinated approach ensured smooth implementation, complementarity with ongoing community activities, and effective participation in project-decision making of both IDP and host community members.

## Partnerships with local actors

Talk to Loop has partnered with several local minority-led organisations (MROs), and international NGOs to expand its reach and strengthen collaboration. Under the Grand Challenges Canada project in Kismayo, Talk to Loop onboarded six minority-led organisations onto the Loop platform. These organisations include Marginalized Communities Advocacy Network (MCAN), Initiatives for Development and Aid Advocacy (IDAA), Save Vulnerable Mother and Children (SVMC), Somali Minority Development Organisation (SOMDO), Juba Valley Development Centre (JVDC) and Nilotic Right Organisation (NRO). Discussions are also ongoing with several other local and national organisations to join the platform.

In addition, Talk to Loop has partnered with several other local organisations that operate in other parts of Somalia, particularly in Puntland and South West regions, such as Urban-Rural Development Unit for Neutrality (URDUN) and Somali Minority Women and Children Development Organisation (SMWCDO). There are also ongoing discussions with several international NGOs to establish new partnerships and further expand the platform's collaboration and reach.

We have also onboarded the Ground Water for Resilience (GW4R) Project in Somaliland's Ministry of Water Resource Development and are in the process of onboarding a number of Ministries to integrate Loop into their World Bank funded projects going forward.

For more information, you can contact us at [hello@talktoloop.org](mailto:hello@talktoloop.org)



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