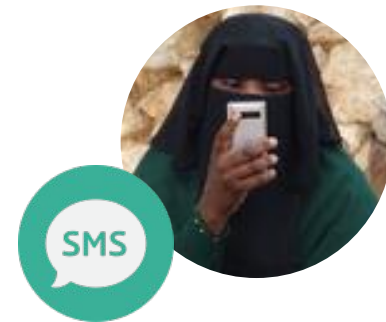


# Somalia and Somaliland Q4 2025



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



Find us on: [talktoloop.org](https://talktoloop.org)   @TalkToLoop



Learn more here

# Open Feedback



## Somalia and Somaliland

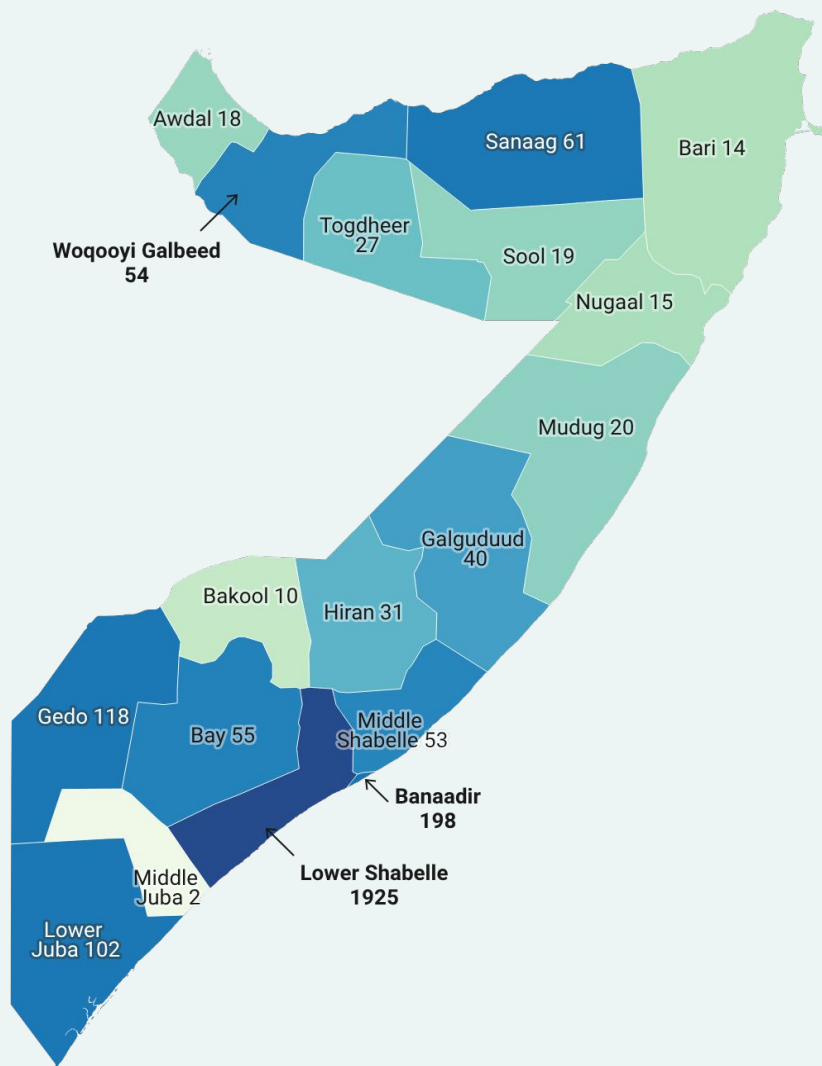
Q4 2025

- ↑ 87% Request for Assistance
- ↓ 3% Request for Information
- ↓ 4% Thanks
- ↓ 2% Suggestion / Opinion
- ↓ 3% Concern

- ↑ 6016 pieces of open feedback
- ↔ 86% Maxatiri ↓ 12% Maay ↑ 0.5% Kizigua <sup>NEW</sup> 0.8% Bujuuni; <sup>NEW</sup> 1% Banadiri, and <sup>NEW</sup> 0.02% Barawani
- ↑ 63% Female
- ↓ 2% Children and adolescents
- ↑ 5% Elderly
- ↓ 1.5% PLWD
- ↓ 0.08% carers for PLWD
- ↓ 1 person from minority communities

### Primary requests:

- <sup>NEW</sup> 1% Aid effectiveness (68); specifically accessibility and inclusivity.
- ↑ 46% General assistance
- ↑ 21% Food assistance
- ↑ 14% Cash assistance
- ↑ 9% Water & drought assistance
- ↓ 6% Environment (Drought/Floods)
- ↓ 4% Health-related issues



Unspecified locations: 3254  
Created with Datawrapper

### Community engagement:

- Conducted a refresher session for BRCiS partner staff on community engagement.
- Provided technical support to MCAN through provision of IEC materials.

### Strategic Partnerships & Expansion:

- Onboarded EVSO and SASDO and conducted several introduction session for local and international NGOS
- Onboarded World Bank's Ground Water for Resilience (GW4R) for Somaliland's Ministry of Water Resource Development

### Aid effectiveness:

↓ 1% of community feedback (or 68 pieces) reported concerns (and some successes) about [Aid effectiveness](#).

### Organisational Responsiveness and Community Reactions:

↓ 7% feedback replied to by organisations. Loop and other organisations received [reactions](#) from communities to ↑ 14% of the replies sent.

# Open Feedback data: deep dive

## Feedback trends:

- The feedback reveals explosive growth in community feedback, with 6016 published pieces representing a 350% increase from Q3 and 69,787 total calls received, driven by the impact of severe drought, conflict, and reduced Aid. Significant increases are noted in Lower Shabelle (53 to 1925), Banaadir (93 to 198), Gedo (28 to 118) and Lower Juba (21 to 102).
- Demographic shifts show female participation surging to 63%, while elderly voices increase to 5%, though children and adolescents' participation drops to 2%.
- The most alarming trend is the sharp drop in organisational responsiveness, with rates plummeting from 7% in October to zero in December at precisely when needs are most acute.
- Aid effectiveness concerns grow, with Aid accessibility issues raised in 36 pieces, followed by inclusiveness problems and Aid disruption, causing consequences for previously assisted families.

**How can we support organisations to be more engaged and responsive to communities? Please email us for insights**

**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

**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.

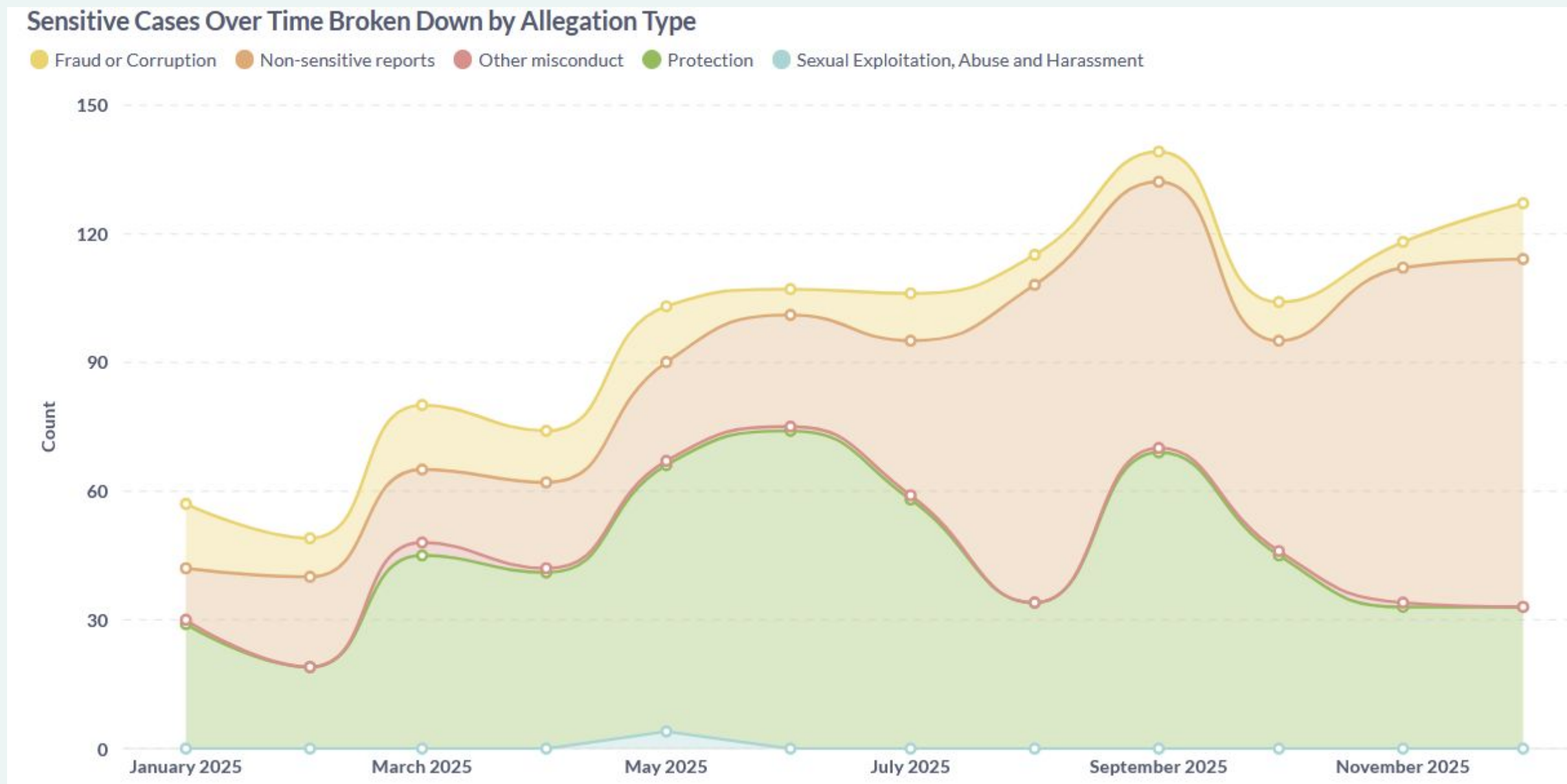
Original feedback submitted in Somali (Maxatiri) • [Translated to English](#)

7 views 0 replies

Upvote 0

# Sensitive Feedback

- ↓ **342 sensitive reports**
- ↓ **96%** Self-submitted
- ↓ **60%** submitted by women and girls
- ↓ **7%** children and adolescents
- ↑ **6%** elderly
- ↑ **14%** by individuals self-identifying as belonging to minority or marginalised communities
- ↑ **3%** PLWD



## Types:

- ↓ **32% (109) Protection** (including 34 GBV, 20 CP, 42 General Protection, 1 MHPSS, 7 Discrimination and 5 HLP)
- ↑ **8% (25) fraud and corruption** (including aid diversion)
- ↑ **59% (203) service-level concerns:** 85 service complaints & 118 non-sensitive requests
- ↔ **0 SEA allegations**
- ↔ **1% (2) other types of misconduct**

## Location:

- ↔ **All regions**, with the exception of Middle Juba
- ↑ **Lower shabelle region** became the largest source of sensitive feedback, accounting for **179 reports (31%)**
- ↓ **Banadir** registered a sharp decrease to **42 sensitive reports.**
- ↓ **Gedo** remains an important source of sensitive feedback with **37 reports.**

## Organisation responsiveness:

- ↓ **88% overall response rate**
- Referrals:**
- 24 NNGOs:** ↓ **79%** response rate (19 acknowledged)
- 35 INGOs:** ↓ **94%** response rate (33 acknowledged)
- 1 IO/UN Agencies:** ↑ **100%** response rate
- 0 Government Entities:** ↔ No referrals

# Sensitive data: deep dive

## Sensitive reports:

- 343 cases opened this quarter, 251 were closed, while 91 cases remain open.
- 112 cases, opened previously and closed in this quarter.
- 363 total cases closed this quarter.
- **Cases opened & closed this quarter (251):**
  - ↓ **51% successfully resolved**, with follow-up actions such as signposting or referral completed to the satisfaction of the author. The remaining 49% 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.
- **Cases from previous quarters (112): 54% successfully resolved**, while 46% were closed due to similar reasons (unreachable authors, withdrawals, declined referral, or other constraints)

## Sensitive Referrals:

- ↓ **60 total referrals**, with:
  - ❑ **38** referrals for assistance (5 for immediate assistance) and
  - ❑ **22** related to corruption, fraud, and service-level complaints.
- ↓ **88% overall acknowledgement rate**, including ↓ **87% of assistance-related referrals** and ↑ **91% of allegation-related referrals**.
  - Response rate remains relatively strong
  - But several replies are pending despite reminders.
- ↑ **Protection referrals (38):** acknowledgements are timely; but confirmation on services takes time.
  - **27** survivors received services.
  - **5 Immediate assistance referral**, mainly related to rape cases, submitted within 24 hours and the survivor **received support in less than 48 hours**.
  - In **5 cases, services were not provided** due to coverage limits, survivors being unreachable or declining follow-up, or lack of expected contact from organisations.
  - **6** referrals are pending updates

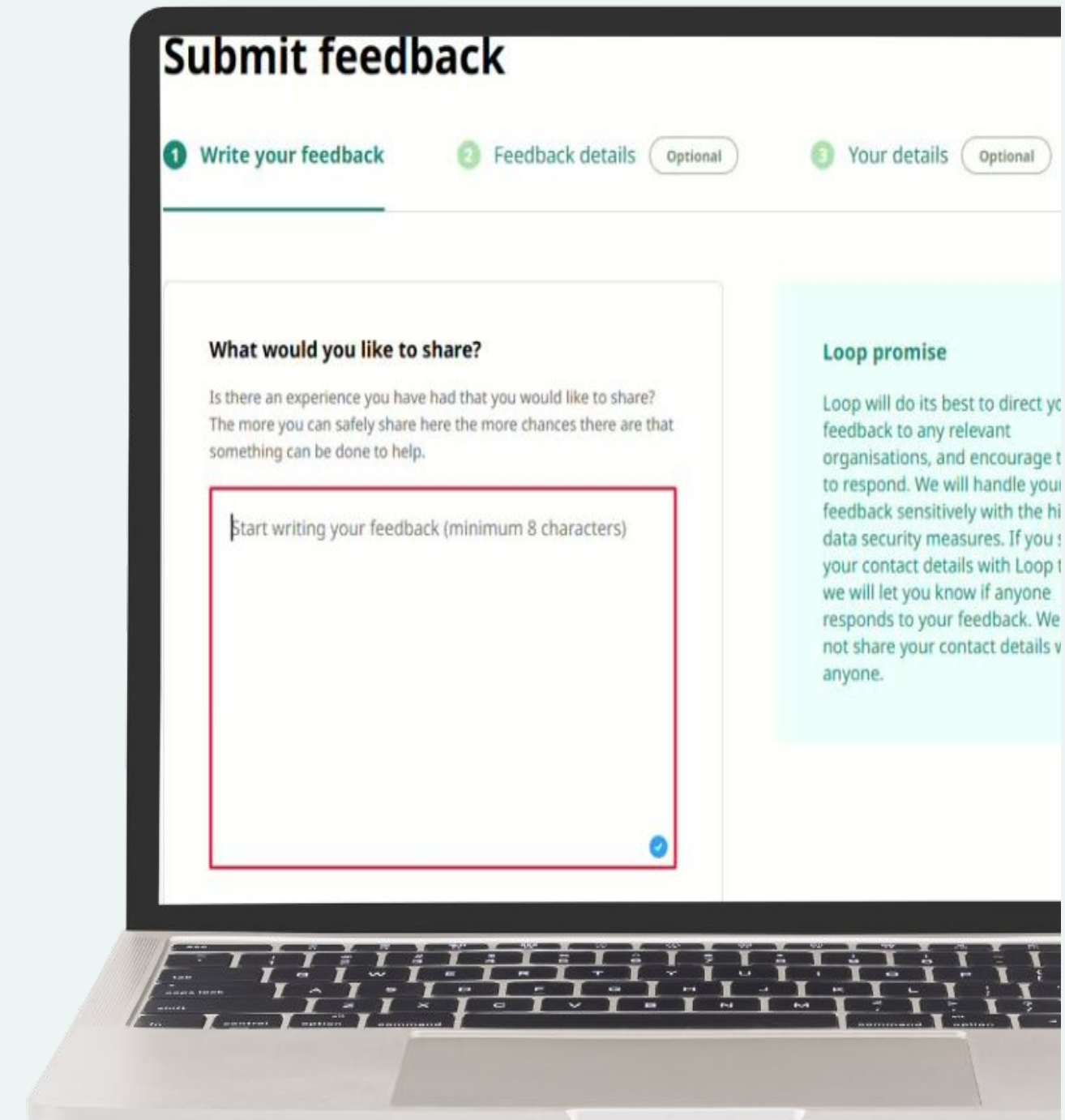
NGOs responding to referrals from the protection, GBV, and other essential needs of survivors and persons in need this quarter includes: **SOS CV, SASDO, NRC, , NEW WAYS, SADO, JUBA FOUNDATION, LLG, SASMO, SWSC, Trocaire, SSWC, GREDO, IRC, Save the Children, Alight, ICRC,IMC.**

# Lessons learned in Q4

Analysis of Q4 trends indicates that community reporting is highly responsive to external shocks and to how information about services and assistance is communicated to communities.

- **Protection reporting is affected by survival pressures:** the decline in protection and GBV reports is likely linked to survival pressures during drought and displacement, rather than a reduction in risk.
- **Service-level complaints reveal gaps in processes:** the rise in service-level complaints points to ongoing gaps in communication and follow up (possibly due to funding cuts) limited clarity on registration, and lack of transparency in assistance processes.
- **Targeted communication works:** Targeted communication with minority and marginalised communities is effective, as evidenced by increased use of Loop. Yet their reports reveal ongoing structural barriers to services, highlighting the need for both continued outreach and inclusive service measures.

Overall, these trends point to the need for clearer communication, more transparent and consistent follow-up and sustained investment in inclusive, community-level engagement.



# 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.

talk to loop



# 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.



Submit via multiple channels:

www

[Web](#)



Toll free number: 2023



(+)31 97010251015

Multiple languages:

**Somalia:**

Maay  
Maxatiri  
Benadiri Merka  
Bujuuni  
Barawani Chimini  
Kizigua

**Plus:**

English  
Arabic  
Spanish, and  
French

talktoLoop

For more information, review our [Framework for Handling Sensitive Feedback](#).

# What you can do next?

1. Read our full report on our blog page on <https://talktoloop.org/blog-posts/q4-2025-somalia-somaliland-deep-dive-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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Scan this QR code and start using **Talk to Loop** to communicate with communities & use qualitative and quantitative data to inform your projects.