# Scenario exercise: CEA in Emergencies Population Movement

# TASK 3: Community feedback

**(20 mins)**

The first community feedback report has been produced for the Population Movement Operation. Key findings include:

* 40% of all feedback was from people asking how they could register to receive the monthly cash grants
* There were a lot of questions from families about how to access their cash grant through the mobile money system. Many seem to be experiencing difficulties with the system
* Some refugees reported that community leaders had asked them for money to be added to the cash grant recipient list
* New rumours have emerged that the water from the water points in the main refugee camp are causing diarrhoea
* There were a lot of requests about how to register for WFP’s food distributions
* 70% of all feedback came from men
* 20% of all feedback was responded to directly by volunteers, 40% was followed up and responded to later and 40% is still awaiting a response.

The Head of Disaster Management has asked you:

1. What issues does this feedback raise and what could the operation do to act on it?
2. What practical measures could the operation put in place to make sure all feedback is discussed and acted on internally?

Use [module 6 in the CEA Guide](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/11/RCRC_CEA_Guide_2022.pdf) and [Tool 15: Feedback Kit](https://communityengagementhub.org/resource/cea-toolkit/) to help you.

**Reminder of previous information shared:**

Map

Description automatically generatedCivil unrest in response to the upcoming presidential elections in Nepturnia has led to an estimated 25,000 refugees crossing the border into Northeast Alexa over the last month. Most of the refugees are staying in a refugee camp outside the town of Sajin, but around 3000 are estimated to be staying with host families across the region.

Many of those arriving are women and families with young children, unaccompanied minors, and older persons. They are arriving with very little, having fled the situation and left most of their belongings behind. Following a recent joint needs assessment by the Alexan Government, UNHCR, and WFP, the UN is reporting the main needs as food, shelter, WASH, and access to healthcare.

Alexa Red Cross (ARC) has launched a Population Movement Operation, which includes cash-based assistance, health and hygiene promotion, and construction of latrines and water points in the main refugee camp. ARC is mobilising staff and volunteers from across Alexa to support the operation and it is not clear how many have CEA training or experience. ARC has experience working in this region through the community resilience programme and has implemented cash transfers in previous emergency operations. However, the branch staff and volunteers in this region do not have experience of providing cash-based assistance.

**Excerpt from a UNOCHA report published ahead of the Nepturnia elections**

* There are 8 different ethnic groups in Nepturnia, and a range of different languages and dialects are spoken across the country
* Nepturnia has a very strong network of civil society organisations
* Mobile phone ownership in Nepturnia is high at around 80%
* Women in Nepturnia commonly work, hold positions of power, and are free to speak out and participate in public events. Women’s networks and groups are common.

**Information on media and communications in Northeast Alexa**

* There are two major mobile networks, Mobile1 and CalTel, which both have good coverage across the Northeast of Alexa
* There are several local radio stations across the Northeast, however no one station covers the whole region, except the Government-run ABC (Alexa Broadcasting Corporation). All stations broadcast in the national language of Alexan
* Social media is popular in urban areas, but 3G access is patchy and unreliable in rural areas.