

# COMMUNITY ENGAGEMENT & ACCOUNTABILITY CHECKLIST FOR SRCS



Adapted from the global Red Cross Red Crescent guide to Community Engagement and Accountability (CEA) / January 2018

This document provides a systematic checklist of actions that each SRCS branch should consider to improve communication, participation and accountability in all programs and operations. It is intended as guidance for the SRCS branches in Somaliland and Puntland and can be adapted for each different context. It is based on the global Red Cross Red Crescent guide and toolkit, which can be referred to for more information: [www.ifrc.org/CEA](http://www.ifrc.org/CEA)

## Checklist *(please tick the boxes)*

- ☐ **Did you train your staff and volunteers on how to communicate and handle complaints from communities?** You can translate and adapt the 1-day training package on [www.ifrc.org/CEA](http://www.ifrc.org/CEA) to provide training to your staff/volunteers. Also ensure that all your staff and volunteers are prepared to answer questions, also about other SRCS programs that they are not personally involved in.
- ☐ **Did you appoint a CEA focal point within your branch or team?** Community engagement and accountability is everyone's responsibility, but it helps to have one dedicated person who can ensure that CEA actions take place and keep track of progress.
- ☐ **Do you understand the local community structures and preferred communication channels?** Always find out how the community functions, including who makes decisions. Focus on the social dynamics and power relations between different groups.
- ☐ **Did you consult communities before the assessment?** Always hold an initial orientation meeting to discuss your plans, the expected duration and geographical coverage. Also explain who SRCS is, our fundamental principles and contact details.
- ☐ **Did you verify whether you are truly targeting the most vulnerable people in the community?** SRCS is often reliant on local committees and elders in the selection process. Always include sufficient checks to verify whether you are targeting the right people. You can make use of methods such as door-to-door visits, post-distribution monitoring and public community meetings where beneficiary lists are published and openly discussed.
- ☐ **Did you engage the community in the planning process?** Always verify your assessment findings and cross-check plans with the entire community. Provide equal opportunities to everyone (men and women) to participate. Identify the program objectives and measures of success together.
- ☐ **Did you integrate CEA activities and indicators into your plans and budgets?** Always specify with whom, when and how you plan to engage and communicate with communities in your plans and allocate sufficient resources to these activities.
- ☐ **Did you establish a system to listen, collect, analyse, respond to and act on feedback and complaints?** It is best to use multiple channels, such as community committees, a hotline and/or a radio show. Ensure that people are aware of their right to complain and that the system is widely advertised. Use the feedback to adjust and improve your program.
- ☐ **Did you develop an exit strategy?** Well in advance of the program end, you need to openly discuss with all segments of the community what will happen after the program ends and give them enough time to prepare or to adjust.
- ☐ **Did you involve the community in your evaluation and share your findings?** The community should be a key source of information in your evaluation, including their level of satisfaction with the program and how it was delivered. Always share lessons learned with them and with colleagues.



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