

HOW TO STRENGTHEN COMMUNITY ENGAGEMENT & ACCOUNTABILITY IN IFRC



Build leadership buy-in

- Develop briefing packages for IFRC leadership and National Society Governance
- Make accountability to communities a key performance indicator, and discuss at leadership meetings
- Establish a group of champions amongst leadership to advocate to their peers



Secure funding

- Work with partners to mobilize financial resources to institutionalize CEA
- Include in donor proposals and budgets
- Make a rule that all budgets include a % for community engagement



Secure staff

- Put staff in place to lead on CEA
- Train more CEA Rapid Response personnel

Train staff and volunteers

- Roll out the branch level training and feedback starter kit with National Societies
- Include community engagement in sector and surge trainings
- Roll out trainings to National Societies, IFRC and partner National Society staff new to CEA
- Create a pool of trainers



Integrate community engagement into

- Strategies, annual plans and budgets
- Existing and new policies, guidelines and toolkits
- Emergency response tools and templates
- All programmes, and include a feedback and complaints system



Provide technical support

- Roll out the Movement-wide Minimum Commitments and Actions to CEA
- Mentor National Societies to institutionalize the approach
- Develop clear, achievable minimum actions for community engagement in emergencies
- Support peer learning between National Societies



Adapt internal processes

- Discuss how to act on community feedback in programme and operational meetings
- Build flexibility into donor proposals to respond to changing community needs
- Consult communities during proposal development



Improve coordination



Collect and share evidence

- Capture and share evidence showing the impact of community engagement
- Use evidence to inform future programmes and operations



Improve internal accountability

- Include community engagement responsibilities in job descriptions, inductions and appraisals
- Introduce 360° appraisals and an internal feedback and complaints system



Monitor impact

- Develop and share core accountability monitoring indicators
- Include indicators to measure accountability in programmes and operations

