Earthquake Recovery Operation:

Community Engagement and Accountability (CEA)

District Level Planning Template

Country: Nepal

Project: Nepal Earthquake Recovery

District:

Authors:

Date:

What activities are planned for the district?

(Shelter, health, wash, livelihoods etc)

What will these activities look like (if known)?

Where will these activities happen?

When will these activities happen?

Who will these activities target?

Why have these locations and people been targeted?

Statement of Intent

(use the information above to form a “mission statement” of what the Red Cross is planning to do for the recovery programme. This should inform much of the initial communication with the community. Seeds and Tools Flex Print as an example)

Communication Channels

There are three main areas of information the Red Cross should communicate to communities about, these can broadly be divided into:

1. Accountability Information for the general community and Red Cross service users
2. Practical life-protecting or beneficial information
3. Practical information for direct Red Cross service users

Preferred Communication Channels

Looking at data available from the District Assessment, previous planning workshops , RAMP survey data and personal experience to identify the key preferred communication channels for your district. Select from the list, but feel free to add others if they are not included here.

Local meetings – both public and with existing groups/committees etc. (multiple, both pre and post activity)

Volunteers/Staff – including PASSA groups

Word of Mouth

Focus Groups

Household/Door-to-door visits

Loud speaker announcements

Drop-in-clinic/Information surgery at local office

Flyers/posters/ banners/ large flex-prints

Local media eg.radio/newspaper

Noticeboards

Information Kiosks

Street Drama/Cinema/ Entertainment Events

Facebook/Internet

Television

SMS

Urban

List here the Urban wards where you will be working.

List the communication channels you will use in these areas. Try to list the min order of importance

Rural

List here the rural wards where you will be working

List the communication channels you will use in these areas. Try to list the min order of importance

Hard to Reach Groups

List here the key hard to reach groups in the wards where you are working

Information Channels for Hard to Reach Groups

What are the additional efforts or activities you will need to carry out to ensure information reaches these hard to reach groups?

Feedback/Response

Communities (both beneficiaries and non-beneficiaries) should have the opportunity to ask questions, make complaints and appeal for their inclusion in activities throughout the process, and Red Cross must have processes and human resources in place to respond.

1. A local-level focal point for handling feedback should be identified, with responsibility for ensuring questions and complaints are adequately recorded and responded to. While many questions and complaints will resolved verbally/informally it is important these are recorded to ensure challenges and solutions can both be fed into future planning.

1. A standard log of feedback should be established to ensure feedback is consistently recorded, minimum information required is taken down, ensure that feedback is responded to within a reasonable timeframe, and enable tracking of trends and recurring issues.
2. Standards should be agreed for how quickly feedback will be responded to. These should be shared with the community so they will know they can expect a response within, for example, two weeks.
3. Internal organisational mechanisms need to be established to ensure the feedback collected in the log informs implementation.

Feedback/Response Focal Point

Name here the district level focal point responsible for coordinating feedback/response

Preferred Feedback/Response Options

Need to identify at least three options for eliciting feedback (including telephone line), with at least one being “active” solicitation of feedback, not just passively waiting for people to submit their comments.

Telephone line – a national level telephone line is available on 1130.

Volunteers/social mobilisers/staff – can report back individually or share priority issues, rumours, questions which they hear in group feedback meetings.

Helpdesk/Information Kiosk in community

Suggestion boxes

Focus Groups

surveys

Social Media – Facebook

Drop-in-clinic/Information surgery hours at local office

Household/Door-to-door visits

Meetings – with community, committees, forums and community groups/clubs etc.

Email

Urban

List here the Urban wards where you will be working.

List the feedback/response channels you will use in these areas.

Rural

List here the rural wards where you will be working

List the feedback/response channels you will use in these areas.

Hard to Reach Groups

List here the key hard to reach groups in the wards where you are working

Feedback Response Channels for Hard to Reach Groups

What are the additional efforts or activities you will need to carry out to ensure information reaches these hard to reach groups?

Next Steps to Establish Feedback Response Channels

List here the basic next steps that will be needed to establish the feedback response channels that you have identified.

What actions are need to make sure each of the channels operates effectively?

Don’t forget that you will need to announce and explain the feedback channels, how to use them, why people should use them and what difference doing so will make.

How will feedback be resolved?

What mechanisms need to be in place at district level to ensure questions or complaints are adequately responded to?

How will the focal point ensure queries are resolved?

What will the timescale be for resolving questions or complaints? (This will need to be communicated to the community)

How will you ensure feedback informs programme adaption?

What mechanisms and actions need to be taken to ensure the feedback collected informs changes to the programme?

Who will be responsible for compiling the data and reporting?

How will the data be compiled?

How often will the data be reported?

Who will the data be reported to?

How will that be incorporated into programme delivery?

How will you ensure the community is informed of how feedback is being used to inform and adapt the programme?

To make sure people understand providing feedback is worthwhile and encourage them to give their feedback, they need to see how it is being used and that it is making a difference. What are the best channels in your community for demonstrating and announcing to people that their feedback has made a difference?

Flex print announcements? Community meetings? Local radio? etc

Initial CEA Activities

Three large flex prints should be displayed at district and sub-district level :

1. Statement of intent explaining the Red Cross recovery programme’s broad aims, activities and targeting rationale.
2. Explanation of Feedback/Response mechanisms – how can people give their feedback, how the Red Cross will respond to this, how long should people wait for a response, why should people use these etc
3. Code of Conduct – presented as a pledge by the Red Cross that these are the standards of behaviour that communities can expect from them, including the 1130 telephone number for reporting breaches of the code.

These materials should also be explained internally to Red Cross staff – particularly the social mobilisers – and also externally at community meetings for example, so people understand why they are being used.

WASH

What activities are planned for the district?

Channels for initially informing Community

Information campaign? What Channels/Tools?

Feedback Channels (in addition to overarching channels)?

Eg PDM, Evaluation, Exit Surveys, etc

SHELTER

What activities are planned for the district?

Channels for initially informing Community

Information campaign? What Channels/Tools?

Feedback Channels (in addition to overarching channels)?

Eg PDM, Evaluation, Exit Surveys, etc

LIVELIHOODS

What activities are planned for the district?

Channels for initially informing Community

Information campaign? What Channels/Tools?

Feedback Channels (in addition to overarching channels)?

Eg PDM, Evaluation, Exit Surveys, etc

HEALTH

What activities are planned for the district?

Channels for initially informing Community

Information campaign? What Channels/Tools?

Feedback Channels (in addition to overarching channels)?

Eg PDM, Evaluation, Exit Surveys, etc

CAPACITY BUILDING

What activities are planned for the district?

Channels for initially informing Community

Information campaign? What Channels/Tools?

Feedback Channels (in addition to overarching channels)?

Eg PDM, Evaluation, Exit Surveys, etc