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| Search for existing information about the community |
| Involve the community in planning the assessment |
| Brief or train volunteers on the purpose of the assessment and how to communicate clearly and honestly |
| Take time to understand the context, people’s needs and capacities |
| Include questions about how best to engage communities in needs assessments |
| Community members and key stakeholders must be involved in planning the programme, including men, women, boys and girls and marginalized or at-risk groups |
| Cross-check plans with the community and other stakeholders before implementing to make sure they match needs and expectations |
| Include community engagement and accountability activities and indicators in programme plans and budget, outlining how information will be shared, community participation supported, and feedback managed |
| Regularly share information about the programme with community members, using the best approaches to reach different groups |
| Enable active community participation in managing and guiding the programme, including marginalized and at risk groups |
| Collect, analyse and respond to community feedback, ensuring people know how they can ask questions, make suggestions or raise concerns about the programme |
| Review and adjust programme activities and approaches regularly based on community feedback and monitoring data |
| Involve communities in planning the evaluation and discussing the findings |
| Ask community members if they are satisfied with the programme, how it was delivered and what could be improved |
| Strengthen community engagement and accountability understanding and capacity at all levels in the National Society |
| Allocate resources, including funding and staff, to strengthen and institutionalize community engagement and accountability |
| Integrate community engagement and accountability into all National Society strategies, values, plans, policies and tools so it becomes a standard way of working for all staff and volunteers |
| Establish a community feedback mechanism for the National Society, with processes for managing sensitive complaints |