Ten actions to engage communities during emergency response operations

### All stages

1. **Community engagement is integrated across the response**
   - **Minimum**
     - Brief staff and volunteers on CEA
   - **Advanced**
     - Train staff and volunteers on CEA
     - Discuss CEA in operational meetings
     - Identify a CEA focal point

### Emergency Assessment

2. **Understand community needs, capacities, and context**
   - **Minimum**
     - Secondary data review
   - **Advanced**
     - Detailed needs and context analysis
     - Interagency joint assessments

### Planning the response

3. **Carry out the assessment with transparency and respect for the community**
   - **Minimum**
     - Cross-check plans with communities before implementing
   - **Advanced**
     - Use participatory planning approaches
     - Discus assessment plans with community representatives
     - Introduce the National Society and explain the assessment purpose
     - Brief staff and volunteers on the assessment purpose and process
     - Verify assessment findings with communities

4. **Discuss response plans with communities and key stakeholders**
   - **Minimum**
     - Discuss response plans and ways of working
   - **Advanced**
     - Coordinate internally and externally to avoid causing frustration in communities
     - Use participatory planning approaches
     - Cross-check plans with communities before implementing

5. **Discuss and agree selection criteria and distribution processes with communities**
   - **Minimum**
     - Explain selection criteria and targeting
   - **Advanced**
     - Agree selection criteria together
     - Use community-based targeting
     - Plan distributions with the community
     - Plan community engagement approaches with all sectors
     - Include activities and indicators in the response plan and budget

6. **Include community engagement and accountability activities and indicators in response plans and budgets**
   - **Minimum**
     - Include community engagement and accountability activities and indicators in response plans and budgets
   - **Advanced**

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Module 5  Community Engagement and Accountability in Emergency Response
During the response

8. **Support community participation in making decisions about the response**
   - Minimum: Involve the community in key decisions
   - Advanced: Enable active community participation
   - Plan the exit with communities

9. **Listen to community feedback and use it to guide the response**
   - Minimum: Establish a simple feedback mechanism
   - Check the operation is meeting people’s needs
   - Monitor for unintended consequences
   - Act on feedback and monitoring data
   - Advanced: Improve the feedback mechanism
   - Discuss feedback with partners
   - Monitor community engagement approaches
   - Collect case studies of feedback being used

Evaluating and learning

10. **Include the community in the evaluation**
    - Minimum: Evaluate community satisfaction
    - Share evaluation findings internally
    - Advanced: Communities help plan the evaluation
    - Organise a community-led evaluation
    - Discuss findings with communities
    - Discuss findings with partners

**Tools to help** (The CEA guide and toolkit are available here.)

7. Tool 7: CEA M&E tool
8. Tool 8: CEA job descriptions
10. Tool 10: Code of Conduct briefing
12. Tool 12: CEA Case Study template
13. Tool 13: CEA in Assessments tool
14. Tool 14: Q&A sheet for volunteers
15. Tool 15: Feedback kit
16. Tool 16: FGD guide
17. Tool 17: Community meetings tool
18. Tool 18: Participatory approaches to selection criteria
19. Tool 19: Communication methods matrix
20. Tool 20: Exit Strategy guidance
22. Tool 22: Developing a CEA emergency plan
23. Tool 23: SOP for CEA in IFRC emergency operations
24. Tool 24: CEA checklist for sectors and roles
25. Tool 25: CEA in emergencies briefing

The CEA foundational and CEA in emergency training modules are here

Module 5  Community Engagement and Accountability in Emergency Response