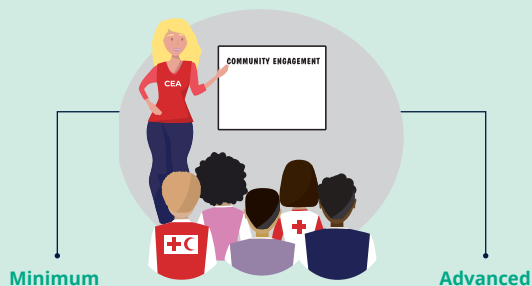


Ten actions to engage communities during emergency response operations

All stages

1 Community engagement is integrated across the response



- Minimum**
 - Brief staff and volunteers on CEA
 - Discuss CEA in operational meetings
 - Identify a CEA focal point
- Advanced**
 - Train staff and volunteers on CEA

Emergency Assessment

2 Understand community needs, capacities, and context



- Minimum**
 - Secondary data review
 - Rapid needs and context analysis
- Advanced**
 - Detailed needs and context analysis
 - Interagency joint assessments

Planning the response

4 Discuss response plans with communities and key stakeholders



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

3 Carry out the assessment with transparency and respect for the community



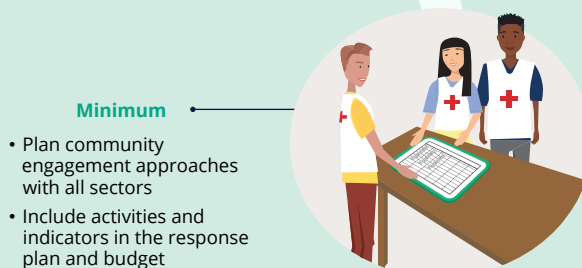
- Minimum**
 - Discuss assessment plans with community representatives
 - Introduce the National Society and explain the assessment purpose
 - Brief staff and volunteers on the assessment purpose and process
- Advanced**
 - Train staff and volunteers on communication and feedback
 - Coordinate with external partners
 - Verify assessment findings with communities

5 Discuss and agree selection criteria and distribution processes with communities



- Minimum**
 - Explain selection criteria and targeting
 - Respond to questions and complaints
 - Discuss distribution processes
- Advanced**
 - Agree selection criteria together
 - Use community-based targeting
 - Plan distributions with the community

6 Include community engagement and accountability activities and indicators in response plans and budgets



- Minimum**
 - Plan community engagement approaches with all sectors
 - Include activities and indicators in the response plan and budget

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

7 Regularly share information about the response with the community



Minimum

- Keep sharing information about the response
- Communicate exit plans clearly

Advanced

- Check communication approaches are effective

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

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