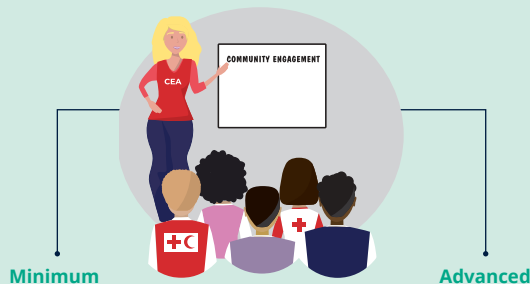# Ten actions to engage communities during emergency response operations

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

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

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

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

Module 5 Community Engagement and Accountability in Emergency Response

During the response

8 **Support community participation in making decisions about the response**

7 **Regularly share information about the response with the community**

Minimum
- Involve the community in key decisions

Advanced
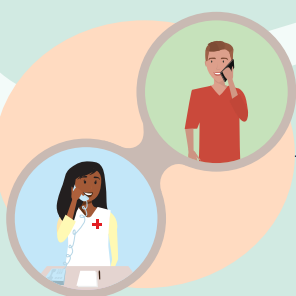- Enable active community participation
- Plan the exit with communities

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**

Evaluating and learning

10 **Include the community in the evaluation**

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

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