

Measuring the Impact of Community Engagement and Accountability

Engaging communities and being accountable to them are fundamental to successful humanitarian action. Given the challenges of growing needs and shrinking budgets, there is an urgent imperative to maximize impact and resource efficiency. To better prepare for the future, we must prioritize strengthening how we measure the influence of our work with communities, and leverage that evidence to inform investments, strengthen coordination, and improve lives.

This 8-step guide provides a practical structured approach to measuring how and to what extent community engagement and accountability approaches contribute to observed impacts. It provides evidence that enables:

- Accountability to communities, leadership, and donors.
- Evidence-based programme adaptation and focused investments
- Community-driven and locally led humanitarian outcomes and impacts

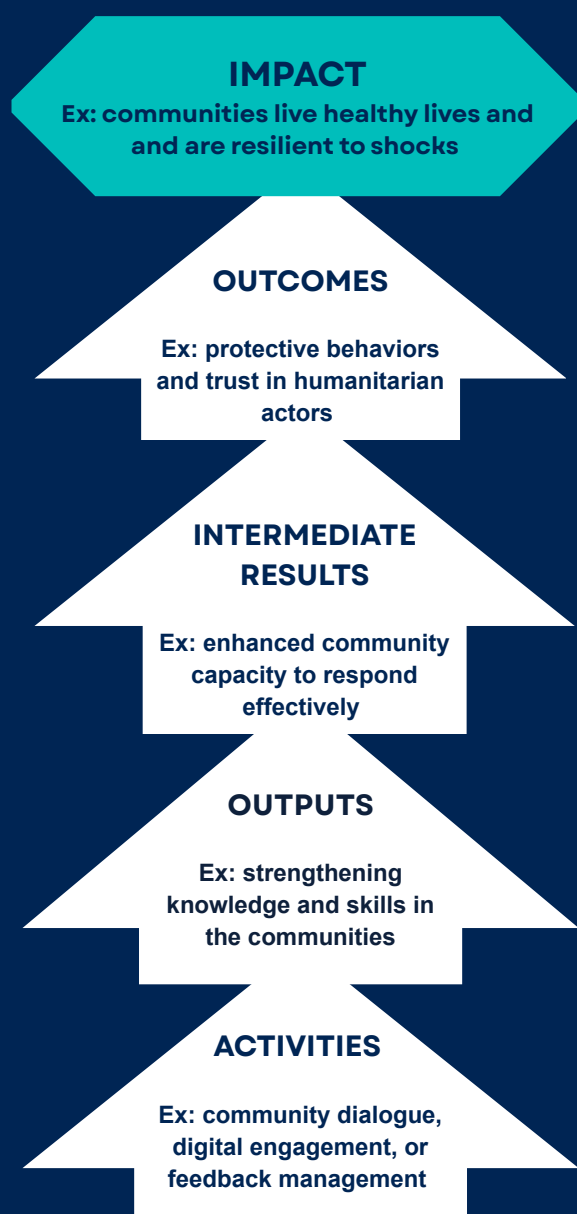
It summarizes a [comprehensive guide](#) developed by the IFRC, University of Geneva, and London School of Hygiene and Tropical Medicine in 2025.



This guide provides a **rapid process to track how community engagement** activities – such as community dialogue, digital engagement, or feedback management – lead to trust, safe and protective behaviours, and other measurable outcomes.

The approach applies in the context of public health, climate change adaptation, early warning systems, migration and displacement, and other humanitarian programmes.

Steps to Measure the Impact of Community Engagement and Accountability



Annexes:

1. Community Engagement and Accountability Impact Framework
2. Annex 4: [step-by-step worksheet](#)
3. Impact framework [tool & indicators](#)
4. Community Engagement and Accountability [Guide](#)

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