HOW TO STRENGTHEN COMMUNITY ENGAGEMENT & ACCOUNTABILITY IN IFRC

Build leadership buy-in
- Develop briefing packages for IFRC leadership and National Society Governance
- Make accountability to communities a key performance indicator, and discuss at leadership meetings
- Establish a group of champions amongst leadership to advocate to their peers

Secure staff
- Put staff in place to lead on CEA
- Train more CEA Rapid Response personnel

Secure funding
- Work with partners to mobilize financial resources to institutionalize CEA
- Include in donor proposals and budgets
- Make a rule that all budgets include a % for community engagement

Integrate community engagement into
- Strategies, annual plans and budgets
- Existing and new policies, guidelines and toolkits
- Emergency response tools and templates
- All programmes, and include a feedback and complaints system

Train staff and volunteers
- Roll out the branch level training and feedback starter kit with National Societies
- Include community engagement in sector and surge trainings
- Roll out trainings to National Societies, IFRC and partner National Society staff new to CEA
- Create a pool of trainers

Provide technical support
- Roll out the Movement-wide Minimum Commitments and Actions to CEA
- Mentor National Societies to institutionalize the approach
- Develop clear, achievable minimum actions for community engagement in emergencies
- Support peer learning between National Societies

Adapt internal processes
- Discuss how to act on community feedback in programme and operational meetings
- Build flexibility into donor proposals to respond to changing community needs
- Consult communities during proposal development

Collect and share evidence
- Capture and share evidence showing the impact of community engagement
- Use evidence to inform future programmes and operations

Improve coordination

Collect and share evidence

Improve internal accountability
- Include community engagement responsibilities in job descriptions, inductions and appraisals
- Introduce 360° appraisals and an internal feedback and complaints system

Monitor impact
- Develop and share core accountability monitoring indicators
- Include indicators to measure accountability in programmes and operations

Learn more: media.ifrc.org/ifrc/ceastrategyafrica/