

TOOL 6 - INFORMATION TO SHARE WITH COMMUNITIES¹

Who are we?

- Information about the NS/IFRC; our Fundamental Principles; our commitment to community engagement; our code of conduct; the mode of implementation, especially if implementation involves other partners;

Why are we here?

- What can we do for people affected by the emergency in relation to WaSH, shelter, livelihoods, Health and other kinds of projects? Why do we do this rather than other things? Who was involved in deciding project activities?
- What is the plan for the whole project? Aim and purpose of the program, including main activities, duration and geographical coverage, where do we get the money from, budget and whether or not funding has been secured (if appropriate);

How does the project work?

- Assessment and design process for the project and how the local communities will be involved in this process; What do we expect from the community? What can they expect from us?
- Who are the beneficiaries? Beneficiary selection processes and eligibility criteria, and how local communities will be involved in the validation of such selection processes;
- Monitoring and evaluation activities, and how local communities will be involved in these, especially those leading to programme changes;

How are we dealing with problems or complaints?

- Discussion about complaints and response mechanism(s) with the community, including their right to complaint and the sort of issues they can complain about, how they can make complaints and when they can expect a response by;
- If something goes wrong with the project what can people do? If there is a problem with a community leader or community member working with us, what can people do? If there is a problem with one of our staff (corruption, fraud, bad behaviour), what can people do?
- Names, roles and contact details (if appropriate) of those working directly with the community;

What is the progress of the project?

- Constant sharing of progress is essential and will make it easier for the community to understand if there need to be significant changes to the program. What is the progress this month? What is the plan for next month? What exactly will beneficiaries receive? When will they receive it?
- Keep the community informed about the budget and technical support provided. What is the cost of material that will be distributed? What are the main challenges for technical staff this month? What are technical staff doing to address these challenges?

***Note, where possible it is best practice is to develop a written agreement with communities within which roles and responsibilities of each party are jointly agreed.**

¹ Adapted from the Canadian Red Cross Society 'What information to share with the beneficiaries' and 'Impact Measurement and Accountability in Emergencies: The Good Enough Guide', The ECB Project, 2007