TOOL 9

CHECKLIST OF INFORMATION TO SHARE WITH COMMUNITIES[1]

Community Engagement and Accountability / IFRC / June 2016

This document provides a checklist of information which can be shared with communities. It is intended as guidance and so should be adapted by programme managers for each different context. It is based on a document from the Canadian Red Cross[2] which can be referred to for further information.

Checklist

- Information about the NS/IFRC; our Fundamental Principles; our commitment to beneficiary accountability; our staff code of conduct; the mode of implementation, especially when implementation involves other partners;
- Aim and purpose of the program, including main activities, duration and geographical coverage, budget and whether or not funding has been secured (if appropriate);
- Assessment and design process for the project and how the local communities will be involved in this process;
- Beneficiary selection processes and eligibility criteria, when appropriate, 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;
- Discussion about appropriate 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;
- Explanation of the complaints and response mechanism(s) once established;
- Names and roles of those working directly with the beneficiaries;
- Significant changes to the program(s);
- When appropriate, the exit strategy, especially if we are expecting local communities to take over the program (including the expected programme duration, activities likely to be sustained beyond programme and any changing lines of responsibility). Exit strategy information should be shared well in advance – the exact timing will depend on the specific context and duration of the programme but care should be given to ensure that communities have time to prepare and ask questions about the way in which the programme will end. (For further information on exit strategy communications please see Tool 14: Exit Strategy Guidance.)

*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
[2] 'What information to share with the beneficiaries', Canadian Red Cross, Beneficiary Accountability Manual, Annex 5.