The Red Cross Red Crescent Movement Community Engagement and Accountability toolkit

#	CEA TOOL	PURPOSE
1	CEA briefing session for senior leadership	A short PPT session for senior leadership to explain what CEA is, and the benefits it can have for the organization's reputation, funding and partnerships, efficiency, quality, and financial sustainability.
2	CEA policy template	A template to help you develop a CEA Policy, with guidance on what should be included in each section and some content to help you get started. A CEA Policy sets out what the organization commits to and the roles and responsibilities of different departments.
3	CEA self-assessment and planning workshop	This tool provides facilitator notes, worksheets, and PowerPoint slides to deliver a one-day CEA self-assessment and planning workshop. This workshop can be added to the three-day CEA training with the aim of developing a clear action plan for how the National Society can strengthen CEA institutionally and within programmes and operations.
4	Template CEA Strategy	A template to help you develop a CEA Strategy, with guidance on what should be included in each section and some content to help you get started. A strategy sets out how the organization will strengthen CEA over the coming years.
5	Template CEA work plan	A template to help you develop a CEA annual workplan, including log frame and activity plan, with example outcomes, outputs, activities, indicators, and timelines.
6	CEA budgeting tool	Template CEA budget, with guidance on what should be included and how to calculate costs.
7	CEA M&E tool	A comprehensive M&E tool for CEA, which includes indicators, questions, means of verification and suggested targets for monitoring CEA at the institutional level and within programmes and emergency operations. Each tab includes priority indicators, and a broader choice of options if needed. There is also a tab with indicators for IFRC, ICRC and partner National Societies to monitor

		levels of CEA within their own organization, the quality of CEA support provided to National Societies and global indicators to measure progress against the minimum commitments to CEA. There is also a tab with questions and answer options for baseline surveys and evaluations.
8	CEA job descriptions	Includes examples of CEA responsibilities that can be added to job descriptions, sample CEA-specific job descriptions, CEA competencies and CEA surge role profiles.
9	Briefing on CEA for new staff and volunteers	A template briefing document that can be given to new staff outlining what CEA is, the minimum commitments and actions, CEA activities and contacts within the country or region and where people can get more information and resources.
10	Code of Conduct briefing	A briefing for new staff and volunteers on the Code of Conduct and what this means for their behaviour in communities, including an overview of safeguarding policies such as prevention of sexual exploitation and abuse, child safeguarding etc.
11	CEA checklist for plans	A simple checklist for programme managers, sectors, department heads, and PMER staff to use to assess if a programme plan has sufficiently included CEA.
12	CEA Case study template	A template and guidance for writing a CEA case study to document the CEA approaches or activities implemented, the impact they had, and any lessons learned.
13	CEA in Assessments tool	An outline of the type of data that should be collected for CEA during an assessment, including methods for collection, priority questions to include in assessment surveys, tips for data collection and sources of secondary data. The tool also maps out which data to collect during each stage of an emergency response and has guidance on how to analyse community engagement data using the IFRC analysis framework.
14	Q&A sheet for volunteers	A simple frequently asked questions and answer sheet to give to volunteers to help them respond accurately to questions from community members.

15	Feedback Kit	Provides the guidance and tools needed to systematically use community feedback to improve programmes, operations and work more broadly. It includes the first steps to setting up a basic feedback mechanism, as well as guidance on how to conduct community perception surveys, how to analyse qualitative feedback comments, how to handle sensitive feedback, and ensure all feedback is handled responsibly.
16	FGD Guide	Guidance on running an effective focus group discussion, including organization and roles and responsibilities, plus questions to ask to help plan and monitor community engagement approaches.
17	Community meetings tool	Guidance on running an effective community meeting, including organization, how to document questions and feedback, and potential challenges and how to mitigate these.
18	Participatory approaches to selection criteria	Practical guidance on different participatory approaches and techniques to agree selection criteria with the community and to identify who should receive support, including do no harm considerations.
19	Communication channel matrix	Outlines the advantages and disadvantages of different channels of communication, including what channels are best suited for what type of activities and tips for using them.
20	Exit strategy guidance	Guidance on engaging communities in planning programme closures, including ensuring they are well informed, can participate in decisions about what happens next, and have opportunities to provide feedback or ask questions.
21	Behaviour change and RCCE resources	Provides an overview and links to behaviour change and RCCE resources produced across the Movement for programmes and responses to epidemics such as Ebola, COVID-19 and Zika. This includes behaviour change programme guides, example behaviour change and RCCE plans, training packages, guidance on using tools like radio and mobile cinema, feedback and perception survey

		guides and templates, and guidance notes on issues such as tackling mistrust or vaccine hesitancy.
22	Developing a CEA emergency plan	Guidance and a template to prepare a CEA strategy and workplan for emergency response operations. Data from this plan can feed into the overall emergency plan of action for the response.
23	SOP for CEA in emergencies	Overview of the main tasks and responsibilities of CEA staff and delegates working in emergency operations, including timeframes for actions and who is responsible.
24	CEA checklists for sectors and roles (in emergency response)	Guidance on the practical actions that staff from different sectors should take to ensure a good level of engagement throughout different stages of an emergency response. These checklists help to identify any gaps or areas where community engagement could be strengthened.
25	CEA in emergencies briefing for staff	A briefing on CEA for staff joining an emergency response operation, including why we need to engage with communities during an emergency, and the roles and responsibilities of all staff in strengthening CEA during a response.