

CEWG Meeting – 6 September 2018

Summary of last meeting

Three elements to Community Engagement:

- I. Use preferred approaches and mechanisms for
 - a. Information provision **to** communities
 - b. Information received **from** communities
- II. Participation of communities
 - a. Consultation
 - b. Building on/using local capacities
- III. Complaints, Feedback, and Response Mechanisms

CE Examples Afghanistan

www.awaazaf.org

ACBAR to share Community Engagement “know your rights” documents (ie code of conduct)

Humanitarian Response Info – Afghanistan

To include on our page:

- Awaaz hotline, and perhaps other hotline numbers from other NGOs
- Minutes of meetings
- Community Engagement fact sheet/key messages/concept
- Agency fact sheets on community engagement/accountability
- WG ToRs and Workplan
- Tools and mapping

Similar to Cash and Vouchers page, and with pictures.

Charlie to follow-up

Recommended Standards for Mainstreaming CE

Recommended Standards for Mainstreaming Community Engagement (for any actors delivering humanitarian or development programmes):

- Having a AAP/CE policy and/or strategy
- Data protection policy
- Mechanisms in place to ensure consultation of community at every stage of programme cycle
- Analysis of community capacities to inform mechanisms for involvement of community throughout the programme cycle (extent of involvement may vary depending on programme type)
- Information, Complaints, Feedback, and Response Mechanisms (functioning, responsive, well-advertised, well utilized, central phone number, central email address, clear focal point), including:

- Referrals mechanisms/pathways set up internally (including for sensitive issues such as SEA)
- Referrals mechanisms/pathways set up externally
- Communicating with community about responses provided
- AAP/CE focal points and clear contact points (phone number and email address)
- FAQs on programs prepared for Call Center and CEWG usage (updated quarterly)
- Field staff have been trained in community engagement best practices
- Plan for monitoring and evaluation of AAP/CE mechanisms and initiatives
- Includes questions on information/communication preferences in needs assessments (ref. CEWG recommended questions)

Action point:

- Charlie to share with Stewart
- All to provide feedback on above points by 13th September

Survey Monkey

Organisation

Province [drop down]

Job Title

Top three questions asked by community in your area

- 1.
- 2.
- 3.

Top three challenges in engaging with communities in your area

- 1.
- 2.
- 3.

Actions:

- Fausto to make survey and share link with wider CEWG for dissemination – by Monday 10th Sept
- CEWG members to disseminate to staff in their agencies. Deadline for feedback – 17th Sept (send reminder on 16th September)

Winterisation

Actions: Charlie to send email to clusters to find our plans

Assessment Questions (Fausto)

Actions:

- Fausto to share relevant documents
- Charlie to share draft survey and IASC questions
- All to provide feedback on survey by 13th Sept

Western Region CEWG

Actions:

- Charlie to reach out to REACH for West region AAP Questions
- Charlie to share preliminary findings of whole of Afghanistan assessment
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- Anna to ensure sharing of tools between West and National CEWGs

Logo/agency profile

AOB

Next meeting:

- **When:** 20th Sept
- **Host:** NRC (central office)
- **Agenda items:**
 - o Best practice: NRC
 - o Results from survey monkey
 - o Review Humanitarian info dashboard
 - o Sign-off on (a) recommended standards for CE and (b) assessment questions
 - o Review workplan and discuss agenda and date for next wider meeting
 - o Updates from Western Region
 - o Updates on winterization

Future discussion points:

Community “know your rights” campaign
Inclusion of CE at cluster meetings