

# Community Engagement

<https://www.sheltercluster.org/response/yemen>



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# What is Community Engagement?



# Community Engagement ...

***Community engagement*** is a process where the IDP community is involved and given the chance to voice their concerns, needs and make decisions regarding their living conditions and this has to be in all displacement stages.

# Reasons for engagement of the community ...

- *They know well their needs and requirements.*
- *This increases the quality of management and accountability.*
- *Essential step towards self-reliance.*
- *Priorities, resources, needs and solutions identified.*
- *Peaceful co-existence.*

# Ways of engaging community ....

- *Assessments and consultations with IDP Hosting Site residents and local authorities (focus group discussions, surveys ...).*

- *Communication with the IDP community (awareness raising sessions – mapping of surrounding services and other important information.*



# Ways of engaging community ....

- *Forming representative committees, community boards and sub-sector committees (Multi committees structure on only one committee depending on size of the hosting site).*





# Ways of engaging community ....

- *Establishing feedback and complaints mechanisms (mobile phone contact information, feedback box, whatsapp if possible or other creative forms by IDPs themselves).*



# Accountability to Affected Population ...

➤ *Who is accountable to affected population ?*



# Components of Accountability to Affected Population ...

| Component                         | Level 3  |
|-----------------------------------|--|
| Provide Information to the Public | Regular updates are provided publically and readily available to affected communities ensuring that all have access to information. The IDP Hosting Site focal point and coordination support team are aware of how projects have addressed feedback and complaints received, as well as monitoring results. The IDP Hosting Site focal point and coordination support team check whether the information provided is relevant and understood by local population. |

# Components of Accountability to Affected Population ...

| Component                             | Level 3  |
|---------------------------------------|--|
| Involve community in decision making. | Community members are involved in THE design and monitoring/evaluation mechanisms.   |
| Learn from feed back and complaints   | Formal feedback mechanism is developed with local population. The degree of satisfaction of the population is taken into account using the official CE micro-survey questions. |

# Components of Accountability to Affected Population ...

| Component                      | Level 3   |
|--------------------------------|---|
| Staff attitudes and behaviours | All staff actively promote dialogue and relationships of mutual respect. This is to be followed up by the IDP Hosting Site focal point and coordination support team.   |
| Assessment                     | Projects implemented in IDP Hosting Sites include formal learning sessions to review progress towards established results. Program designs/implementation are revised to reflect changes in the context, risks and people's needs and capacities. The IDP Hosting Site focal point and support team actively facilitate this process. |