# **Community Engagement and Accountability**



What is it?

It is the process of and commitment to:



Listen to and act on community needs and feedback.



Provide information as aid



Support behavioural and social change communication



Support communities to speak out.

Why do it?

Helps to put communities at the centre of what we do.



Sharing information and listening to people's feedback and concerns improves our programmes and build trust.

## What are the outcomes?

## More resilient communities



Stronger accountability to communities



Sustainable and community driven programmes



Improved acceptance and trust



More knowledgeable, skilled and connected communities

For further information, please contact us



### **Ombretta Baggio**

IFRC Community
Engagement Coordinator
ombretta.baggio@ifrc.org
Tel: +41 (0)22 7304495

#### Jacobo Quintanilla

ICRC Community Engagement Advisor jquintanilla@icrc.org Tel: +41 (0)22 730 3226

