**Annex - Self Assessment of CARE’s own current capacities to manage and share information (draft)**

The following two checklists can help you **carry out a simple self assessment** of CARE’s own current capacities to manage and share information, and identify gaps and needs in knowledge, skills and attitudes.

The first checklist can be used to assess capacities in terms of staff and systems.

The second checklist can be used to further identify what communities need to know (and when) about CARE and CARE’s programmes. It provides the ideal list of information that communities need to know. There may be situations when producing all of this information might create conflicts in the field. There is some room for judgment and common sense, but in general, to meet standards of accountability, the above needs for information should be fulfilled. When not fulfilled, project managers should make a written record of the challenges they face to achieving full transparency to be included in the M&E records of the project.

***Checklist 1 – Capacity Assessment***

|  |  |  |
| --- | --- | --- |
|  | Yes/No/? | Comments/gaps/needs |
| Is there a communications (or other) strategy in place that addresses information provision to communities? (link) |  |  |
| Is there a staff member with overall responsibility for communication to communities? |  |  |
| Are all staff clear on their particular responsibilities in relation to providing information to communities? (link) |  |  |
| Do staff have the competencies (knowledge, skills and attitudes) required? |  |  |
| Is there expertise or staff with time allocated to prepare information in the format most appropriate to the target audience? |  |  |
| Is there sufficient translation capacity to ensure that information is available in local languages? |  |  |
| Is there are feedback, complaints and response mechanism in place that allows people to proactively seek information from CARE, and for CARE to effectively manage these requests? (link) |  |  |
| Is there a functioning internal management system, so that staff both provide and receive the information they need, and so that staff are able to answer queries and provide information to communities? (link) |  |  |
| Is monitoring of information provision taking place to ensure information is being effectively communicated to the most vulnerable groups? (link) |  |  |
| Is information provision adequately resourced within project budgets? (link) |  |  |

***Checklist 2 - What information is reaching communities?***

|  |  |  |
| --- | --- | --- |
|  | Yes/No/? | Comments/gaps/needs |
| **KEY INFORMATION ABOUT CARE** | | |
| Do we clearly and consistently communicate information about who we are, what we do and how do we work?  *E.g. What is an NGO? What is CARE’s mission and mandate? How does CARE work internationally? Where does CARE get its money from? Why is CARE here? How does CARE work in this country? Who are CARE’s partners, what do they do, and how do they work?* |  |  |
| Do we clearly communicate information about our role and strategy in the emergency response?  *E.g. What is CARE doing and where? Why has CARE chosen to do this? What are the key roles of other actors (government, UN, NGOs)? How do we work together? If CARE’s strategy changed, when did it change and why?* |  |  |
| Do we provide information on how to contact CARE and who to contact, and make sure people understand CARE’s structure and the names and functions of our key emergency staff?  *E.g. How can CARE be contacted? Where are CARE’s offices? What are the designated hours for visiting or contacting CARE’s offices?* |  |  |
| Do we inform people about the standards we have set ourselves and make sure communities know what they are entitled to in terms of quality of our work and the behaviours of our staff? |  |  |
| **INFORMATION ABOUT THE SPECIFIC PROJECT** | | |
| Do we share assessment and design information with communities?  *E.g. Why are we doing this project? Who decided on the project? How was the decision made? Which specific members of the community were involved in deciding on the project activities?* |  |  |
| Do we share our project objectives and plans with communities*?*  *E.g. What is the project area for each project? What is the overall plan for the project? What are the expected results of the project? How long will the project last? What are our plans for transition or exit from the community? How does the project work? How is the community involved? What will the community contribute? What is the plan for this month? Which other NGOs are working in that location?* |  |  |
| Is the beneficiary selection process communicated and well understood by all members of the community?  *E.g. Who are the beneficiaries? Why are some people chosen and not others? How are beneficiaries selected? Which members of the community were involved in deciding the criteria for choosing the beneficiaries? What exactly will the beneficiaries receive? When will they receive it?* |  |  |
| Do we provide regular updates to communities*?*  *E.g. What is the project’s progress? What is being done about the feedback received from the community? What are the findings of CARE’s monitoring exercise? What are the findings from CARE’s evaluation exercise?* |  |  |
| Do we share information in a timely way when there are significant changes to the project?  *E.g. What changes are being made to the project and its plans? Why are these changes being made? How has this affected our plans for transition or exit from the community?* |  |  |
| Do we share basic financial information with communities?  *E.g. What is the budget of the key project related costs? What do the materials cost CARE? What will CARE contribute? What will the community contribute?* |  |  |
| **OPPORTUNITIES FOR PARTICIATION AND FEEDBACK** | | |
| Do we invite participation and make sure people know how they can be involved?  *E.g. What are the dates and locations of key participation events, meetings, workshops? What is the purpose of the event and how it will inform decision making?* |  |  |
| Do we invite feedback and make sure people know how to give it?  *E.g. How can the community share feedback with CARE? What are the dates, locations of feedback opportunities? What is the purpose of the event and how feedback will be used? How will CARE report back to the community?* |  |  |
| Do we clearly communicate how people can make a complaint or suggestion to CARE on the emergency response or behaviour of staff?  *E.g. What can people complain about and how can they make their complaint? How will CARE handle their complaint?* |  |  |