



# Power of humanity

Council of Delegates of the International Red Cross  
and Red Crescent Movement

22 – 23 June 2022, Geneva, Switzerland

## Movement-wide Commitments for Community Engagement and Accountability

PROGRESS REPORT

May 2022

**EN**

CD/22/17  
Original: English  
For information

Document prepared by  
the International Federation of Red Cross and Red Crescent Societies  
and the International Committee of the Red Cross

# EXECUTIVE SUMMARY

The International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC) consulted and collaborated with National Red Cross and Red Crescent Societies (National Societies) in a number of areas related to the commitments on community engagement and accountability (CEA), such as incorporating the commitments into guides, policies, strategies, assessments, etc.; raising awareness of them; facilitating exchanges about them; providing training and guidance on them; monitoring their implementation; and creating indicators to measure progress.

## 1) INTRODUCTION

In 2019, the Council of Delegates unanimously adopted the Movement-wide Commitments for Community Engagement and Accountability (CD/19/R1). The commitments and minimum actions aimed to harmonize and align existing practices in the International Red Cross and Red Crescent Movement (Movement) and ensure that there was a consistent approach to how we engage with and are accountable to vulnerable and crisis-affected people and communities, while recognizing and respecting the specific mandates, roles, responsibilities and capacities of National Societies, the IFRC and the ICRC.

The COVID-19 pandemic, which followed soon after the 2019 Council of Delegates, underscored more than ever the importance of sustained and continuous community engagement to foster trust and ensure the Red Cross and Red Crescent remain relevant in supporting communities globally.

## 2) BACKGROUND

To support the implementation of the commitments, the IFRC and ICRC set forth a joint plan of action in 2019, pledging to report back on progress at the 2021 Council of Delegates (postponed to 2022). This report outlines the progress made on the joint action plan as well as the challenges and recommendations for the coming years.

## 3) ANALYSIS / PROGRESS

Given that the IFRC, ICRC and National Societies around the world were mobilized in response to the COVID-19 pandemic from 2020 to 2022, many activities to implement the joint action plan were postponed and overall implementation was affected. Nevertheless, the Movement commitments resolution served as the bedrock for the Red Cross and Red Crescent response globally, and community engagement and accountability (CEA) capacity was strengthened across the Movement.

### Integration

The IFRC and ICRC consulted and collaborated with National Societies to:

- Revise the pilot Movement guide to CEA and the associated toolkit and training packages, based on the commitments and minimum actions and on the feedback received from National Societies. The [revised guide and toolkit were launched in December 2021](#), and are currently being translated into at least six languages.
- Include CEA principles and activities from the commitments and minimum actions in the Organizational Capacity Assessment and Certification (OCAC). CEA teams provided input in the OCAC revision process and are currently involved in discussions on restructuring the OCAC, which will include additional emphasis on accountability to affected people, ensuring that National Societies are recognized as trusted local actors.
- Provide technical support to ensure that the CEA commitments were referenced and integrated in other relevant policies, strategies and procedures, such as on disaster

response, health care, gender, protection, communications, and staff and volunteer management. For example, the IFRC Plan and Budget has a dedicated outcome on CEA and trust, and the ICRC has integrated indicators on accountability to affected people into its annual planning tool. In addition, the Restoring Family Links Movement strategy has made community engagement and the participation of affected people a key enabler.

## Advocacy

The IFRC and ICRC will continue to consult and collaborate with National Societies to:

- Encourage and facilitate knowledge-sharing, peer-to-peer learning and a community of practice within and between National Societies, the IFRC and the ICRC, and with external partners, while drawing on good practices and learning to build greater awareness and understanding of how CEA contributes to better outcomes for vulnerable and affected people and communities. During the COVID-19 response, several webinars were held to exchange knowledge between National Societies, and many case studies were published and shared via different platforms, including the [Community Engagement Hub](#), hosted by the British Red Cross.
- Create a specialized awareness package for senior leaders to enhance their understanding of and buy-in on CEA commitments, and to clarify the specific roles that they need to play and what responsibility they have in bringing the commitments to fruition. This package is currently being designed and will be available later in 2022.
- Establish a group of CEA goodwill ambassadors, including secretaries-general, presidents and senior leaders, to foster a community of intent, advocate for stronger engagement and accountability to communities at decision-making level and secure further support for the CEA commitments and minimum actions. A kick-off meeting of the CEA ambassadors was held in July 2021 with leaders from ten National Societies across the globe. Current gaps in implementation were discussed, as well as what support was required from the IFRC. A follow-up meeting will be held on the sidelines of the 2022 Council of Delegates.

## Technical support and capacity-building

The IFRC and ICRC consulted and collaborated with National Societies to:

- Refine and improve the CEA resolution's proposed outcomes and indicators, as well as levels of performance and benchmarks, to create a CEA performance measurement framework.
- Ensure consistency and alignment, to the extent possible, with similar international commitments on CEA, such as the Core Humanitarian Standard on Quality and Accountability. While this process was initiated in 2021, it was decided that it should be integrated into the OCAC restructuring discussion and will be finalized that way.
- Provide clear guidelines on the specific roles and responsibilities of Red Cross and Red Crescent leaders, governing bodies, management, staff and volunteers, particularly at the branch and community level, in implementing the CEA commitments. This was done in the new Movement guide to CEA, launched in 2021.
- Encourage peer-to-peer and Movement-wide mentoring to support National Societies with incorporating CEA approaches into their current way of working (including into strategies, annual plans and guidelines at regional, national and local levels). Several global and regional training sessions were held encouraging sharing between National Societies, including an online training session entitled Risk Communication and Community Engagement, which was taken by over 1,000 participants. The ICRC also trained 650 staff in 2021. As of early 2022, the IFRC was providing dedicated technical support to 43 National Societies, as part of initiatives funded by various donors.
- Establish clear, simple and achievable standard operational procedures for CEA in emergency response operations. The CEA minimum standards in emergencies were

finalized in 2021 and are currently being piloted in at least five countries. The final version will be shared widely in 2022.

### **Monitoring and reporting on the commitments and minimum actions**

The IFRC and ICRC consulted and collaborated with National Societies to:

- Develop and put in place a monitoring and reporting system to evaluate progress made in implementing the commitments based on the CEA performance measurement framework. This system was included in the revised Movement guide to CEA, and technical support is being provided to National Societies by IFRC CEA regional offices. The Humanitarian Programmatic Partnership between the European Civil Protection and Humanitarian Aid Operations (ECHO), the IFRC and National Societies in the European Union includes a thorough CEA component under which the implementation of Movement commitments by each selected National Society is monitored.

---

## **Conclusion and recommendations**

---

- The IFRC and ICRC commit to continue supporting National Societies as part of their 2019 joint action plan.
- A revised action plan will be drafted in 2022 taking into consideration lessons learned from the COVID-19 pandemic.
- A monitoring system will need to be established and championed by the Movement's leadership, in order to better report on achievements and gaps in implementing the CEA commitments.