The **Community Communications and Engagement**
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**Goals**

- to ensure communities can provide feedback to relevant decision-makers on their issues and concerns that can be synthesized, analyzed and openly shared across programs and agencies
- to improve communities’ access to information about how and why relief is delivered, and the support that is available to them
- to close the information loop, by informing affected communities about how their feedback has been used to address concerns and unmet needs
CCE Working Group

CCE is nationally coordinated by a working group with participation of agencies who represent different clusters
Context of CCE Working Group 2019

Working closely with the South Sudan Inter-Cluster Working Group to

• provide leadership, technical support and guidance to all clusters, working groups and humanitarian initiatives on community communication and engagement

• integrate and harmonize community engagement practices across all humanitarian clusters and working groups
Purpose of the CCE Working Group

• support, guide and advise the humanitarian response through the cluster system
• a forum where members can share challenges and issues
• creation and sharing of innovative and useful tools, concepts, and trainings on CCE to enable best practices in CCE implementation in South Sudan
Where we are

• CCE WG leadership – Internews/ACTED/IOM
• Regular meetings and/or training sessions
• Participation instead of membership
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Where we want to be – interim plan

• CCE WG leadership – joined by a strong NNGO with experience in CCE
• Membership instead of participation
• Cluster tailored feedback reports streamlined via CCE WG
• Creation of a common feedback platform through cluster inclusion (step-by-step)
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Current Activities By Internews

Boda Boda Talk Talk

CCE Training
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Current Activities By Internews

Listening Groups and Focus Group Discussions

Community/Humanitarian Radio Stations
Feedback Examples

**Garbage Collection Points Are Too Close to the Shelters**

“Garbage dumping points in the block are very near to housing shelters and cause bad smell during rainy season.” *An Adult, PoC, Malakal*

**Provide Plastic Sheets for Roofing Purposes**

Some families in Block 25 of Pamir camp reported that several of their houses have got roofs damaged, and with the rainy season in sight, they request concerned humanitarian agencies to provide them with plastic sheets to roof their shelters.

*Adults, block 25, Pamir*
Increase in Malaria Cases

Residents in the PoC said there is high prevalence of malaria among the children at the site. They said that the IMC health facility does not have enough medicines. They request health partners to provide enough medication for malaria at the health facilities in the PoC.

Residents, POC 1, Block J, Juba

Prioritize Vulnerable People Please!

Pregnant women voiced concerns about sun heat they undergo through during food distribution. They requested concerned FSL and protection partners to give priority to pregnant women during GFD.

Adults & youth, Bentiu
What do we do with the feedback we collect from the community?
Closing Feedback Loop

• Feedback Sharing Process
Closing Feedback Loop

A Community Feedback

“The camp is full of grass. When moving around, you can see that most of the drainages are full of grass. They need to be cleared so that water can flow away during rainy season to avoid mosquitoes” Community in PoC, Malakal

A Success Story

“We thank IOM for clearing the drainage system in the PoC before the rainy season. This will help prevent water stagnation during rains and will protect our families from diseases” Youth and Adults, Sector 2A, Malakal PoC
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Coordination With the Clusters – Current Efforts by Internews

• National-level advocacy through presentations and cluster-tailored reports by Internews CCE Focal Points

• Sub-national level advocacy through inter-agency collaborations by the Internews field staff

• Weekly community feedback e-bulletins and program updates
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Questions and Comments

Thank you!