Example 2.1.5 – Community Engagement and Accountability (CEA) Plan for Rental Assistance

*Note: This an overview CEA plan for Rental Assistance, that can be used as a template for developing the plan for your own rental programme’s CEA plan.*

# Introduction

* Purpose of doc
* Background (general information on Response)

# Communication Pathways

|  |  |  |
| --- | --- | --- |
| Stakeholders | Medium | Notes |
| National government | Coordination Forums |  |
| Local Authorities | Coordination Forums, Mayors Office |  |
| Letting Agents | NS Social Media, Letting Agent Associations |  |
| Property Owners | NS Social Media, Letting Agent Associations, National Landlord Association, Radio, Adverts in news papers  KIIs |  |
| Target Population | Community representatives  CSOs (e.g. Churches)  Collective Centre Notice boards  KIIs, FGDs |  |
| Host Community | Social Media, Radio, Adverts in News Papers. |  |

# Summary CEA Plan

|  |  |  |
| --- | --- | --- |
| **Programme Phase** | **Activity** | **Planned Date and Resources Needs** |
| Preparation | Consult with CEA colleagues |  |
| Working with leadership, other sectors and thematics establish feedback hotline |  |
| Train all staff and volunteers involved in rental programme in how to tack feedback |  |
| Assessment | KIIs with displaced people living in collective centres, and collective centre managers. |  |
| KIIs with displaced people who have managed to find somewhere to rent. Found via. letting agents and CSOs. |  |
| KIIs with community reps of displaced people. |  |
| KIIs with property owners and letting agents |  |
| Landlord hesitancy workshop with letting agents and landlords |  |
| Planning and Design | Workshop with key stakeholders on problem tree and decision tree. Held in 3 NS branch offices. |  |
| KIIs with various stakeholders incl. community representatives of different groups to hear feedback on draft plans. |  |
| “Town Hall” style meeting with displaced community to discuss vulnerability criteria. |  |
| Further KIIs to consult on draft plans with various stakeholders. |  |
| Implementation and Monitoring | Newspaper adverts, social media adverts and engagement via. social media. |  |
|  | Draft FAQs via. FGD with displaced people and separately KIIs with property owners and letting agents. |  |
| Orientation meetings with prospective tenants. |  |
| Act on feedback from feedback mechanisms and monitoring. |  |
| Evaluation | KIIs and FGDs with tenants and property owners, and host community representatives. |  |

CSOs – Civil Society Organisations

KII – Key Informant Interviews