

Summary: capacity decision framework for CCE/AAP

(communication and community engagement/accountability to affected people)



Note: This decision framework is a working document and will be reviewed and revisited at the end of 2022.

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Donors, UN agencies and NGOs alike have made clear commitments on improving communication and community engagement/accountability to affected people (CCE/AAP). Humanitarian reform processes and their resulting policy improvements have seen commitments to collective, response-wide community engagement in emergencies, feeding into humanitarian architecture and leadership. Yet coordination structures and staff remain ill-equipped to listen to, engage with and act upon feedback from communities.

CDAC's CCE/AAP capacity decision framework aims to address the current gap within the humanitarian coordination system in terms of identifying the required surge support to ensure that appropriate capacity exists at country level in order to deliver

CCE/AAP across humanitarian response in situations of natural hazard, conflict or public health emergency. It is part of a wider effort to increase availability of the right people at the right time for a response, and supports wider efforts on capacity bridging that prioritise local capacity where possible.

The decision framework represents a process from rapid context analysis to CCE/AAP surge request, guiding the development of appropriate terms of reference (ToRs) and capacity-bridging needs (including training) by providing a chronological step-by-step process to determine what competencies are required at specific levels

This document provides a summary of the full framework which can be accessed [here](#).

Who is it for?

The tool is designed to be used by **groups of decision-makers** at a multi-agency level. It should be used to support collective, response-wide CCE/AAP decisions on the surge capacity that is required in order to improve outcomes for disaster-affected people. To ensure effective decisions, the group should be representative of the broader stakeholders involved in CCE/AAP, ensuring that local and national organisations are included.

When should it be used?

Ideally, this framework should be used as a preparatory tool to plan for additional capacity requirements to ensure that specialist expertise is in the right place at the right time. In this case, it can be used to guide investment in skills development and pre-positioning of capabilities. It can also be used in a scale-up exercise to acute crisis, either following a rapid-onset crisis or in reaction to a spike in a chronic crisis.

Framework overview

The CCE/AAP capacity decision framework is broken down into three interlinked steps. Each step consists of a set of sub-steps that, when completed, will result in decision-makers being able to:

- identify the CCE/AAP capacity gap that needs to be filled (Step 1)
- define the skills, competencies and resources required to fill the gap (Step 2)
- understand the critical factors that need to be taken into account in order to help ensure that CCE/AAP surge support is effective (Step 3).

Each sub-step centres on responding to a core question that decision-makers will need to answer. Supporting questions and pointers have been developed in order to facilitate the response to the core question.

CCE/AAP capacity decision framework

STEP 1

Understanding existing capacity for CCE/AAP

Step 1(a) CCE/AAP response landscape – the system

- What is the country crisis profile?
- How is the response being coordinated and structured?
- What is the existing CCE/AAP landscape?
- What are the current crisis priorities?



Step 1(b) CCE/AAP human resource capacity

- What baseline CCE/AAP capacity is already in place, including the existence and capacity of local structures?
- What training and capacity bridging has taken place?
- What remote capacity exists to support the response?
- What are the scale-up intentions?



Step 1(c) Addressing the capacity gap

- What is required to address the system gaps?
- What is required to address the personnel gaps?
- What are the training priorities and opportunities?
- What adjustments to the capacity plan are required?

STEP 2

Developing and agreeing AAP/CCE surge TOR(s)

Step 2(a) Determine required role(s)

- Which of the three agreed standard CCE/AAP roles is required?



Step 2(b) Develop surge capacity TOR

- What is the purpose of the role/what is the core thematic focus?



Tool: Standard TOR templates



Step 2(c) Document, resource and advocate for surge capacity

- What needs to be done to ensure that the required surge capacity is sufficiently resourced?



Step 2(d) Submitting the surge request

- What information needs to be included in the surge request?



Tool: Checklist for surge request actions

STEP 3

Supporting a successful surge deployment

- What support needs to be provided to help ensure an effective CCE/AAP surge deployment?



Tool: Checklist of requirements for a successful surge deployment