# A pink and grey text on a black background  Description automatically generated with low confidence

# Community Perception Survey

These questions are drawn directly from community level “questions for verification” in the [**CHS Verification Framework**](https://www.chsalliance.org/get-support/resource/chs-verification-framework/)and can be linked directly to each relevant requirement and measurable component.

Questions in blue text are linked to the PSEAH Index, based on the PSEAH measurable components and questions for verification in the CHS Verification Framework.

**Please select the country that your community perception data is from:**

|  |
| --- |
|  |

**Commitment 1: People and communities can exercise their rights and participate in actions and decisions that affect them.**

**In general, are people able to confirm that their diversity is considered by your organisation and reflected in your work? (1.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation treats them fairly, according to their specific needs? (1.1b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation creates environments and practices that respect, value and support the inclusion of individuals in their diversity? (1.1c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation shares information that is relevant to them and that they understand what they can expect from your organisation, including:** (1.2a)

* **Who the organisation working in their community is and what they do.**
* **What actions or activities are being proposed and planned in their** **community.**
* **What people’s rights are in relation to the commitments and responsibilities of the organisation.**
* **The types of behaviour expected of the staff and volunteers of the organisation.**
* **The commitments and obligations the organisation makes to people and communities,** **including on quality and accountability and non-discrimination.**
* **People’s right to give feedback, report concerns and make a complaint about the organisation and/or its work.**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that information shared by your organisation is shared at the right time for them? (1.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand your organisation’s commitment and obligations regarding PSEAH and the types of behaviours in relation to PSEAH they can expect from staff and volunteers working with them? (1.2c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation communicates in ways that they can easily access and understand? (1.3a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation communicates in ways that are respectful and appropriate to their context? (1.3b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation communicates about PSEAH in ways that they can easily access and understand, and are respectful and appropriate to their context? (1.3c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they find value and significance in their involvement in decisions and actions affecting them, related to your organisation’s work? (1.4a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that their participation in decisions and actions affecting them, related to your organisation’s work, corresponds to their preferred ways of engaging? (1.4b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the organisation seeks their informed consent to represent them in its communications and that they understand how they will be represented, the purpose and format of the communications? (1.5a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the organisation’s communications they are aware of are accurate, respectful, ethical, and represent them in ways that preserve their dignity? (1.5b)**

[ ]  Yes

[ ]  No

[ ]  Not applicable

Comments:

**Commitment 2: People and communities access timely and effective support in accordance with their specific needs and priorities**

**In general, are people able to confirm that local knowledge is respected by the organisation and that this informs how the organisation plans and implements its programmes? (2.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that local capacities and existing actions are respected by the organisation and integrated** **in the organisation’s programmes? (2.1b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation’s programmes are based on fair, impartial and transparent criteria? (2.2a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the specific people and groups that your organisation supports are defined based on fair, impartial and transparent criteria? (2.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation’s actions and programmes are timely to address their priority needs? (2.3a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they can easily access your organisation’s actions and programmes? (2.3b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation’s actions address their priority needs? (2.3c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation’s work is of quality and meets acceptable standards for them? (2.4)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that when your organisation is unable to meet their identified priority needs, you take action to address this issue with other relevant stakeholders? (2.5)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 3: People and communities are better prepared and more resilient to potential crises.**

**In general, are people able to confirm that formal and/or informal leaders in their community are being appropriately supported by your organisation? (3.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that locally led efforts are appropriately supported by your organisation to reinforce their ability to cope with shocks and hazards? (3.1b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation supports their capacity to anticipate risks of potential crises or disasters? (3.2a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation supports their capacity to reduce risks of potential crises or disasters? (3.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation’s programmes have a long-term positive effect on their lives, livelihoods, the local economy and the environment? (3.3)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation supports local ownership of resources from the outset of the work? (3.4a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation supports local decision-making from the outset of the work? (3.4b)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 4: People and communities access support that does not cause harm to people or the environment.**

**In general, are people able to confirm that your organisation identifies, prevents and mitigates harm to them and their communities? (4.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that if negative impacts on people have resulted from your organisation’s programmes, these are identified and addressed by your organisation? (4.1b)**

[ ]  Yes

[ ]  No

[ ]  Not applicable – not aware of any negative impacts

Comments:

**In general, are people able to confirm that if negative impacts related to SEAH have resulted from your organisation’s programmes, you have identified these and addressed them? (4.1c)**

[ ]  Yes

[ ]  No

[ ]  Not applicable – not aware of any negative impacts related to SEAH

Comments:

**In general, are people able to confirm that your organisation identifies, prevents and mitigates potential harm to the environment? (4.2a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that if negative impacts on the environment have resulted from your organisation’s programmes, these are identified and addressed by your organisation? (4.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust that any data and information they provide to your organisation is protected and kept confidential? (4.3a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust that any data and information related to SEAH that your organisation has is protected and kept confidential? (4.3b)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 5: People and communities can safely report concerns and complaints and get them addressed.**

**In general, are people able to confirm that they can provide feedback, report concerns and complaints in ways that are safe, accessible and appropriate for them? (5.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they can report concerns and complaints related to SEAH in ways that are safe, accessible and appropriate for them? (5.1b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand how your staff and volunteers are expected to act in ways that prevent harmful behaviours? (5.2a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand how your staff and volunteers are expected to act in ways that prevent and protect people from SEAH? (5.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand how they can report concerns and complaints? (5.3a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand how their concerns and complaints will be addressed? (5.3b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they understand how they can report concerns and complaints related to SEAH and how they will be addressed? (5.3c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust your organisation to manage and investigate their complaints appropriately and confidentially? (5.4a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust your organisation to address and/or refer complaints appropriately and confidentially? (5.4b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust your organisation to manage, investigate and address or refer complaints related to SEAH appropriately and confidentially? (5.4c)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust your organisation to investigate and address complaints in ways that support and protect victims/survivors appropriately? (5.5a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that they trust your organisation to investigate and address or refer complaints and reports of any SEAH in ways that support and protect victims/survivors appropriately? (5.5b)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 6: People and communities access coordinated and complementary support.**

**In general, are people able to confirm that your organisation coordinates its work to ensure complementarity with locally led and community-based actions? (6.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation avoids duplication of other stakeholders’ actions? (6.1b)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 7: People and communities access support that is continually adapted and improved based on feedback and learning.**

**In general, are people able to confirm that regular opportunities are made available for them to provide feedback about your organisation and its work? (7.1a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that their feedback and inputs are regularly considered and appropriately acted upon by your organisation? (7.1b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation collects data from them that reflects their diversity? (7.2a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the organisation respects their time, availability and willingness to share information when collecting data from them? (7.2b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the information they share with your organisation influences your decision-making? (7.3a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the information they share with your organisation improves its programmes and/or how your organisation works? (7.3b)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation shares learning with them based on monitoring or feedback, and any changes made as a result? (7.4)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 8: People and communities interact with staff and volunteers that are respectful, competent and well-managed.**

**In general, are people able to confirm that your organisation’s leadership, that they have contact with, behave in ways that promote and demonstrate a culture of quality and accountability? (8.1a)**

[ ]  Yes

[ ]  No

[ ]  Not applicable – no contact with leaders from your organisation

Comments:

**In general, are people able to confirm that your organisation’s staff and volunteers, that they have contact with, behave in ways that promote and demonstrate a culture of quality and accountability? (8.1b)**

[ ]  Yes

[ ]  No

[ ]  Not applicable – no contact with staff or volunteers from your organisation

Comments:

**In general, are people able to confirm that the staff and volunteers they have contact with fulfil their roles with the necessary skills and competencies? (8.3)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that the staff and volunteers they have contact with act and behave in acceptable ways that align with the organisation’s code of conduct? (8.4)**

[ ]  Yes

[ ]  No

Comments:

**Commitment 9: People and communities can expect that resources are managed ethically and responsibly**

**In general, are people able to confirm that your organisation has sufficient capacity and resources to meet its responsibilities and commitments to them? (9.1)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation manages its financial resources responsibly? (9.2)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that your organisation uses its resources for their intended purpose, minimising waste? (9.4a)**

[ ]  Yes

[ ]  No

Comments:

**In general, are people able to confirm that resources are used in ways that minimise environmental impact? (9.4b)**

[ ]  Yes

[ ]  No

Comments: