# A pink and grey text on a black background Description automatically generated with low confidenceFull Community Perception Questionnaire

Thank you for using this questionnaire. This is a crucial step in the process of the CHS Self-Assessment your organisation has started, as it brings the voices and opinions of people and communities into the assessment process. This questionnaire is designed to record feedback from individual people in situations of crisis or vulnerability who are engaged in your programmes.

You will need to submit one questionnaire per individual that you interview. When asking the questions, you are encouraging individuals to tell you their general perception with a simple yes/no response, rather than seeking examples of exceptional cases that are not representative of their experience. You can also add comments, if useful, to support your learning.

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.

**Consent**

Do you consent to taking part in this interview?

Yes

No

**Demographic questions**

Which country is this interview taking place in?

|  |
| --- |
|  |

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

1. **From your experience, does our organisation take into consideration differences in gender, age, ability, ethnicity etc. in our work with you, paying particular attention to the most marginalised groups?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, do you feel that you and others in your community are treated fairly, according to your specific needs?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, does our organisation create environments which enable diverse individuals and groups, especially the most marginalised, to be included in the work?**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.1c: 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. **Does our organisation share information regularly with you about who we are, what we are doing with you in your community and our** **commitments to you in terms of** **expected behaviour of staff etc.? If so, please give examples of the information that has been shared with you.**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.2a: 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:***

* ***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.***

1. **From your perspective, does our organisation share information with you at the right time (e.g. quickly enough, at the right time for specific activities, at the right time in the project cycle) etc.**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, does our organisation share information in ways (languages, formats) that you can easily access and understand?**

Yes

No

Prefer to skip this question

Comments:

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

1. **In general, do you think our communications with you are respectful and appropriate for this context?**

Yes

No

Prefer to skip this question

Comments:

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

1. **Specifically regarding** **information we share with you about the prevention of sexual exploitation, abuse and harassment, do you think our communication is easy to understand, respectful and appropriate for this context?**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.3c: 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. **In general, do you believe that your participation in the work/project/activities with our organisation is meaningful for you (e.g. does it add value, are you happy to participate in this way)?**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.4a: 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. **In general, does our organisation give you choice and respect your preference for how you want to engage with us in this work?**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.4b: 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. **Does our organisation ask for your consent when collecting your images or stories/testimonies and do we explain what we will use them for?**

Yes

No

Prefer to skip this question

Comments:

***Links to 1.5a: 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. **Have you ever seen examples of our communications materials featuring you or your community (magazines, reports, posters, social media etc.)? If so, do you feel that our organisation represented you and your community in an accurate, respectful and dignified manner?**

Yes

No

Not applicable / Prefer to skip this question

Comments:

***Links to 1.5b: 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?***

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

1. **From your experience, in general, does our organisation respect local knowledge and base our programmes on a good understanding of your local context?**

Yes

No

Prefer to skip this question

Comments:

***Links to 2.1a: 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?***

1. **From your experience, in general, does our organisation seek to understand the capacity that exists already in your community and base our programmes on this and what your community is already doing?**

Yes

No

Prefer to skip this question

Comments:

***Links to 2.1b: 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?***

1. **From your perspective are the criteria for defining our programmes, and the people and groups we support, based on fair criteria?**

Yes

No

Prefer to skip this question

Comments:

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

**AND**

***Links to 2.2b: 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?***

1. **From your experience, in general, are our programmes responding to your needs at the right time?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, in general, are our programmes/activities easily accessible to you?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your perspective, in general, do our programmes/activities address your priority needs?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your perspective, in general, do you believe that our work is of good quality and meets acceptable standards for you?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, in general, if we are unable to meet your priority needs, do we take action to refer these needs to others who are in a better position to help?**

Yes

No

Prefer to skip this question

Comments:

***Links to 2.5: 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?***

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

1. **From your experience, in general, are local leaders, either formal or informal, being supported by our organisation and its work?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, are local community efforts getting enough support from us to help you cope with future crises or emergencies?**

Yes

No

Prefer to skip this question

Comments:

***Links to 3.1b: 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?***

1. **From your experience, has our organisation supported you and the wider community to be better able to anticipate/predict/identify potential future crises or disasters?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, has our organisation supported you and the wider community to reduce the likelihood or impact of potential future crises or disasters?**

Yes

No

Prefer to skip this question

Comments:

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

1. **Can you give us some examples of how our work in your community has had (or will have) a long-lasting positive impact on your lives, livelihoods, the local economy and/or the environment?**

Yes – if able to give examples of long-term positive effects

No – if unable to give any examples

Prefer to skip this question

Comments:

***Links to 3.3: 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?***

1. **From your perspective, do you feel that you and your community have ownership of our activities with you and any resources related to the work?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your perspective do you feel that you, or other community members, are sufficiently engaged in the decision-making related to our work in your community?**

Yes

No

Prefer to skip this question

Comments:

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

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

1. **From your experience, in general, does our organisation plan programmes in ways that** **prevents negative effects for you and your community?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, in general, if our programmes do have any negative** **impacts on you or other people in the community, does our organisation do something to address it?**

Yes

No

Not applicable – not aware of any negative impacts / Prefer to skip this question

Comments:

***Links to 4.1b: 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?***

1. **Specifically, if there have ever been any negative impacts related to sexual exploitation and abuse as a result of our work, were these identified and addressed by us?**

Yes

No

Not applicable – not aware of any negative impacts related to SEA / Prefer to skip this question

Comments:

***Links to 4.1c: 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?***

1. **From your experience, in general, does our organisation plan programmes in ways that minimise the risk of harm to the environment?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, in general, if our programmes do have any negative impacts on the environment, does our organisation do something to address it?**

Yes

No

Prefer to skip this question

Comments:

***Links to 4.2b: 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?***

1. **In general, do you trust our organisation to keep any data or information we collect about you safe and confidential?**

Yes

No

Prefer to skip this question

Comments:

***Links to 4.3a: 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?***

1. **Specifically in relation to any data that we collect about sexual exploitation, abuse and harassment, do you trust our organisation to keep that safe and confidential?**

Yes

No

Prefer to skip this question

Comments:

***Links to 4.3b: 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)***

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

1. **From your experience, in general, do you feel that you can give us feedback or report a complaint easily and safely?**

Yes

No

Prefer to skip this question

Comments:

***Links to 5.1a: 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?***

1. **Specifically, if you wanted to make a complaint about sexual exploitation or abuse or harassment by any of our staff, would you feel safe to do so?**

Yes

No

Prefer to skip this question

Comments:

***Links to 5.1b: 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?***

1. **Can you tell us some of the ways that our staff and volunteers working with you are expected to behave (things they should or should not do) in order to keep you safe, in particular to protect you from sexual exploitation, abuse or harassment?**

Yes - good understanding shown and relevant examples given of expected behaviour, do’s and don’ts, including explicit mention of organisation’s commitment to PSEAH, zero tolerance of any abuse etc.

No - limited understanding of expected behaviours/no reference to organisation’s commitment to PSEAH.

Prefer to skip this question

Comments:

***Links to 5.2a: 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?***

**AND**

***Links to 5.2b: 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?***

**AND**

***Links to 1.2c: 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. **If you** **needed to, can you tell us how you would report a complaint about our work or the behaviour of our staff?**

Yes - they can describe at least one way that your organisation has put in place for reporting a concern or complaint

No - they are not able to describe any way that they could report a concern or complaint

Prefer to skip this question

Comments:

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

1. **If you did report a concern or complaint, can you tell us what would happen, for example, how would our organisation respond?**

Yes - they can explain what would happen next in terms of being informed, confidentiality, being protected, possible investigation etc. – in line with what your organisation explains to them

No – limited understanding of what would happen after a complaint is made

Prefer to skip this question

Comments:

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

1. **If one of our staff behaved badly and was sexually abusing you or someone else in your community, would you know how to report that and what our organisation would do next?**

Yes - they are able to explain how to report cases of SEAH and how it would be addressed – in line with what your organisation explains to them. Note – this may be the same as 5.3a&b above

No – limited awareness of how to submit a sensitive complaint related to SEAH or how such complaints would be addressed.

Prefer to skip this question

Comments:

***Links to 5.3c: 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?***

1. **In general, do you trust our organisation to manage and investigate your complaints well and keep them confidential?**

Yes

No

Prefer to skip this question

Comments:

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

1. **In general, do you trust our organisation to address your complaints well or to refer them to others if needed, maintaining confidentiality?**

Yes

No

Prefer to skip this question

Comments:

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

1. **Specifically for complaints related to sexual exploitation, abuse or harassment, do you trust our organisation to manage, investigate, address and refer complaints well, maintaining confidentiality?**

Yes

No

Prefer to skip this question

Comments:

***Links to 5.4c: 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)***

1. **In general, do you trust our organisation to ensure any victim or survivor is supported and protected throughout a complaints process, including complaints related to sexual exploitation, abuse or harassment by our staff or volunteers?**

Yes

No

Prefer to skip this question

Comments:

***Links to 5.5a: 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? And***

***Links to 5.5b: 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?***

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

1. **From your experience, in general, do you think our work complements other community-led efforts in this area (community -based actions or with local authorities for example)?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From what you’ve seen, in general, is our work with your community coordinated with other actors in this area so that there is no duplication or overlap of efforts?**

Yes

No

Prefer to skip this question

Comments:

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

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

1. **From your experience, in general, do we provide you and others in your community with regular opportunities to give us feedback about our work?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, do you feel that your feedback and perspectives that you share with us (including any complaints/negative feedback) make a difference to our work?**

Yes

No

Prefer to skip this question

Comments:

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

**AND**

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

1. **From your experience, do you feel that our organisation improves its programmes and the way we work based on the feedback we get from you and your community?**

Yes

No

Prefer to skip this question

Comments:

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

1. **If we make changes based on your feedback, in general, do we let you know what those changes are?**

Yes

No

Not applicable – has not seen changes based on feedback/ Prefer to skip this question

Comments:

***Links to 7.4: 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?***

1. **From your experience, when we collect data from you, do we collect information that reflects your identity (male/female, age, ability etc.) ?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From your experience, do you feel that our organisation respects your time, availability and willingness to share information when we collect data or information from you?**

Yes

No

Prefer to skip this question

Comments:

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

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

1. **From your experience, in general, do the leaders of our organisation help create an environment where you feel able to hold us accountable for the quality of our work?**

Yes

No

Not applicable – no contact with leaders / Prefer to skip this question

Comments:

***Links to 8.1a: 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?***

1. **From your experience, in general, do the staff and volunteers of our organisation help create an environment where you feel able to hold us accountable for the quality of our work?**

Yes

No

Prefer to skip this question

Comments:

***Links to 8.1b: 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?***

1. **From your experience, in general, do our staff and volunteers have the right skills and experience to do their work well?**

Yes

No

Prefer to skip this question

Comments:

***Links to 8.3: 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?***

1. **From your experience, in general, do our staff and volunteers treat you with respect and behave well (e.g. not abusive in any way, do not misuse resources etc.) ?**

Yes

No

Prefer to skip this question

Comments:

***Links to 8.4: 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?***

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

1. **From what you see, do you think that our organisation has enough funds, staff and equipment to do what we say we will with you?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From what you see, do you think our organisation uses its funds in a responsible way?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From what you see, do you think our organisation uses resources for what they say they will, without wasting anything?**

Yes

No

Prefer to skip this question

Comments:

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

1. **From what you see, in general, does our organisation care about the environment in the way it works and also support you to care for the environment?**

Yes

No

I do not know / Prefer to skip this question

Comments:

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