Tool 2:
How accountable are you?
Checking public information

This tool can help you check whether you are providing people affected by the emergency with basic information about your agency and the project. By asking people what information they have received, you can check how they see you and whether you are providing the information they need at the right time in the right way.

This tool can be used at different stages during the project: at the start to help you explain who you are and what your agency can do (see also **Tool 1**); after significant changes, for example, if the level of food ration is cut; and at the end of a project as part of your exit strategy.

For field team members

Have you provided the checklist information (opposite) to beneficiaries and their representatives in an accessible way?

For people affected by an emergency

Have you received the checklist information (opposite) from project staff?

Checklist

	Basic information	Yes	No
1	Background information about the NGO		
2	Details of the current project		
3	Project contact information		
	Reports on project implementation		
4	Regular reports on project performance		
5	Regular financial reports		
6	Information about significant project changes		
	Opportunities for involvement		
7	Dates and locations of key participation events		
8	Specific contact details for making comments or suggestions		
9	Details of how to make complaints about the NGO's activities		

From A. Jacobs (2005) 'Accountability to Beneficiaries: A Practical Checklist', draft, Mango for Oxfam GB (adapted).