

CwC-C4D-R4V Final report 2020

During 2020, the work of the Communication with Communities / Communication for Development ([CwC/C4D-R4V](#)) Working Group, co-led by UNICEF, IFRC and RET, focused on the following priorities:

Priority:

Coordination of responses among the partners to optimize and align efforts

Achievements:

- 13 coordination meetings
 - 11 monthly sectoral meetings
 - 2 extraordinary inter-sectoral meetings
- Through this coordinated effort a [Digital platform to share communication and technical resources on COVID-19](#) was compiled.

Impact:

- Summing up efforts of partners: new co-leader of the CWC-C4D-R4V group- RET International.
- Sharing of knowledge and best practices among the group through the monthly spaces to present initiatives.
- Align and leverage individual initiatives to expand and improve reach and support to the population on the move.

Priority:

Provide harmonized, useful, reliable, and live-saving information to refugees and migrants.

Achievements:

- [Messages bank](#) adapted to COVID.
- Establishment of the [Interactive solutions for information to refugees and migrants desk](#)
- From December 2020 the CwC-C4D-R4V group invested in the coordination of the different stakeholders of the R4V platform for the ongoing adaptation to R4V branding and COVID context, of UNICEF LACRO's information kit, that includes maps, recommendations, prevention messages and contact directories.
- [U-Report Uniendo Voces](#) deployed in three countries (Ecuador, Bolivia and Brazil), a digital platform that contributes to strengthening access to reliable, up-to-date and timely information, as well as promoting the participation of adolescent and young refugees and migrants from Venezuela.



Sample draft of information kit

Impact:

- The message bank was put at the service of the regional and subregional R4V platforms and it was communicated to partners and through the R4V site. This project was an example of coordination with the Regional Communication Group.
- 100,000 messages sent through U-Report Uniendo Voces in response to the interactions and questions from over 7,000 young refugees and migrants.



Priority:

Know the needs of the population to provide a better response.

Achievements:

- Execution of the first regional U-Report *Uniendo Voces* poll on information needs.

Impact:

- 334 people on the move and in host communities participated in the first regional U-Report *Uniendo Voces* poll, mentioning their main information needs in the context of the COVID-19 pandemic, and proposing ways to improve access to information.



Lessons learnt

- One of the main challenges due to the amount of people and stakeholders involved in the group's projects is timing, so the group always aims to create or find the most practical tools, efficient mechanisms and better strategies to speed and optimize the processes to align/leverage efforts among partners, without putting at risk the quality of the final products.