

## C4D: Support use

### What is it?

Planning and proactive actions are needed to support the utilisation of R,M&E findings. This support might be in the form of events (such as annual reviews) processes (such as written management responses, or recommendations tracking), or structures (such as learning committees or wikis). For evaluation reports and other discrete RM&E activities, time and resources should be built into the budget to account for support beyond report delivery.

### General information

The Rainbow Framework includes a range of methods (including events, processes and structures) to [support use](#), and recommends some guides. [Step 9 of the Manager's Guide to Evaluation](#) presents similar information from a commissioner's perspective, and suggests that evaluation use plans are produced as a product of this step. A key guide on this topic is the [UNESCO Guidelines for follow-up to evaluation findings](#) - a four-page paper providing an overview to UNESCO procedures. These pages are recommended background reading before considering methods to apply to C4D R,M&E.

### Applying the C4D Principles

#### Learning-based

This task contributes to a learning-based approach through taking seriously the tasks associated with supporting the use of findings in future programs and phases.

#### Participatory

How can C4D agencies support use among community and other stakeholders?

#### Accountable

To achieve social accountability it is critical that recommendations from different stakeholders are heard and meaningfully considered by decision-makers. Committed and transparent processes to ensure that the findings (both positive and negative) from R,M&E are used is an important part of accountability.

### Recommended methods and adaptations for C4D

- Several methods related to supporting use from the Rainbow Framework are consistent with the C4D Evaluation Framework. In particular:
- [Annual review](#)

Annual reviews can bring together stakeholders to review RM&E findings on a regular basis. It is consistent with the C4D Evaluation Framework in the following ways:

- **Participatory:** these review meetings can involve key users and other stakeholders
- **Complex:** regular reflection and review processes support adaptive implementation approaches.
- [Data use calendar](#)

Helps ensure that the timing of data collection and analysis fit with reporting requirements and other opportunities for active use of findings.

- **Realistic:** a data-use calendar ensures that the uses of findings are kept in focus, and that data collection, analysis and report writing are realistically planned to meet these needs.

## Resources

- [The IDEAS guide and facilitators' guide](#)

Module 6 guides the creation of a data-use calendar.

- [Policy briefing](#)

Ensure that findings are translated into recommendations that suit policy makers.

- **Realistic:** tailoring the briefings to be accessible and suit the purpose increases the likelihood of use.
- [Recommendations tracking](#)

Keeping a transparent record of the responses to and action from recommendations.

- **Accountable:** this process is useful for ensuring both upward and downward accountability, where there is a responsibility that evidence is taken seriously and reasonable actions are taken.