



“Legal Services Camp Module”

NATIONAL LEGAL SERVICES AUTHORITY

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1. INTRODUCTION:

Access to justice is essential for rule of law. Access to justice, enable citizens to have their voices heard, exercise their rights and challenge discrimination. Access to Justice is not confined to court based legal services. It extends to making people aware about their entitlements under various enactments and welfare schemes and programmes and strengthening their access to the same. Some Legal Awareness Camps are being held by the State Legal Services Authorities to make people aware about their entitlements and apprise them about the availability of free legal services. In most of the camps, it has been observed, only creating of awareness is focussed on. There is a need to effect paradigm shift from awareness to empowerment. For this to happen, a new Model of holding Legal Services Camp is required which would not only make people aware about their entitlements and procedural aspects relating to the same but also connect them to the welfare schemes meant for them. Delivery based Model for holding Legal Services Camp is required.

2. STATUTORY MANDATE

Legal Services Authorities Act, 1987 was passed with an objective to provide free and competent legal services to weaker sections of the society so that they do not remain deprived of justice due to economic or other disabilities. This Act has created Legal Services Authorities primarily with an aim to provide legal services to weaker and marginalised sections of the society.

Section 4 provides the various functions of the Central Authority. One of the functions spelt out in Section 4(1)

“take appropriate measures for spreading legal literacy and legal awareness amongst the people and, in particular, to educate weaker section of the society about the rights, benefits and privileges guaranteed by social welfare legislations and other enactments as well as administrative programmes and measures” .

This itself reflects that apart ensuring Access to lawyers and legal advice, the mandate of the Legal Services Authorities also extends to educate the weaker sections of the society about the rights, benefits and privileges guaranteed by social welfare legislations and other enactments as well as administrative programmes and measures.

In view of the Section 4(b) of the Legal Services Authorities Act, NALSA has promulgated the following schemes as strategic and preventive programmes and to educate the weaker sections of the society about their entitlements and empower them to get redressed their grievances in accordance with the law of the land.

One of the functions as per Section 4(e) of National Legal Services Authority is to organise Legal Aid Camps especially in rural areas, slums, labour colonies with the dual purpose of educating weaker sections of the

society as to their right as well as encouraging the settlement of disputes through Lok Adalats.

3. OBJECTIVES OF LEGAL SERVICES CAMP:

The Legal Services camp must aim to achieve the following objectives:-

3.1 To spread awareness about welfare legislations and schemes, and strengthen the community's access to the schemes being implemented by the Legal Services Authority and other departments of government.

3.2 Identifying and connecting people to welfare schemes to ensure that fruits of welfare schemes are passed to eligible people.

3.3 To understand legal needs of people and address legal problems of people by giving appropriate legal advice and taking other necessary steps.

4. SUGGESTED THEMES/ ISSUES WHICH MAY BE COVERED IN A LEGAL SERVICES CAMP

4.1 Labour

- Connecting unorganised sector workers to welfare schemes.
- Issues of construction / agricultural labour.
- Availing benefit under Centre and State Schemes.
- Legal Services in any other issues relating to entitlements under labour laws.

4.2 Persons with disabilities

- Addressing disconnect between welfare schemes and persons with disabilities.
- Taking steps to connect beneficiaries with schemes such as Niramaya and Gyan Prabha run by National Trust.
- Ensuring legal services in any other issues.

4.3 Children related issues

- Addressing educational rights of children aged between 6-14.

- Child Marriage.
- Child Labour.
- Issues related to rights under Food Security Act.
- Establishment of Legal Literacy Clubs in Higher Secondary and Senior Secondary Schools.

4.4 Transgenders

- Ensuring benefits of welfare legislations/schemes. Issues dealt in NALSA vs. Union of India & Ors. (W.P.(C) No.400/2012).

4.5 Prisoners

- Ensuring representation before court.
- Availability of legal services for inmates.
- Digitisation of legal services clinics in jails.
- Adoption of E-Prison Portal by Jails.

4.6 Issues relating to SC/STs

- Ending discrimination.
- Partnering with State Commission of SC/ST on all issues pertaining to them.

4.7 Senior Citizens

- Ensuring benefits of welfare legislations/schemes.
- Availability of legal services including issues relating to Maintenance and Welfare of Parents & Senior Citizens Act, 2007.
- Senior Citizens Pension issues, if any.
- Elderly abuse, neglect and abandonment.

4.8 Beggars and homeless

- Exploring facilities available for them.
- Identifying abuse, trafficking etc.

4.9 Road Safety and accident

- Awareness about road safety signs.
- Protection to good Samaritans.

4.10 Victims of Disasters

- Problems/legal issues faced by people affected by drought/flood/industrial disasters. Short term and long term planning.
- Minimizing the impact of flood etc. A mechanism for drought stricken and sustenance to victim.

4.11 Victims of Trafficking

- Identifying causes/areas.
- Rehabilitation and repatriation issues.
- Helping to connect with schemes such as Ujjawala run by Ministry of Women and Child.
- Addressing legal issues relating to victims, particularly under Immoral Traffic (Prevention) Act, 1956 or any other law.

4.12 Any other eligible/category.

5. PRE-CAMP STEPS

5.1 Identification of target population

State Legal Services Authority shall identify cluster of villages in any particular district where categories of persons coming within the ambit of any particular NALSA Scheme are living. After identifying cluster of such villages, the scheme sought to be implemented shall form the core theme for the camp. The core theme, as per the conditions prevailing in the area and to touch particular section of society, may be further broken down to specific themes such as labour rights or rights of senior citizens or rights of women etc.

5.2 Formation of team for connecting with the intended beneficiaries

Teams of Panel Lawyers and Para Legal Volunteers be formed. NGOs working in the field of selected core theme, be identified. NGOs having credible reputation only to be identified and associated with teams. Any other expert having expertise in the subject matter of core theme can also be associated with the teams to connect with the target population so as to make

them aware about the organisation of Legal Services Camp and to ensure that benefits arranged at the Camp reaches them.

5.3 Identification of specific welfare schemes and departments implementing them

Welfare Schemes and legislations pertaining to core theme be identified. Government departments related to the said core theme be identified. Departments who are even remotely related to the sections of people of core theme be also identified so that multi-dimensional and holistic approach is adopted to ensure access to justice in a meaningful and effective manner. For instance, if the core theme is rights of labourers then, regarding that core theme, the relevant departments/entities would be Department of Labour, Department of Social – Welfare, Department of Health, Department of Women and Child, Ministry of Skill Development, Common Services Centres. These said departments/entities would be the main Departments. Main focus of the camp shall be to connect people with the schemes being run by the main departments related to core theme. Apart from those main departments, other entities and departments which can provide benefit to labourers on the day of camp be also identified. In the given illustration, another department can be department of education to take care of the educational rights of children of labourers etc. Services at Common Services Centres may be availed.

5.4 NALSA Schemes

1. Scheme for Para-Legal Volunteers
2. Schemes for Legal Services to Disaster Victims through Legal Services Authorities
3. NALSA (Victims of Trafficking and Commercial Sexual Exploitation) Scheme, 2015
4. NALSA (Legal Services to the Workers in the Unorganized Sector) Scheme, 2015
5. NALSA (Child Friendly Legal Services to Children and their Protection) Scheme, 2015
6. NALSA (Legal Services to the Mentally Ill and Mentally Disabled Persons) Scheme, 2015
7. NALSA (Effective Implementation of Poverty Alleviation Schemes) Scheme, 2015
8. NALSA (Protection and Enforcement of Tribal Rights) Scheme, 2015
9. NALSA (Legal Services to the Victims of Drug Abuse and Eradication of Drug Menace), Scheme, 2015
10. NALSA (Legal Services to Senior Citizens) Scheme, 2016
11. NALSA (Legal Services to Victims of acid attacks)Scheme, 2016

5.5 Holding of pre-camp preparatory meetings with stakeholders

Before conducting camp, workshop for teams be conducted to make them aware about the camp design and government welfare schemes and the method to connect sections of community related to core theme with welfare schemes /programmes. In the said workshop, officials of the government departments and NGOs be also requested to participate so that coordinated

efforts are made to benefit the marginalized sections of the society. They be apprised about the objectives of the legal services camp, pre-camp steps and activities during camp etc.

5.6 Identification of venue for the camp

Open Space be also identified where legal services camp can be held for identified villages. It should be kept in view that the space must be large enough to accommodate around 1500/2000 people and setting up of stalls, LED screen etc.

5.7 Field visits by outreach teams in the district/adjoining areas

Teams in association with NGOs, if any, shall make field visits to identify people related to the core theme. Field visits must start at least fifteen days prior to holding of camp. Teams must identify targeted people related to core them. They must also interact with those people to apprise them about the welfare schemes/programmes related to them. Teams shall disseminate information about camp such as its importance/objectives and relevance to their lives to let people know about the importance of camp. People be also told to bring necessary identity documents required for filling up forms related to schemes. Sarpanches/ Panchayat members of the identified villages be also requested to come on the day of camp. They be also requested to mobilise people related to core theme of the camp. Presence of

Sarpanches and Panchayat members is also required as while submitting forms identification of applicant is required to be made.

5.8 Publicising the organisation of legal services camp

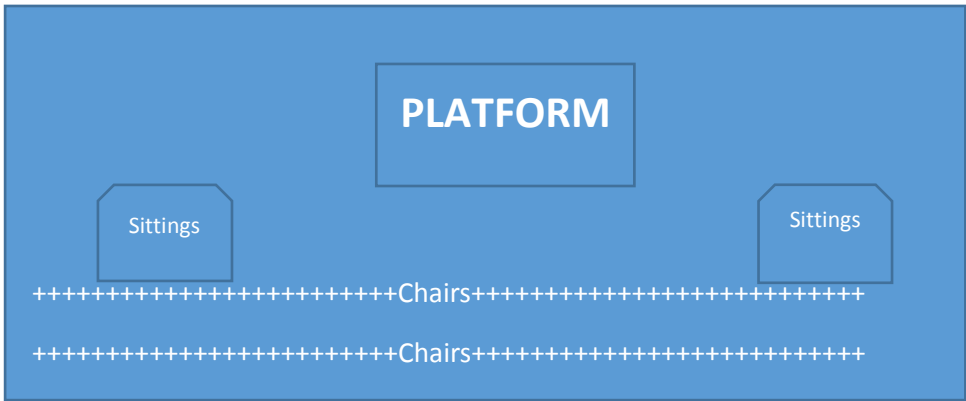
Before holding camp, mobilization be also done through community meetings and by door-to-door visits of field teams to disseminate information about camp. Information about details of the camp through loud speakers and community radio be also disseminated. Adequate number of hoardings be also placed at public places to give information to public about the venue and date of legal services camp.

5.9 Identifying of presenters by participatory government departments/ministries during the camp.

Meetings with the Officers of the concerned departments be held to chalk out strategies for conducting Legal Services Camp on the core theme. They be apprised about the objectives of the camp, pre-camp steps etc. They be also requested to have adequate pamphlets, booklets, application forms etc. relating to welfare schemes/programmes of their departments in vernacular language on the day of camp. They be also requested to nominate presenting officers who will give very brief presentation about the welfare schemes to people on the day of camp in local language.

5.10 Physical lay-out of the Camp

Camp's physical lay-out be also designed for the convenience of the villagers/participants. Separate registration stalls for males and females be put. Stalls for different departments including that of Legal Services Authority be also planned in coordination with the government departments. Two/three stalls be kept for NGOs and team members to fill up the forms for getting people connected with schemes. Arrangement for photocopier and adequate stationary be made in the said two/three stalls of the team members and NGOs. Power supply be also ensured to those stalls and LED. LED be placed at a place visible to participants. LED Screen is required so that the NALSA theme song and any other documentary relating to legal services authorities may be shown. The suggested camp design is as follows:



**Stalls of Legal services authority
Govt. Department/NGOs/teams**



Registration Desk
for Men

Help
Desk

Registration Desk
for Women

Fire
Team

Medical
Team

Toilet
for
Women

Toilet
for
Men

Drinking
Water
and
Refreshm
ents

6. DURING CAMP

6.1 Short presentation by the Departments/Ministries

The main Departments relating to core theme shall give presentation in local language about the relevant welfare schemes of their Department. They shall briefly spell out the eligibility criteria under the Schemes. Each Department shall not take more than five minutes for the said purpose.

6.2 Real time registration of beneficiaries during the Camp.

After overview by Departments about various schemes, people shall be visiting the stalls of Departments including that of Legal Services Authority. The Officers of Departments at the stalls shall not only apprise people about the welfare schemes and distribute pamphlets regarding the same but shall also fill up the forms so that the same are processed further for getting people connected with the schemes.

6.3 For the purpose of filling up forms under different schemes, people may be referred to the stalls of NGOs/teams who shall fill up forms and attach necessary documents with the form. The teams/NGOs at the end of the programme shall submit the said forms to the different concerned departments.

7. AFTER CAMP ACTIVITY

7.1 Preparation of Camp Report

A detailed report be prepared regarding the Legal Services Camp. It shall, inter-alia, spell out the activities done at the different stalls, application forms filled up with regard to different schemes etc. Lessons learnt from the camp also be clearly indicated so that improvements are made in upcoming camps to effectively reach out to people and getting them connected with the welfare schemes/legislations.

7.2 Follow up of all registrations done during the Camp.

Follow up action be taken on the various application forms submitted during the camp and the applications/representations written of the visitors relating to various issues.

7.3 Clearance of Camp Bills.

Bills of agencies whose services are taken for arranging the camp be cleared preferably within a week. Bills of Panel Advocates and PLVs associated in pre-camp activities and also during camp be also cleared within a week.

7.4 Maintenance of Cleanliness

Clearance of garbage etc. at the place where camp was held be also ensured.

8. SOME OTHER IMPORTANT POINTS

- 8.1 The duration of the camp shall be of 4-6 hours.
- 8.2 The time for opening Legal Services Camp be decided keeping in view weather condition and any other local conditions.
- 8.3 Adequate Drinking Water arrangements be made at the camp.
- 8.4 Refreshments including tea/biscuits be arranged for participants/villagers.
- 8.5 To deal with any emergency, Medical Team and Fire Fighting Team be also kept on standby.
- 8.6 Local police be also requested to put adequate number of policemen on duty at the camp site to avoid any chaos at the spot and to deal with any emergency.
- 8.7 Legal Services Camp should not be given the shape of a seminar, and, hence, inaugural sessions/speeches must be avoided. The focus should be to deliver by connecting people with the identified schemes and redress their problems.
- 8.8 Arrangements be also made for cord-less mics and standing mics.
- 8.9 Help Desks be also set up to help people during the camp by guiding them to the different stalls.
- 8.10 Adequate number of Registration Stalls be put up so that long queues are not formed and delay is avoided in registration of the participants.

Legal Services Camp

Follow-up Guidelines

1. Background and Rationale

Legal Services Camp Module, devised by NALSA, spells out delivery based Model of legal services camp with an objective to bring empowerment of weaker sections of society. The operational framework of legal service camp, as per the Module, consist of three parts i.e. Pre-Camp Stage, Activities during Camp and Post-Camp Activities. All the three parts are inter-related and integral to success of legal services camp. The fruitful organization of legal services camp depends upon the successful completion of all the three parts. In the Legal Services Camp Module, under the head, 'After-Camp Activities' follow-up action is stipulated. Follow-up action is imperative to ensure that identifies beneficiaries get what they are entitled to under welfare laws and various Central and State schemes. The objectives of empowering the disadvantaged by using the tool of Legal Services Camp can be fulfilled only if effective follow-up action is undertaken systematically and expeditiously. In the absence of follow-up, the entire exercise of organizing camp may fail to deliver desired results.

2. Follow-up on what?

During Pre-Camp stage, teams formed by Legal Services Authorities visit the selected villages/areas for identifying beneficiaries in consonance with the selected theme. During the course of said visits, beneficiaries are identified

beneficiaries with welfare schemes being implemented by various departments. Apart from this, some of the applications pertain to seeking of legal advice or pursuing of legal remedies in the courts of Law. Data is supposed to be maintained of the identified beneficiaries and their applications, forms etc. Some of the applications/forms are submitted during pre-camp activities itself with the various departments so that the departments may be able to process the said applications/forms and deliver the benefits on the day of the camp. Some forms/applications need more documentation which includes attaching copies of identity documents, etc., without which it cannot be submitted/processed during the pre-camp stage. The said applications/forms are submitted with the various departments either on the day of camp or after the camp. Apart from this, applications/forms are received on the day of the camp by the various participating government departments who put up stalls at the camps. Applications/forms are also received on the day of the camp at the stall of Legal Services Authority. PLVs and panel lawyers deputed at the stall help visitors in drafting application and filling up forms. Participating NGOs also receive applications etc. from people.

2.1 Keeping in view the aforesaid, follow-up action is required on the following aspects:

a) Applications/Forms submitted of identifies beneficiaries to the various departments at the pre-camp stage, but benefits were not delivered on the day of the camp to said beneficiaries.

b) Beneficiaries identified at pre-camp stage but their applications/forms not submitted to the various departments at pre-camp stage.

c) Applications/forms received of intended beneficiaries at the stalls of Legal Services Authority on the day of camp.

d) Applications/forms received and registrations entered by various departments at their stalls on the day of camp.

e) Applications received by participating NGOs but benefits not delivered on the day camp.

3. How to carry out follow up:

For effective and proper follow-up, a team may be constituted which shall focus on follow-up points. The team may consists of members who were engaged during the pre-camp activities and who were deputed on the day of the camp. The said team may be headed by a responsible officer who may be a Secretary, District Legal Services Authority. The suggestive follow-up action is mentioned in the table below:

S.No.	Follow-up points	Follow-up action required
1.	Applications/Forms submitted of identified beneficiaries of identified beneficiaries to the various departments at the pre-camp stage, but benefits were not delivered on the day of the camp to said beneficiaries	a) Matter be pursued with the relevant departments to Know about the status of applications/forms. b) If further processing of the application/forms requires some documents then the follow up team must get in touch with the

		<p>beneficiaries so that copies of the relevant documents are submitted to the concerned departments.</p> <p>c) Feedback be given to the beneficiaries about the status of their applications/forms.</p> <p>d) Follow up shall continue till such time the benefit actually reaches the intended beneficiary.</p>
2.	Beneficiaries identified at pre-camp stage but their applications/forms not submitted to the various departments at pre-camp stage.	<p>a) Forms/applications be submitted to the concerned departments. If before submission, copies of documents are required from the beneficiaries then they be contacted and apprised of the same.</p> <p>b) After submitting forms/applications with various departments, feedback be given of the said step to the beneficiaries</p>
3.	Applications/forms received of intended beneficiaries at the stalls of Legal Services Authority on the day of camp.	<p>a) If the applications/forms relate to the welfare schemes being implemented by the Government Departments, the said applications be submitted to the concerned departments.</p> <p>b) If before submission, copies of documents are required from the beneficiaries, then they may be contacted and apprised of the same.</p> <p>c) After submission of the forms/applications with various departments, feedback be given of the said</p>

		<p>step to the beneficiaries.</p> <p>d) If the applications pertain to the filing or defending any case in the court or seeking of some legal advices, the same without delay be dealt with by the office of DLSA, and action taken on the said application be intimated to the beneficiary.</p> <p>e) Follow up shall continue till such time the benefit actually reaches the intended beneficiary.</p>
4.	Applications/forms received and registrations entered by various departments at their stalls on the day of camp	<p>a) Data be collected from the Government Departments who had put up stall on the day of the camp, about applications/forms received and registration entered by them.</p> <p>b) Regarding those applications/forms matter be pursued with the departments as to the action taken by those departments on the said applications/forms.</p> <p>c) Feedback be given to the beneficiaries about the status of their applications/forms.</p> <p>d) Follow up shall continue till such time the benefit actually reaches the intended beneficiary.</p>
5.	Applications received by participating NGOs but benefits not delivered on the day camp.	<p>a) Matter be pursued with the NGOs and if required micro follow-up camp for delivering the benefits may be organized so that NGO delivers the benefits in the</p>

		<p>said follow-up micro camp. This is primarily necessitated in case of NGO providing prosthetic limbs.</p> <p>b) Applicants be accordingly informed of the said follow-up and organization of micro level follow-up camp.</p>
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4. Methods of feedback

1. If the intended beneficiary has then feedback may be given through a telephonic call.
2. If the intended beneficiary does not have a phone, as is particularly the scenario in remote areas, then the team members of the follow-up team may visit the villages and give face to face feedback.

5. Format

Separate format sheets can be used for different Ministries/Departments. The suggestive format for maintaining data including follow-up action is as follows:

FORMAT

S.No.	Name of beneficiary	<u>Address and phone number of beneficiary</u>	<u>Action taken on application/form</u>	<u>Follow-up action</u>	<u>Feedback to beneficiary (Yes/No)</u>

Submission of Report to NALSA:

The report in the following format be submitted to NALSA after the conclusion of the camp which necessarily includes follow-up action:

1.	Name of SLSA	
2.	Venue of Legal Services Camp	
3.	Number of Villages/Urban areas covered	
4.	Number of beneficiaries identified at the pre-camp stage	
5.	Number of beneficiaries whose applications were dealt/forwarded at pre camp stage to concerned departments	
6.	Number of beneficiaries to whom benefit given on the day of the camp	
7.	Number of new beneficiaries who submitted applications/forms on the day of the camp to legal services Authority or other participating departments	
8.	Number of beneficiaries whose applications were dealt with including forwarding of	

	applications to various departments during and after the camp	
9.	Number of beneficiaries qua whom follow-up action was taken.	
10.	No. of applications who are yet to be delivered desired benefits.	

POST CAMP ASSESSMENT

1. Rationale

Legal Services Camps are being organized by State Legal Services Authority by following the operational framework spelt out in the Legal Services Camp Module devised by NALSA. It is quite imperative to assess as to whether Legal Services Camps are achieving the contemplated objectives or not. After completion of the camp, assessment is also required to identify and learn from successes and failures. Primarily, with this in view, a post camp assessment framework is required so that post camp assessments are carried out by Legal Services Authorities to capture the lessons learnt from past success and failures, with the goal of improving future performance.

2. About Post Camp Assessment

Organizational learning requires that there is continuous assessment of performance to identify and learn from successes and failures. Post camp Assessment is a tool that facilitates this assessment with regard to Legal Services Camps. It is a structured approach for reflecting upon the Legal Services Camp and identifying strength, weakness and areas for improvement.

Post Camp Assessment shall revolve around the following

- What was expected to happen?
- What actually occurred?
- What went well and why?
- What can be improved and how?

3. Steps in Post Camp Assessment

3.1 STEP 1 – PLANNING A POST CAMP ASSESSMENT

The success of meeting for post camp assessment often depends upon the amount of time spent in planning for the meeting.

- I. Schedule the Post Camp Assessment ideally, within two weeks of completion of Legal Services Camp.
- II. Select the facilitator who may be the Secretary, DLSA. Facilitator's job is to keep the meeting focussed and moving.
- III. For the best results:
 - Plan to conduct the team meeting in person, rather than by phone.
 - Ensure participation of all team members.
 - It is recommended that a time equal to 10 minutes per team member is set aside. If necessary, the assessment can be continued on second day meeting.
- iv) **Note taker:** Assign a team member to take notes on the flip charts. If the post Camp Assessment is an hour or longer, consider having team members rotate this job so everyone can participate fully.
- V) **Timekeeper:** Assign times to the sections of the Post Camp Assessment in advance and ask someone to play the role of time keeper (this is important- it is easy for groups to get lost in conversation and not have time to cover all sections of the assessment).

3.2 STEP-2 – CONDUCTING POST CAMP ASSESSMENT

(i) Introducing the Post Camp Assessment-

The task of the facilitator is to guide the group through assessment of the Legal Services Camp, using a standard set of questions:

- What was expected to happen?
- What actually occurred?
- What went well and Why?
- What can be improved and how?

Start by reminding the team of the purpose and context of the meeting.

The following points need to be kept in view:

- The post Assessment Camp does not grade success or failure.
- There are always weakness to improve and strengths to sustain.
- Participants should share honest observations about what actually happened (objective data) without assigning blame or praise.
- No one has all the information or answers. Everybody has something important to contribute.
- Set an atmosphere of openness. If necessary facilitator can introduce ground rules or expectations for the session.

(ii) Closing the Post Camp Assessment

- a. To close the Post Camp Assessment, summarise key points identified during the discussion. The session should end on a positive note, linking observations to recommendations for future improvements.
- b. Assign role for follow up: The Facilitator should discuss in advance the process for writing up the post camp assessment report.

3.3 STEP 3 : PREPARING REPORT & SHARING THE POST CAMP ASSESSMENT

Report shall be prepared. The following points may be kept in view:

- (i) Provide a clear summary of concrete and actionable recommendations that will improve the process.
- (ii) Identifying tasks and topics requiring leadership attention.
- (iii) Share the Post Camp Assessment Report with DLSAs.

The greatest benefit of a post Camp Assessment comes from applying the lessons learned to future work and teams. The conclusions drawn must be applied in future camps so as to make them more effective.

4. KEY POINTS AND PRACTICAL TIPS

- ✓ Post the questions on flipchart sheets prior to the session. Write answers on the sheet as the session progresses.
- ✓ The Facilitator should prepare some lead-in questions and may have to directly solicit answers.
- ✓ If there are issues with either openness or time, it may be worthwhile to gather individual ideas first and then facilitate a group discussion.
- ✓ Actionable recommendations should be as specific as possible.
- ✓ Participants of a Post Camp Assessment should include all members of the team.
- ✓ Post Camp Assessment should be carried out immediately, while the team is still available and memories are fresh.