

Learning for change @ the Regional Level'

KM Workshop on Regional level multi-stakeholder engagement

-Bolga-

25-08-15

Objectives

- Introduce and share information on the start-up of the Hilton Project (SLGC4WASH)
- Create a common understanding on Knowledge Management and Sector Learning
- Share information on the LA approach
- Discuss the process & method for strengthening the LA
- Agree on next steps for sustaining the initiative

Programme

When	Topics	Who
09:00	Arrival and registration of participants	
09:10	Prayer-	
09:15	-Introduction/ Welcome statement	Fati/Chair
09:30	-Update on Hilton / objectives and programme outline	Emma, CWSA
09:35 – 10:15	Sector learning	Abu Wumbei
10:15 – 10:30	<i>Coffee break</i>	
10:30 - 11:00	The Learning Alliance Approach /	Abu/All
11.00-13:45	Set up of RLLAP - how to get started?	
13:45- 14:00	Wrap-up and conclusions Closing remarks Prayer/ Group photograph	Director/Chair/ All
<i>Lunch/ Departure</i>	All	

Introduction



RLLAP Session

SLGC4WASH partnership on
Sector Learning for Upper
West Region - Bolga

Abu Wumbei

25 August 2015

Supporting water sanitation
and hygiene services for life



Who we are?

IRC is an international think-and-do tank that is driven by a passion for creating lasting change in the WASH sector around the world.



A photograph showing a man and a woman working on a water system in a rural setting. The man is on the left, wearing a plaid shirt and a blue and white striped dhoti, digging a hole in the ground with a wooden tool. The woman is on the right, wearing a colorful floral sari, standing next to a large concrete water tank and holding a wooden tool. In the background, there are two large concrete water tanks, one with a black tap. The tanks are situated in front of a traditional thatched-roof building. The scene is surrounded by lush green foliage. A yellow diagonal banner is visible in the top-left and bottom-right corners of the image.

We don't install pumps. We don't build toilets.

We support the development of comprehensive services that last.

We work with governments, service providers and international organisations to deliver systems and services that are built to last



IRC's focus

- **We focus on the** sustainability of water sanitation and hygiene services.
- **We challenge** the emphasis on funding and outputs (taps and toilets)
- **We use** knowledge to catalyse systemic change
- **We believe** in making water and sanitation a given not a gift

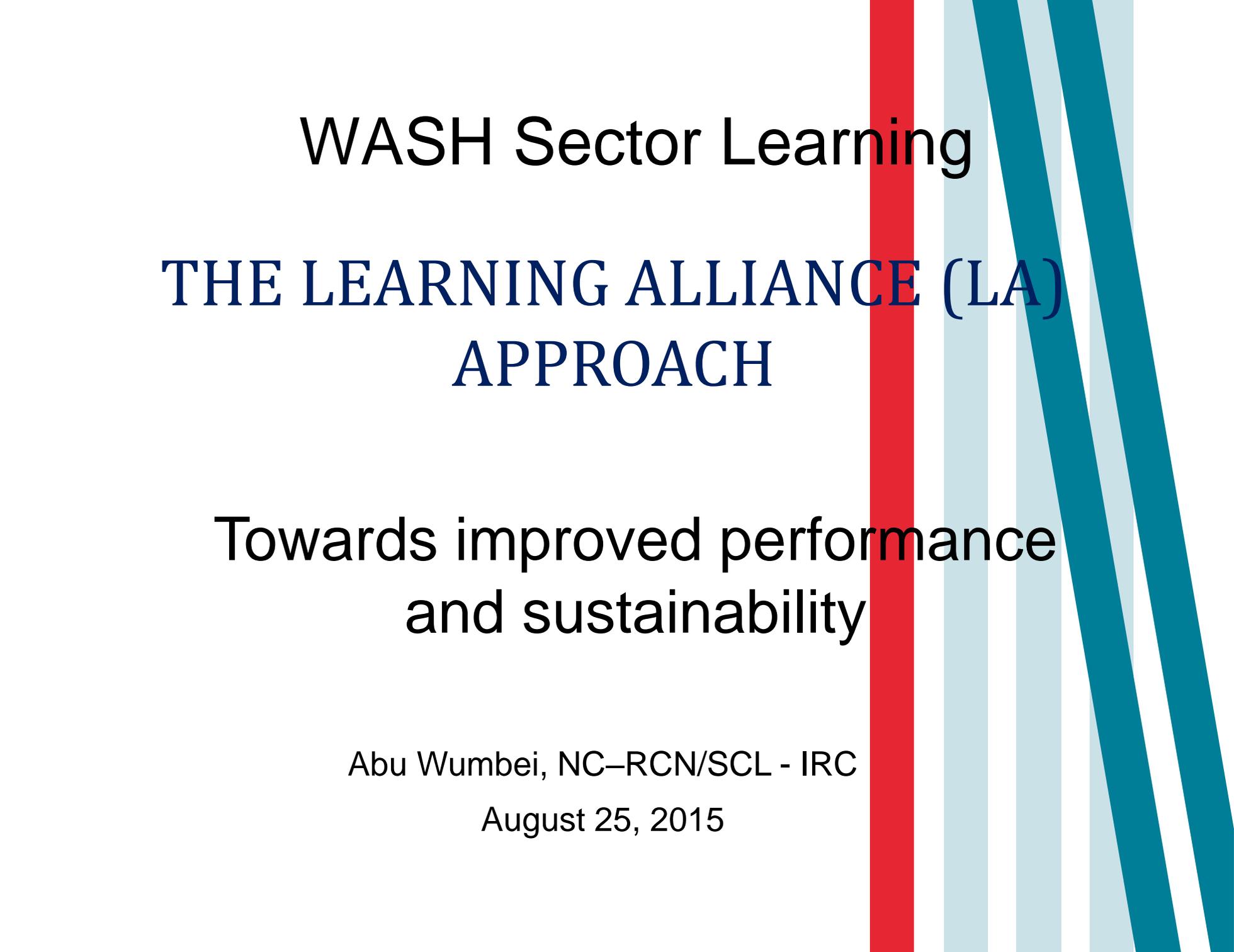
Where we work

A world map with a light blue background. Six countries are highlighted in a dark red color: Burkina Faso in West Africa, Ethiopia in East Africa, Ghana in West Africa, Honduras in Central America, India in South Asia, and Uganda in East Africa. The map is framed by a dark blue diagonal bar at the top left and a dark red diagonal bar at the bottom right.

6 focus countries: Burkina Faso, Ethiopia, Ghana, Honduras, India and Uganda

Sector Learning & The LA Approach

few concepts



WASH Sector Learning

THE LEARNING ALLIANCE (LA) APPROACH

Towards improved performance
and sustainability

Abu Wumbei, NC–RCN/SCL - IRC

August 25, 2015

Learning Concepts

Data



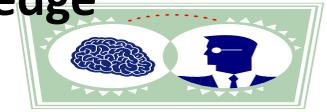
A record of a state of a variable - raw data

Information



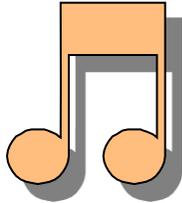
Meaningful combination of data; Data organised with a purpose, a message

Knowledge



Literally... sum total of what people /organisations know

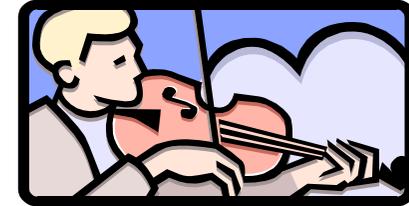
Eg. A music note



Eg. A musical composition



Eg. A Performance



Knowledge:

- is Information in use

Knowledge Management

- refers to the processes for growing and leveraging (creating, sustaining, sharing, and renewing) organizational know-how value in order to generate social or economic wealth or to improve performance.

sector learning

- provides a framework to create, transfer and mobilise knowledge throughout the sector for better service delivery



Clarification of terms

Agree on how we use the terms Sector Learning and Knowledge Management:

Sector Learning: refers to learning processes by and between all stakeholders of the WASH sector

Knowledge Management: refers to managing the use (internal and external) of information by WASH sector institutions



From learning to *improved* sector performance

INDIVIDUAL



New insight/ knowledge;
and changed behaviour,
practices and action

ORGANISATION OR NETWORK



New insight/ knowledge;
changed behaviour, practices and
action; and institutionalised change

SECTOR



New insight/ knowledge; changed
behaviour, practices and action; and
institutionalised change

Status – State of Sanitation

Year	Improved	Shared	Unimproved	Open defecation
1990	6%	29%	43%	22%
2008	13%	54%	13%	20%
2010	14%	58%	9%	19%
2011	13%	45.9	16.1%	23%
2012	14%	59%	8%	19%
May 2015	15%			
Dec. 2015	54%	?	?	?

Source:
WHO/UNICEF JMP,
2013 & MICS 2013

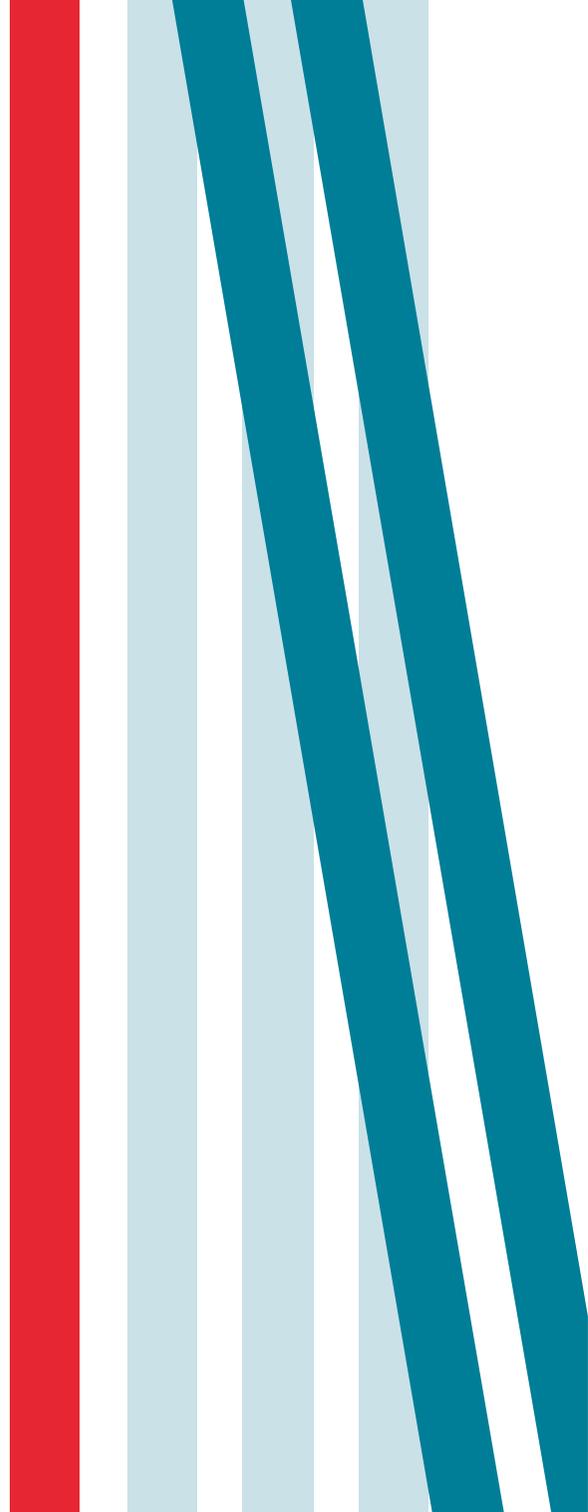
Status

GWCL = 82 Water Systems

- Average daily output -570,000m³
- Average daily demand-1,050, 000m³

CWSA = Coverage over 60%

- » Non- functionality 27%
- » Others service level, etc.



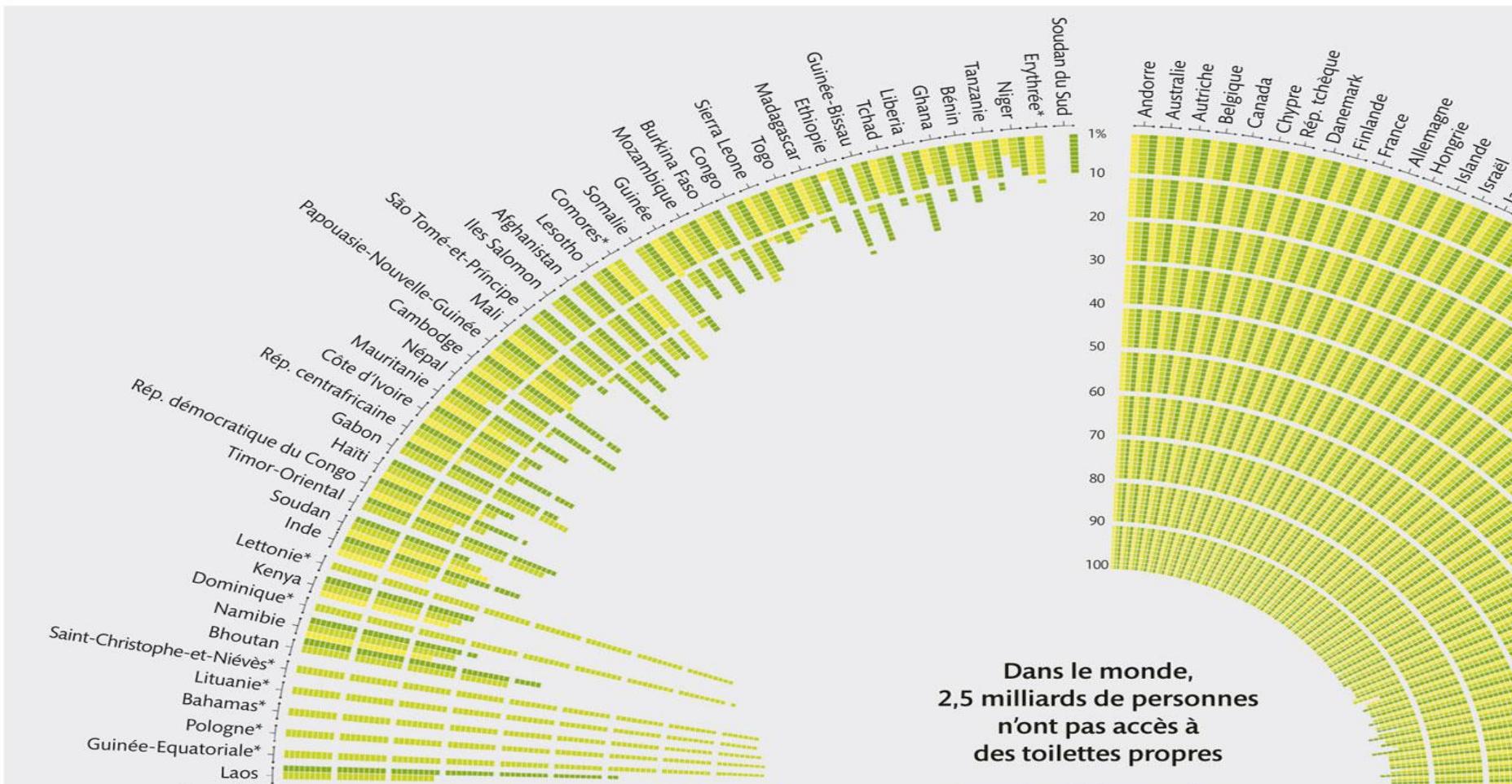
Global sanitation outlook



spécial
signaux

Des toilettes ? Pas partout !

En vingt ans, l'accès à des sanitaires propres s'est amélioré mais reste critique pour près d'un



Dans le monde,
2,5 milliards de personnes
n'ont pas accès à
des toilettes propres

GLAAS report's most urgent findings?

- the scariest findings in the report:
 - "...most sector decisions are not evidence-based due to the widespread lack of capacity for monitoring, inconsistent or fragmented gathering of data and limited use of information management systems and analysis. . . ." and
 - "...less than half of countries track progress in extending sanitation and drinking-water services to the poor."
- With limited capacity for ongoing monitoring and evaluation, the sector runs the risk of continuing to repeat mistakes and make decisions based on inadequate evidence.



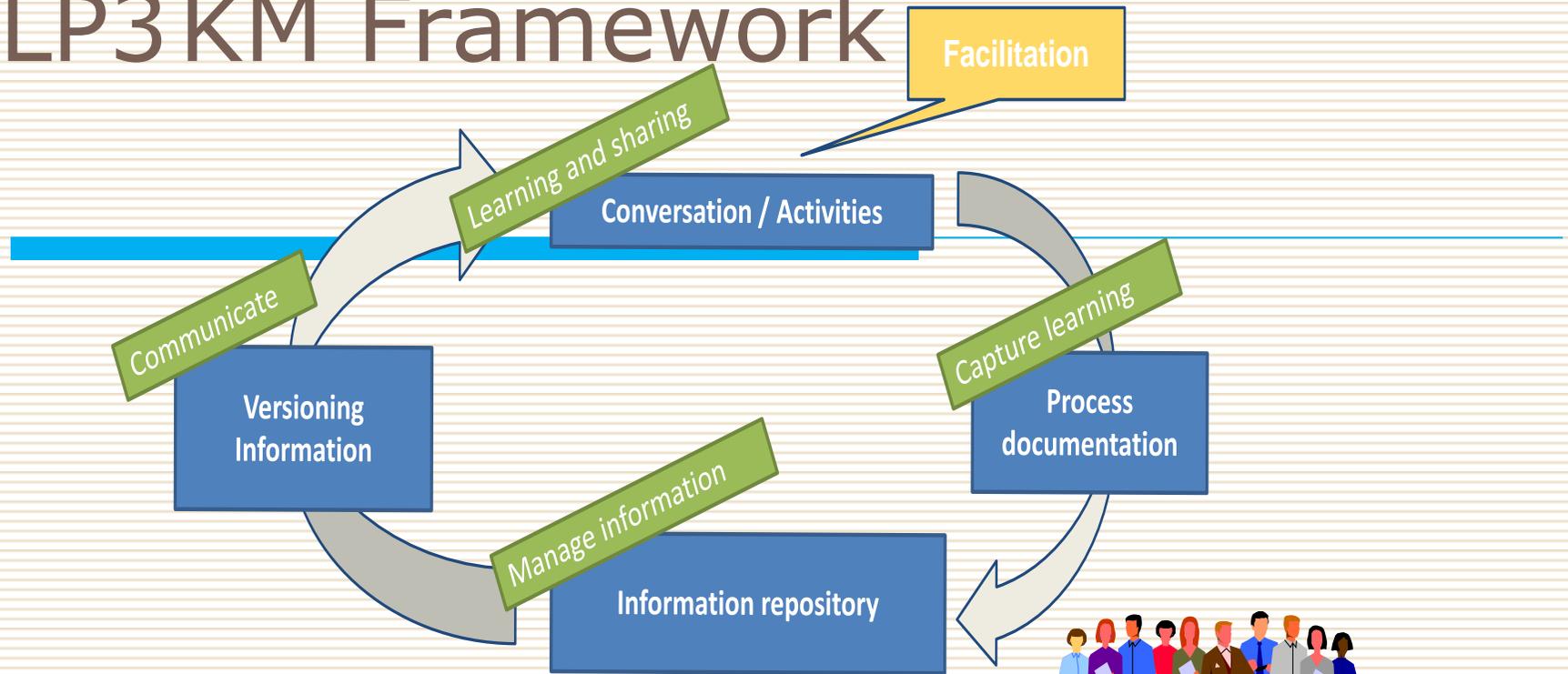
learning questions

- Do we learn in a structured or systematic manner from mistakes in the past?
- Does existing experiences and lessons feedback and result in better capacities (improved approaches, changed attitudes, etc.)?
- Are innovative and successful solutions to local problems being brought to scale?
- So what do we do? Do we have to better work together? Do things better? Do things differently?

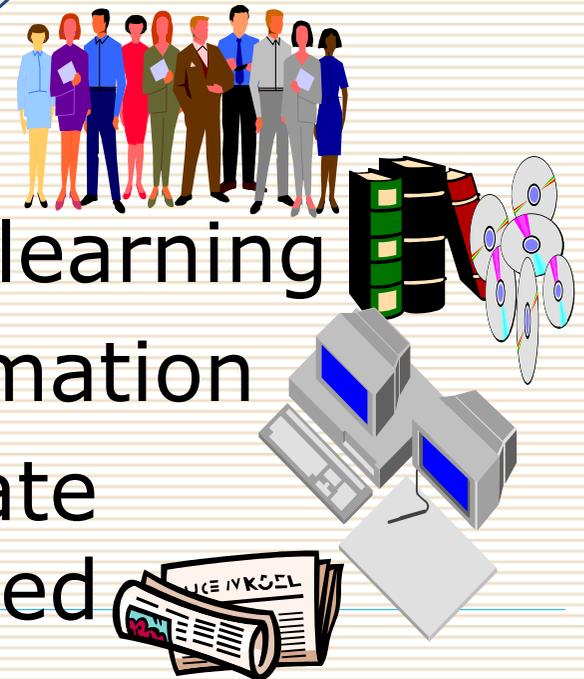
CHANGE?

*If you always do
what you did,
you will always get
what you got!*

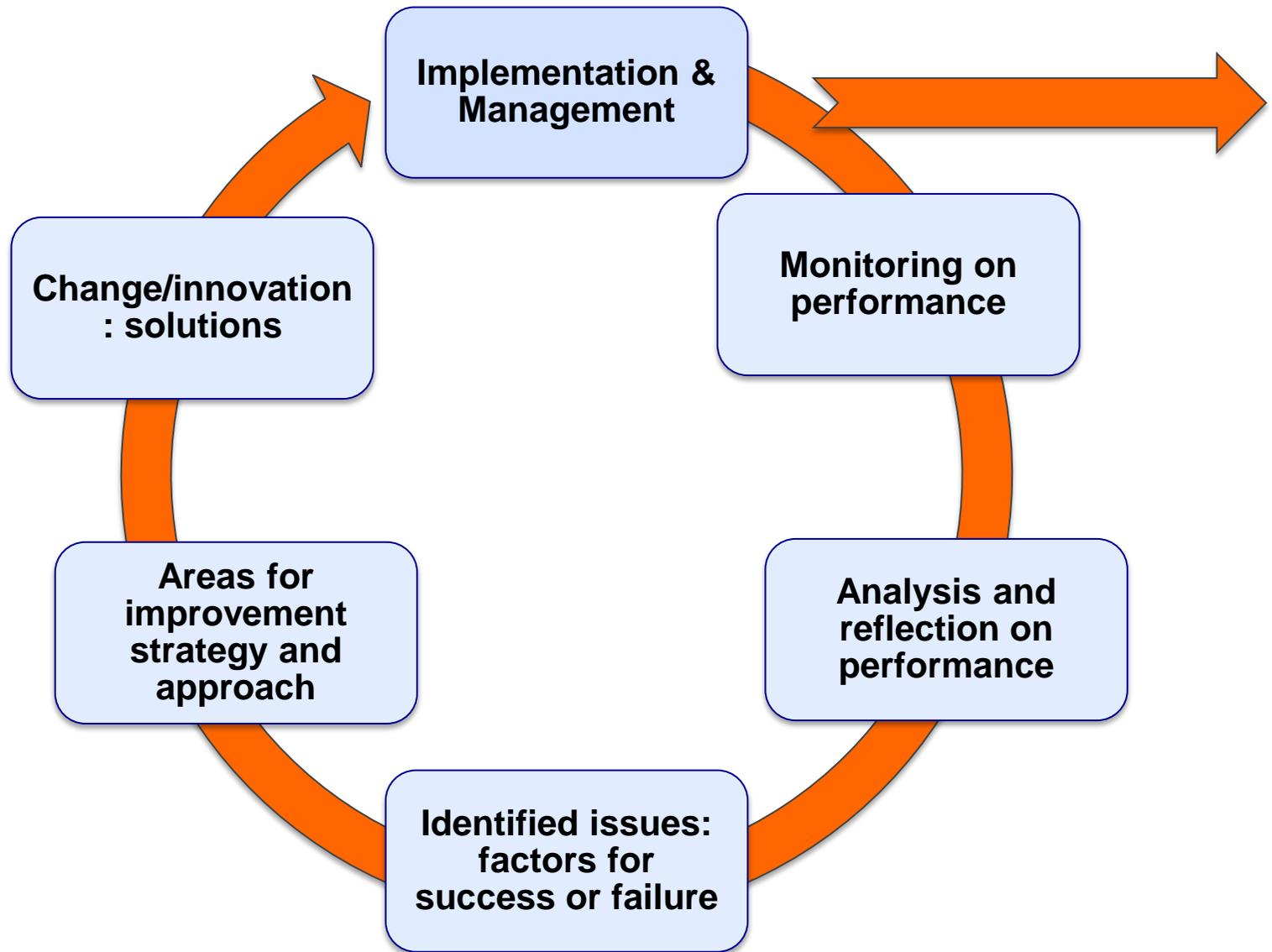
LP3 KM Framework



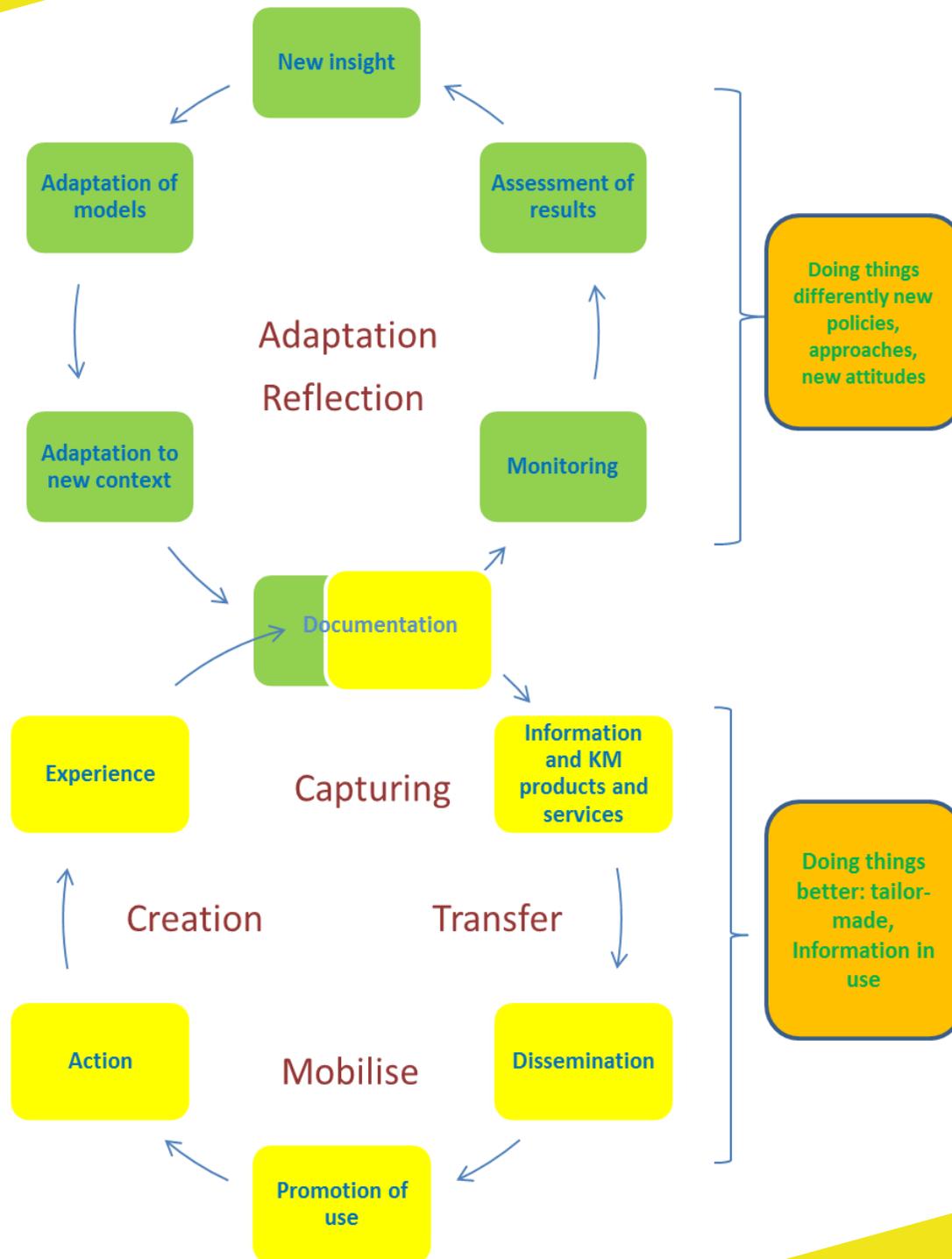
- Learning and sharing
- Process documentation & learning
- Storing & accessible information
- Communicate & disseminate information/ lessons learned



Learning in WASH - double-loop learning



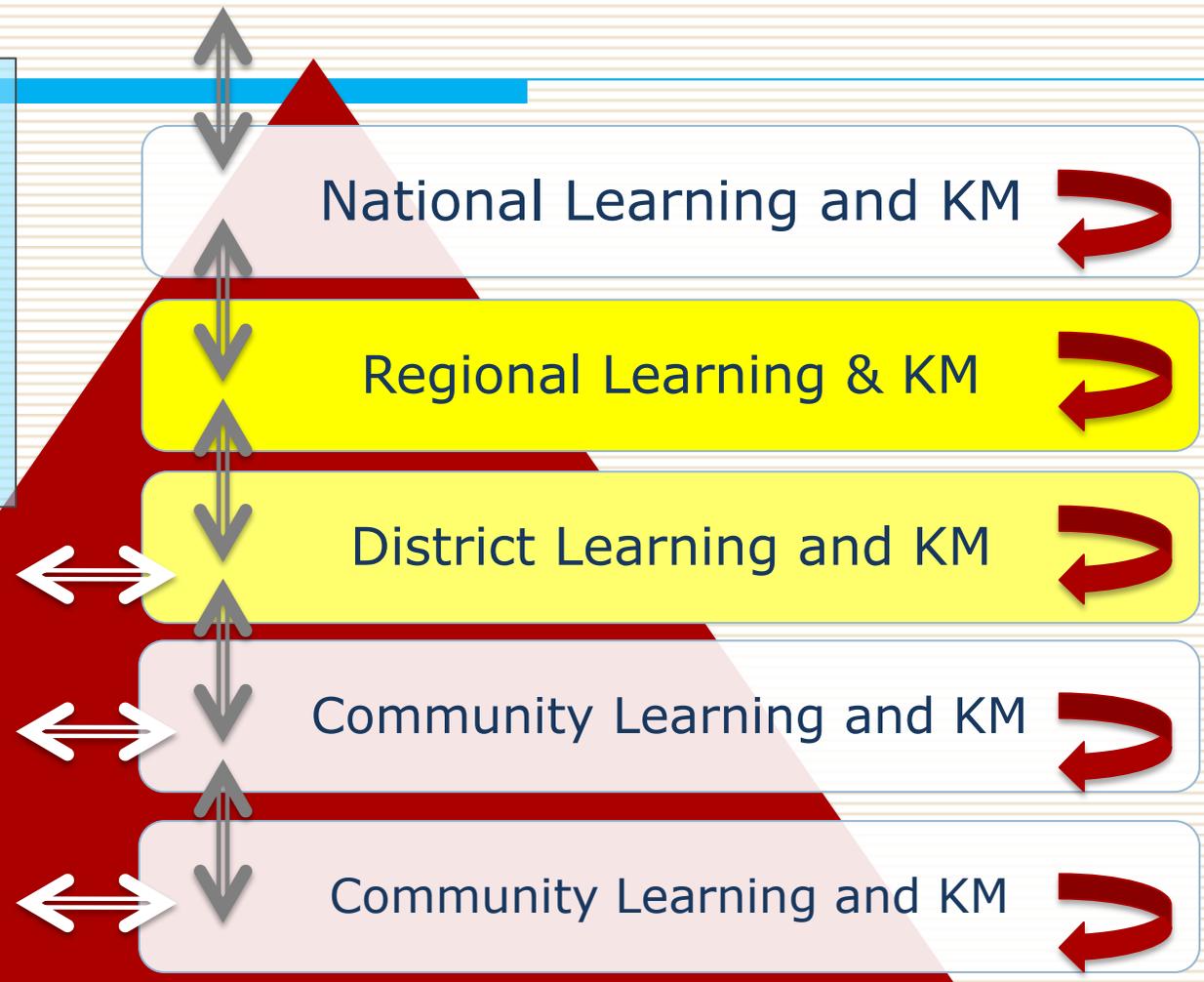
Double loop learning



Learning platforms across Ghana

'Learning' is analysing performance and methodologies, and using experience and knowledge to improve job/project or sector performance. Learning is best done in teams.

Legend:
Vertical arrows give sharing & learning between levels
Horizontal arrows: Sharing & Learning within a level;
Bent arrows indicate level-specific sharing & learning



Quick Platform Mapping Exercise

- Buzz groups -

LA- What is it?

Learning Alliance refers to:

- A group of different stakeholders organised into a **platform** at various levels – global, national, regional etc. - **working together to learn, innovate and scale-up.**
-

NLLAP 39



Global

Donors

Multilateral orgs.

Learning orgs

Advocacy orgs

KEY CONCEPTS IN LAs

1 – Different Institutional Levels

INGOs

Donors

National Government

National

Line ministries

2 – Multiple Stakeholders (roles)

Universities

Banks

Companies

Offices of line ministries

Regional

Extension officers

Local government

Local NGOs

Local Banks

Donor projects

Mechanics

Local private sector

District/Community

Men/Women

Domestic

Rich/poor

Productive

Global

Donors

Multilateral orgs.



Learning

5. Communication

Advocacy orgs.

INGOs

Donors

National platform

National

Line ministries

3. Platforms

Universities

Banks

Companies

Offices of line ministries

Regional

Extension officers

Local government



4. Facilitation

Local NGOs

Local Banks

Donor projects

Mechanisms

Local

District/ local platforms

District

Men/Women



Rich/poor

Domestic

Productive

How it works in practice

Global platform

Global



National Platform

National

Scale up
Share lessons at national level

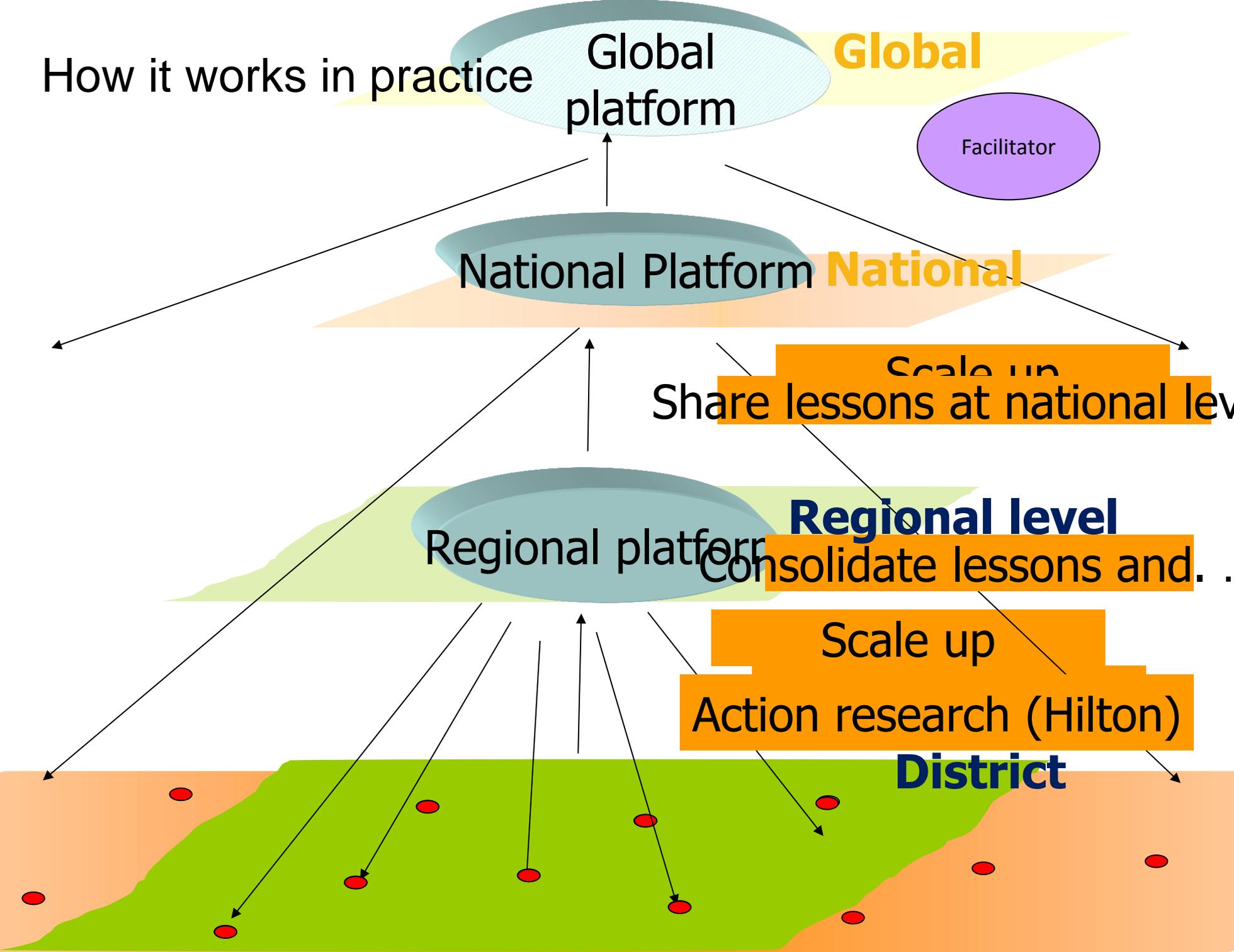
Regional platform

Regional level

Consolidate lessons and...

Scale up
Action research (Hilton)

District



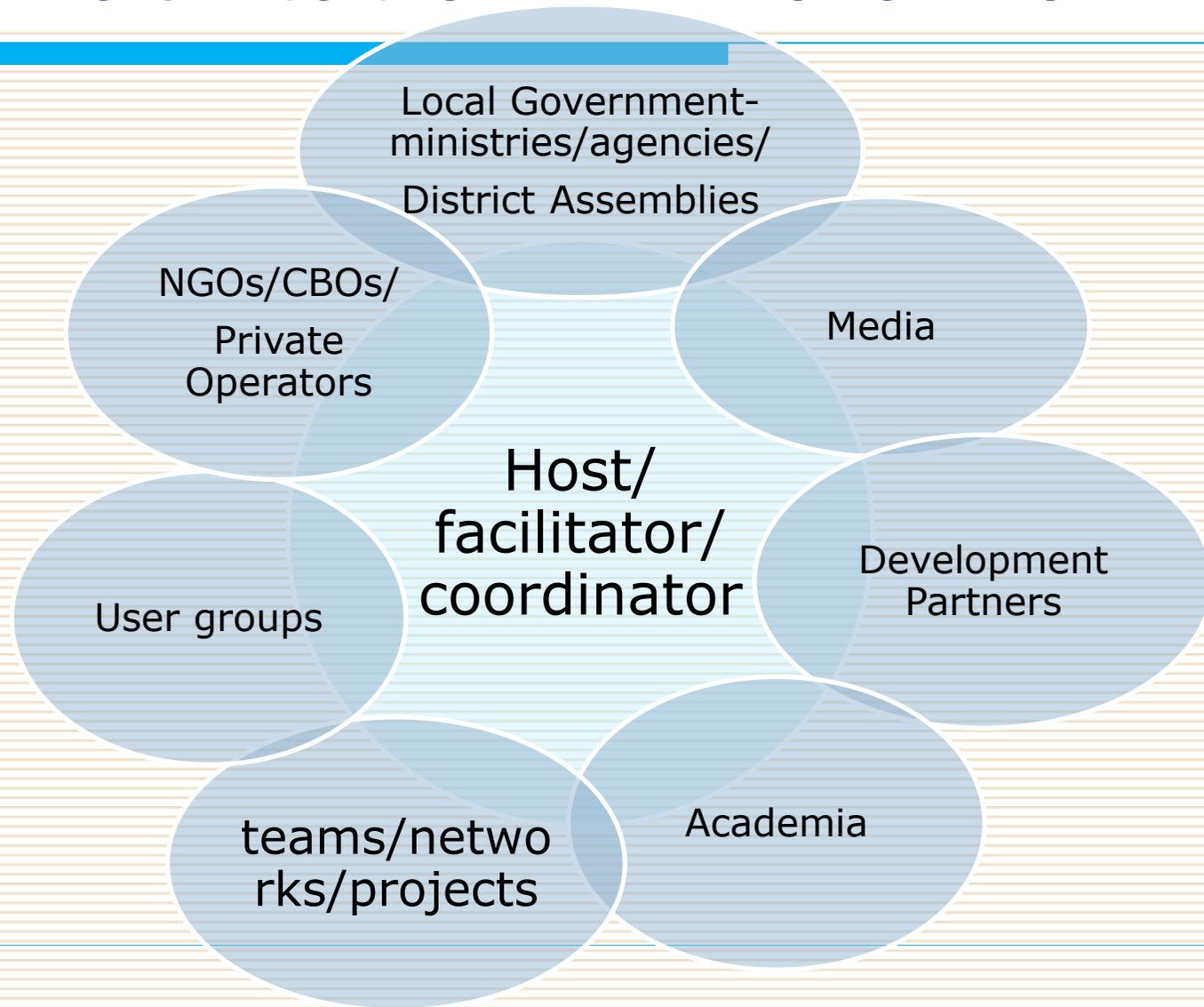
LA – What for?

- Learning and sharing
 - Frequent sharing and discussion within and between partners/ stakeholders of experiences and lessons learned
 - Action research
 - Identification and implementation of action within a rigorous research framework
 - Dissemination
 - Structured dissemination of lessons and results
 - Coordination
-

LA – Why the approach?

- Address the challenges *of* weak culture of learning, sharing and networking; and also improves local capacities
 - The application of research results: moving towards actual uptake of innovations.
 - Scaling up from small-scale and a limited time horizon towards sustainable implementation at scale.
 - Complexity: from dealing with one aspect of a problem (how to achieve ODF in Lambusie Karni) towards an integrated and holistic approach (how to sustain and scale-up CLTS)
-

LA – Facilitation: Who & how?



LA – Coordinator's Role

- ❑ Mobilising member stakeholders
 - ❑ Logistical arrangements
 - ❑ Facilitate content development
 - ❑ Decides on documentation/ reporting
 - ❑ Dissemination to stakeholders
 - ❑ Follow-up
-

Resource Centre Network (RCN) Ghana

Overall objective:- improve and sustain WASH services through the facilitation of information exchange and sharing by all stakeholders.

Resource Centre Network

Steering Committee

Secretariat

IRC
Ghana

CWSA/WD/
GWCL/EHSD

Facilitate sector learning

TREND

CHF Int

forms, projects and
other as institutional

Core Group

KNUST

CONIWAS

Water Aid
/GWJN

UNICEF

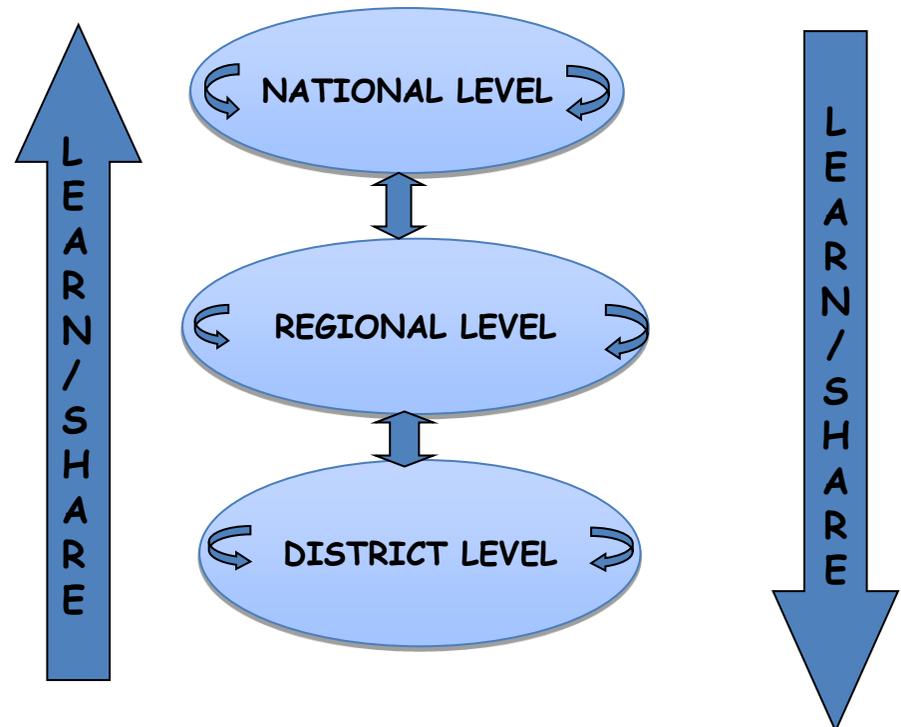
Looking back (Findings-PSO, Feb2009)

- Lack of sector ownership of the KM initiative
- Weak facilitation of sector learning processes
- Weak culture of documentation and
- Weak product development, packaging & dissemination
- inadequate budgets for KM
- little impact at local level due to lack of capacity
- lack of capacity for monitoring and learning
- inadequate information/ ICT infrastructure

LP4 Products and Services

Facilitating sector learning processes

- NLLAP Series
- WASH Reflections
- E-library (www.washghana.net/library)
- Website (www.washghana.net)
- Ghana WASH News
- Sector Calendar
- Factsheets
- Advisory/info point



Conclusion

- A knowledge-driven WASH sector (at the regional level) means a regional sector that knows how to learn.
- Lets support structured and systematic learning through the RLLAPs
- to enable creation, transfer and mobilisation of experiences/ lessons for improved approaches & performance



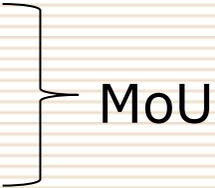
- Way forward –
plenary discussions



Way forward?

RLLAP – WA

Strengthening the LA?:

- Hosting?
 - Core group
 - Chair
 - facilitation
 - Frequency of engagement
 - Who else should be part of the LA in each of the Districts?
 - What is the focused theme of the LA?
 - Who should be responsible for documentation(key issues from the reflections and discussions)?
 - What information and knowledge products should be generated?
 - Funding?
- 

Thank you



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