

Learning for change @ the Regional Level'

KM Workshop on Regional level multi-stakeholder engagement

-WA-

27-08-15

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	Ato/Chair
09:30	-Update on Hilton / objectives and programme outline	Director, 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	

The background is a solid teal color. There are two bright yellow diagonal stripes. One stripe starts at the top left corner and extends towards the top right. The other stripe starts at the bottom right corner and extends towards the bottom left.

Introduction



RLLAP Session

SLGC4WASH partnership on
Sector Learning for Upper
West Region - Wa

Abu Wumbei


27 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 of a rural setting. In the foreground, a man in a plaid shirt and a woman in a colorful floral dress are working on a large, shallow pit in the ground. The man is bent over, using a tool to dig, while the woman stands nearby holding a long wooden pole. In the background, there are two large, cylindrical concrete water storage tanks. One tank has a black spout on top. Behind the tanks is a traditional building with a thatched roof and a wall made of woven bamboo or reeds. The scene is surrounded by lush green foliage. A yellow diagonal banner is in the top left corner, and another yellow diagonal banner is in the bottom right corner.

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



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

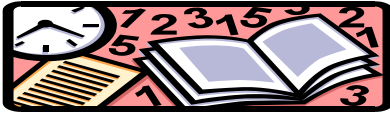
Towards improved performance
and sustainability

Abu Wumbei, NC–RCN/SCL - IRC

August 25, 2015

Learning Concepts

Data



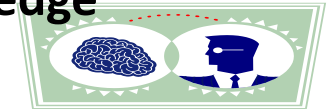
A record of a state of a variable - raw data

Information



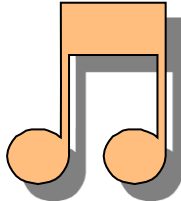
Meaningful combination of data; Data organised with a purpose, a message

Knowledge



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

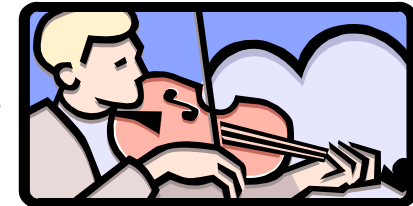
Eg. A music note



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

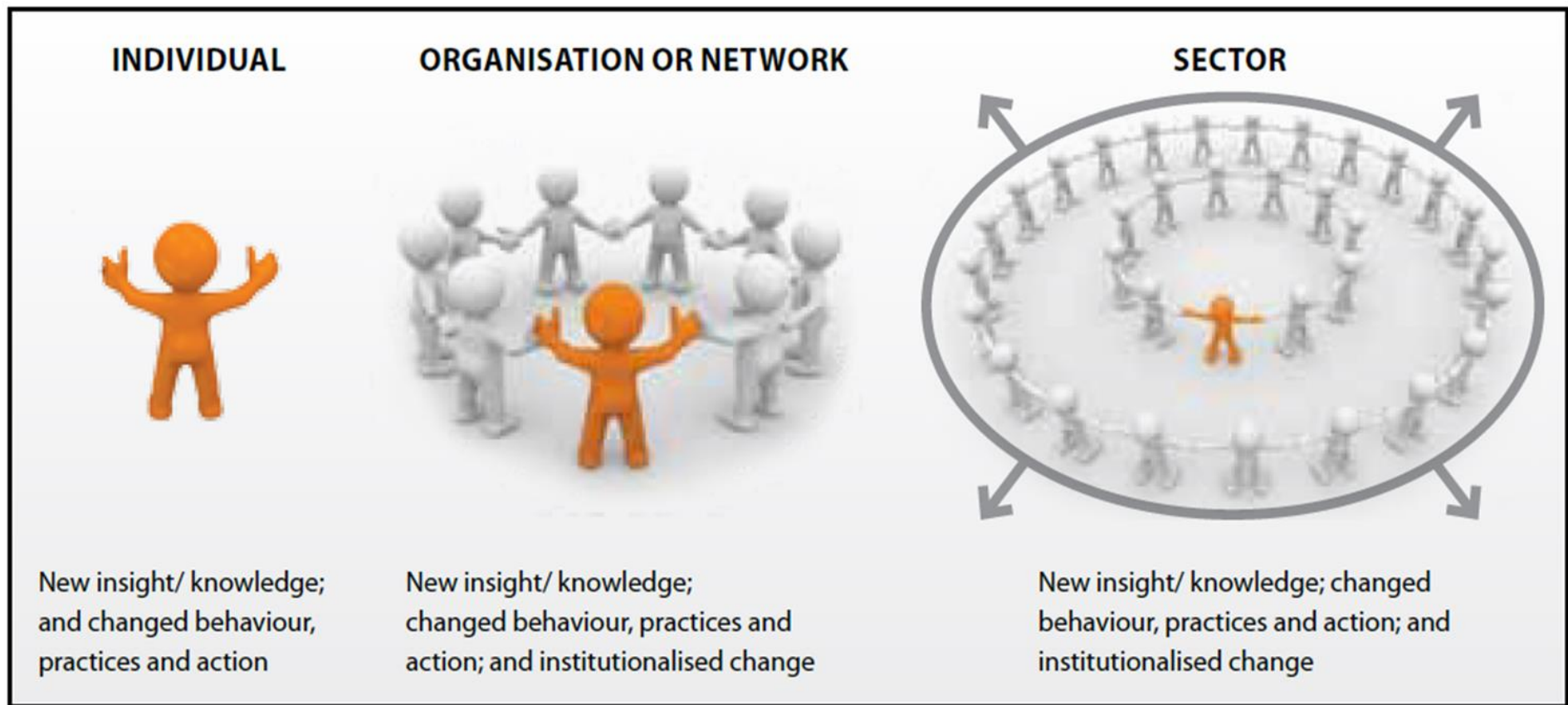
Agree on how we use the terms Sector Learning and Knowledge Management:

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



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.

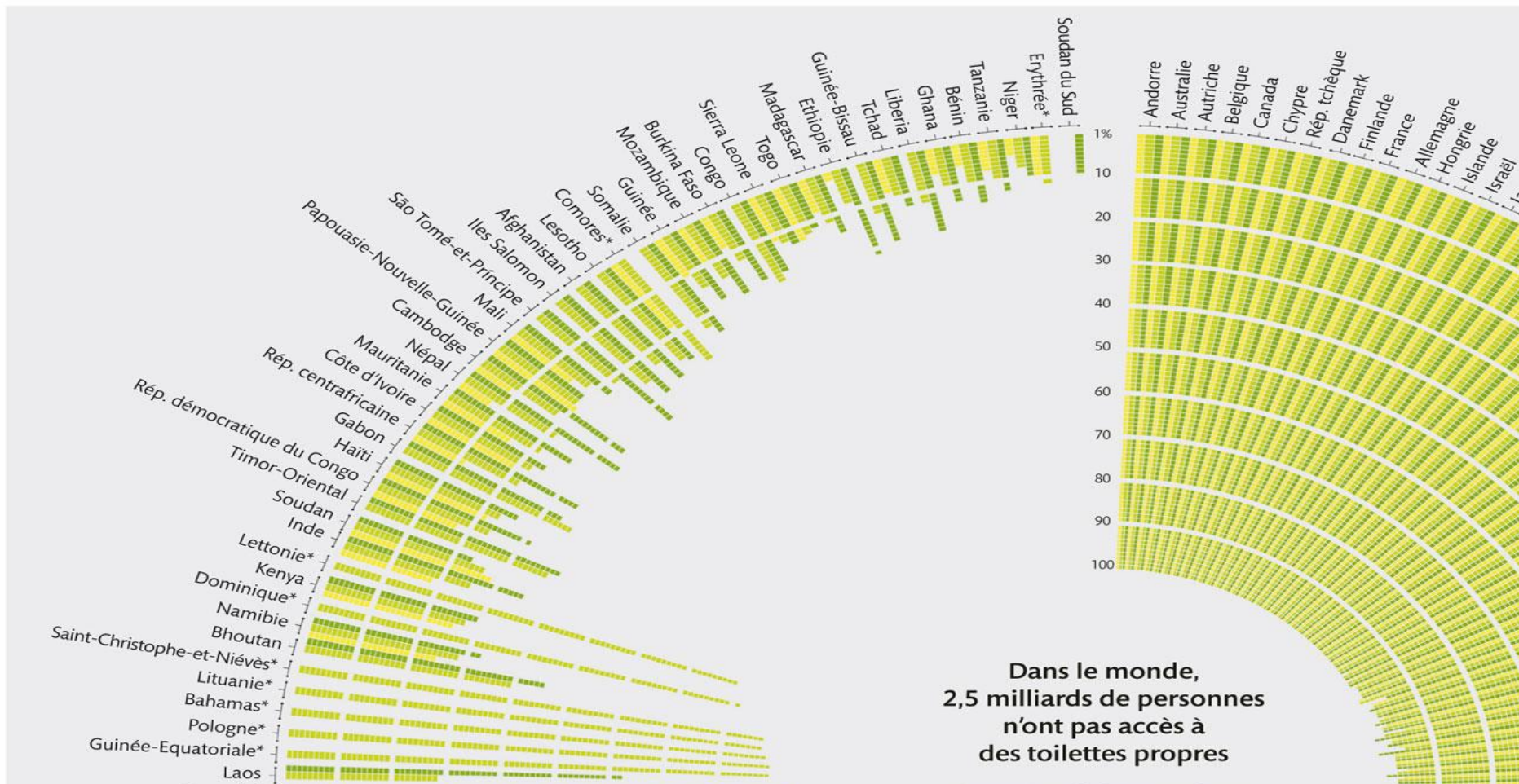
Global sanitation outlook



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



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.



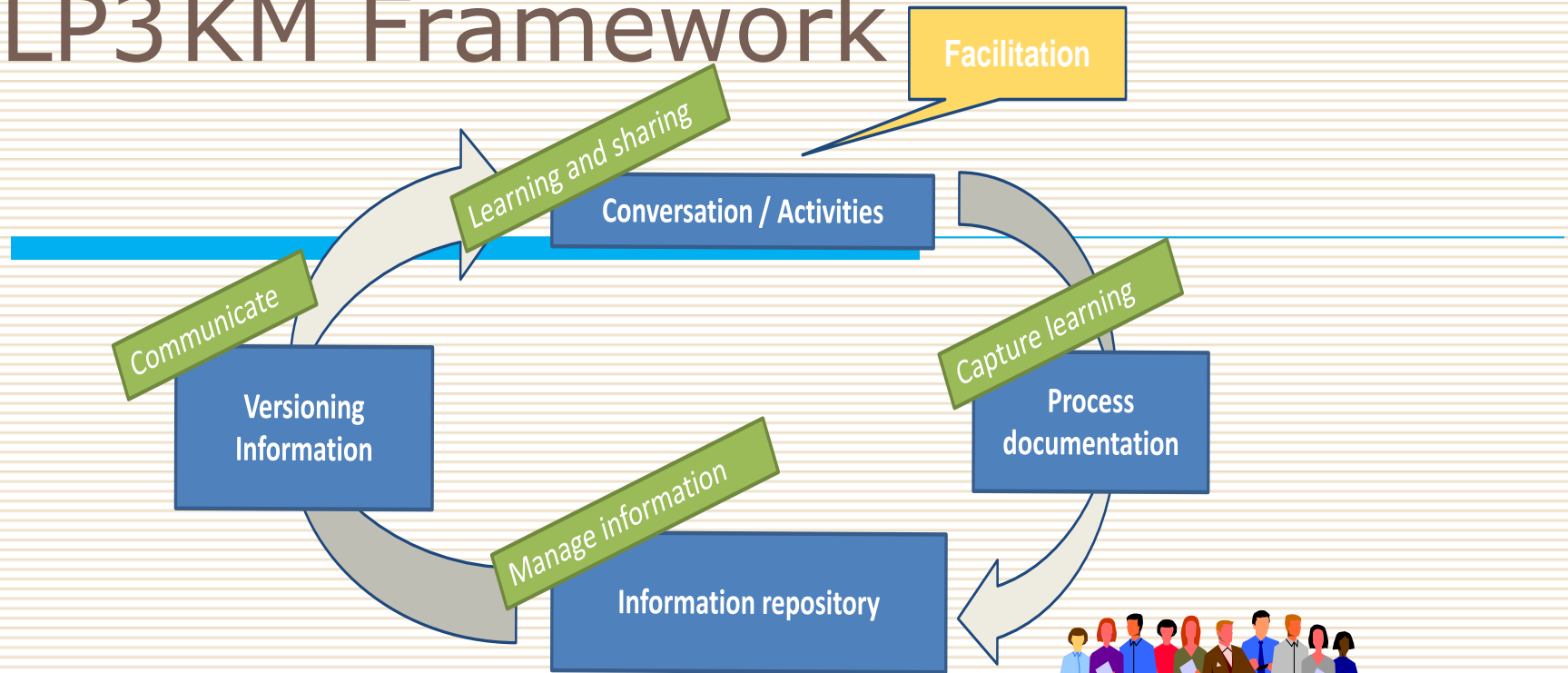
learning questions

- 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?

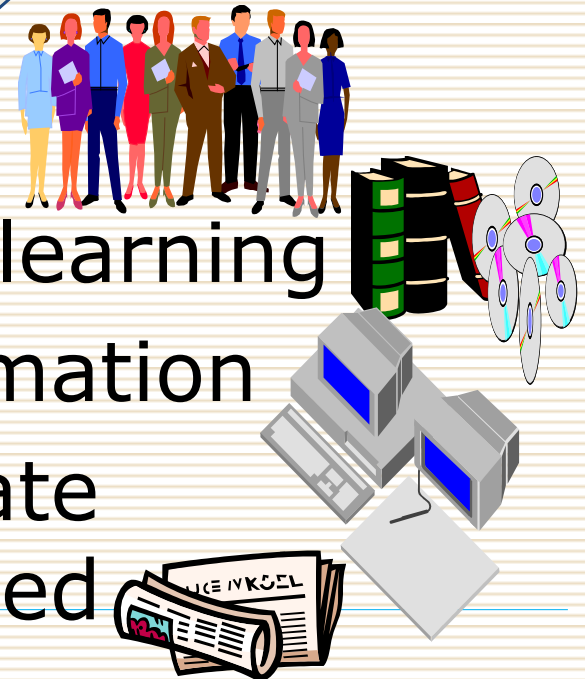
CHANGE?

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

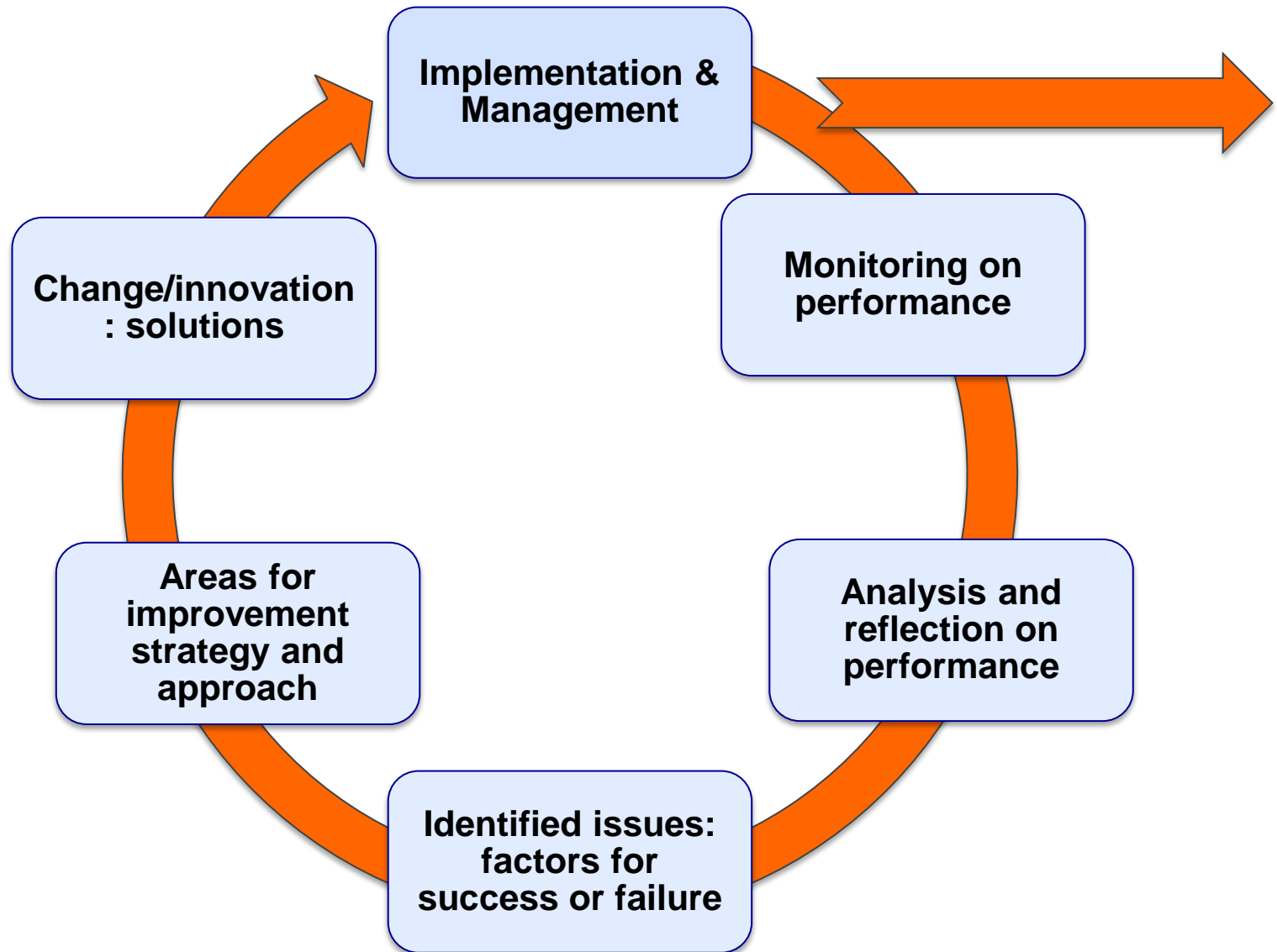
LP3 KM Framework



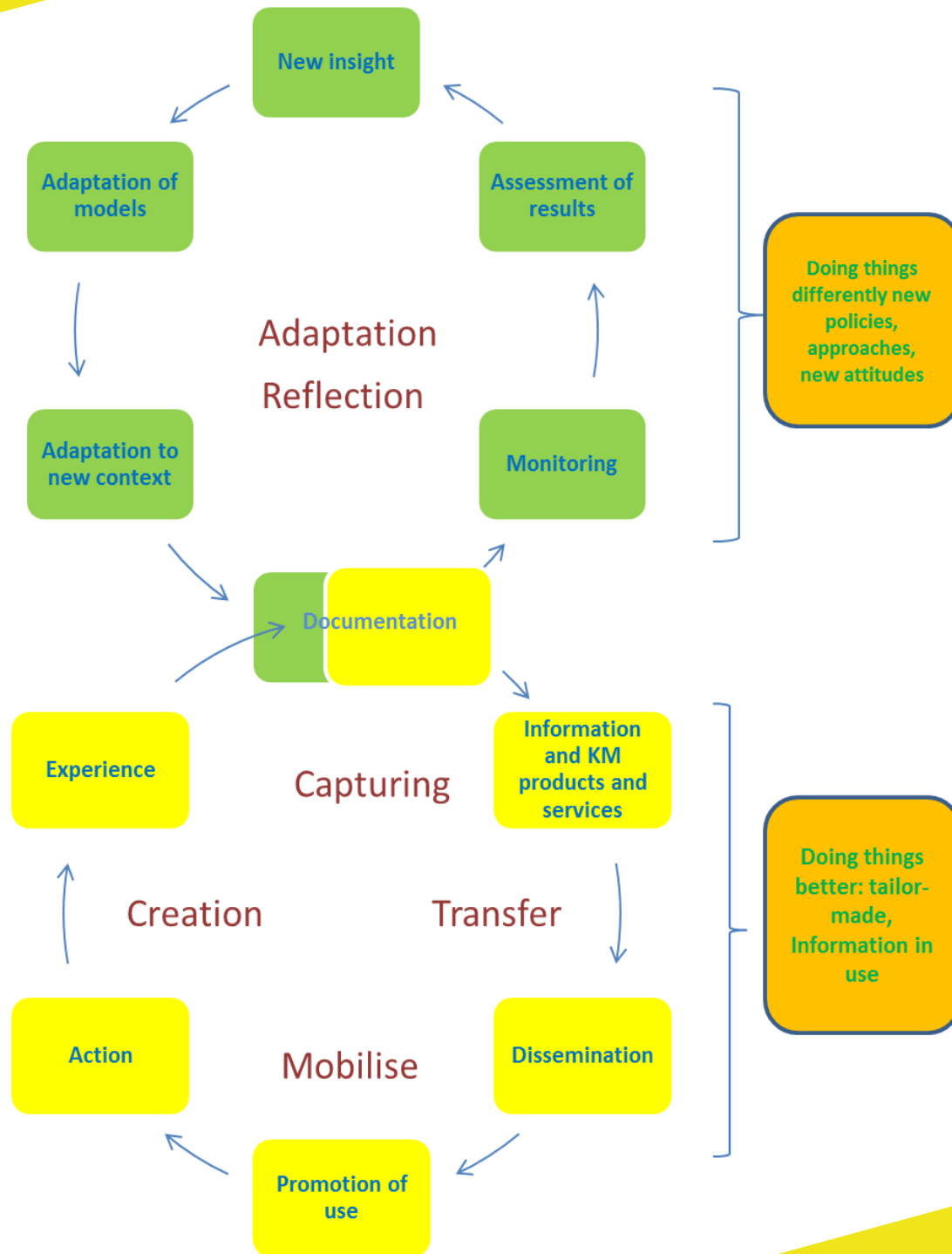
- ☐ Learning and sharing
- ☐ Process documentation & learning
- ☐ Storing & accessible information
- ☐ Communicate & disseminate information/ lessons learned



Learning in WASH - double-loop learning



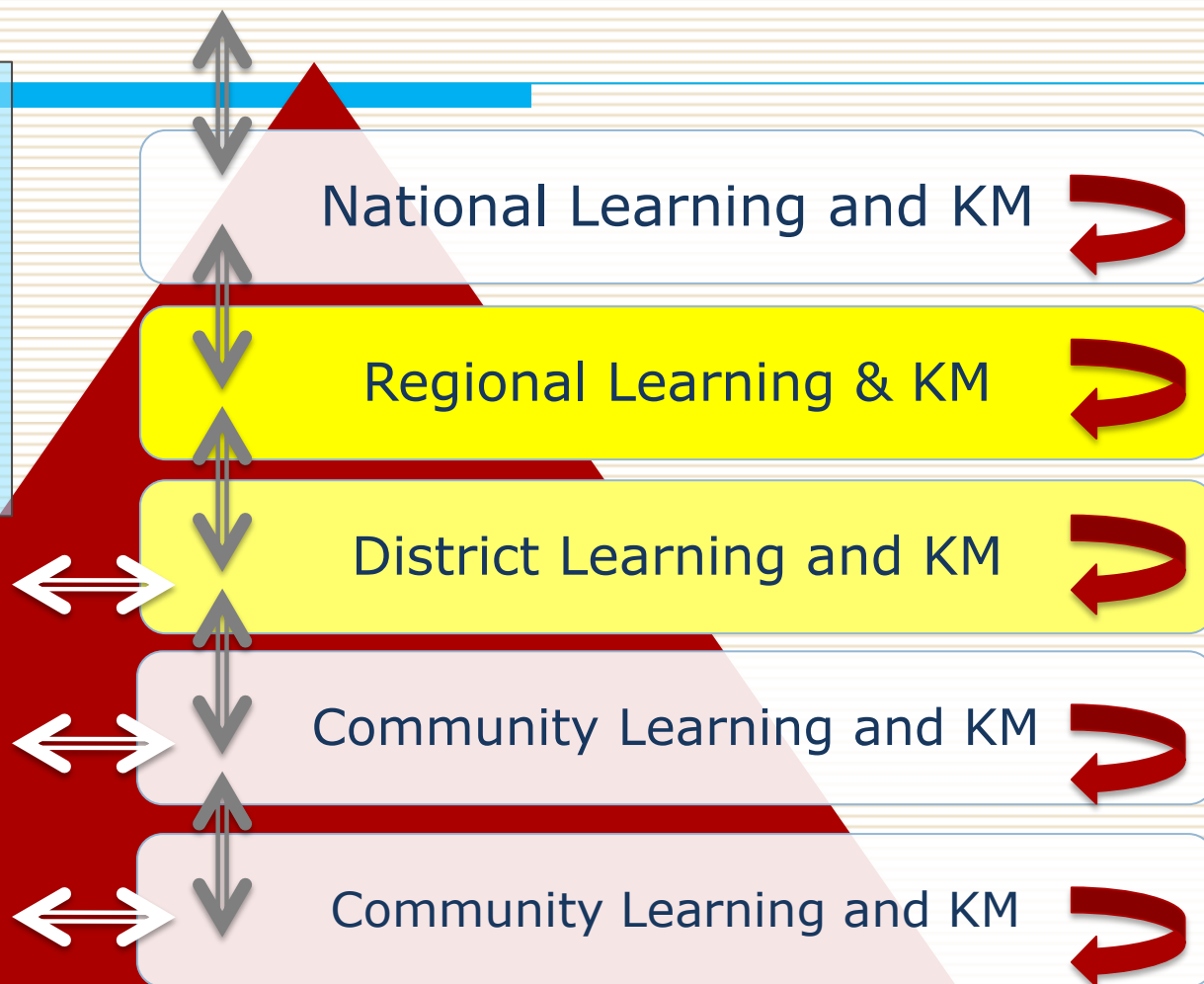
Double loop learning



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

Regional Platform Mapping

[illegible]

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

Donors

INGOs

National Government

National

Line ministries

Universities

Banks

Companies

2 – Multiple Stakeholders (roles)

Offices of line ministries

Regional

Local government

Extension officers

Local NGOs

Local Banks

Donor projects

Mechanics

Local private sector

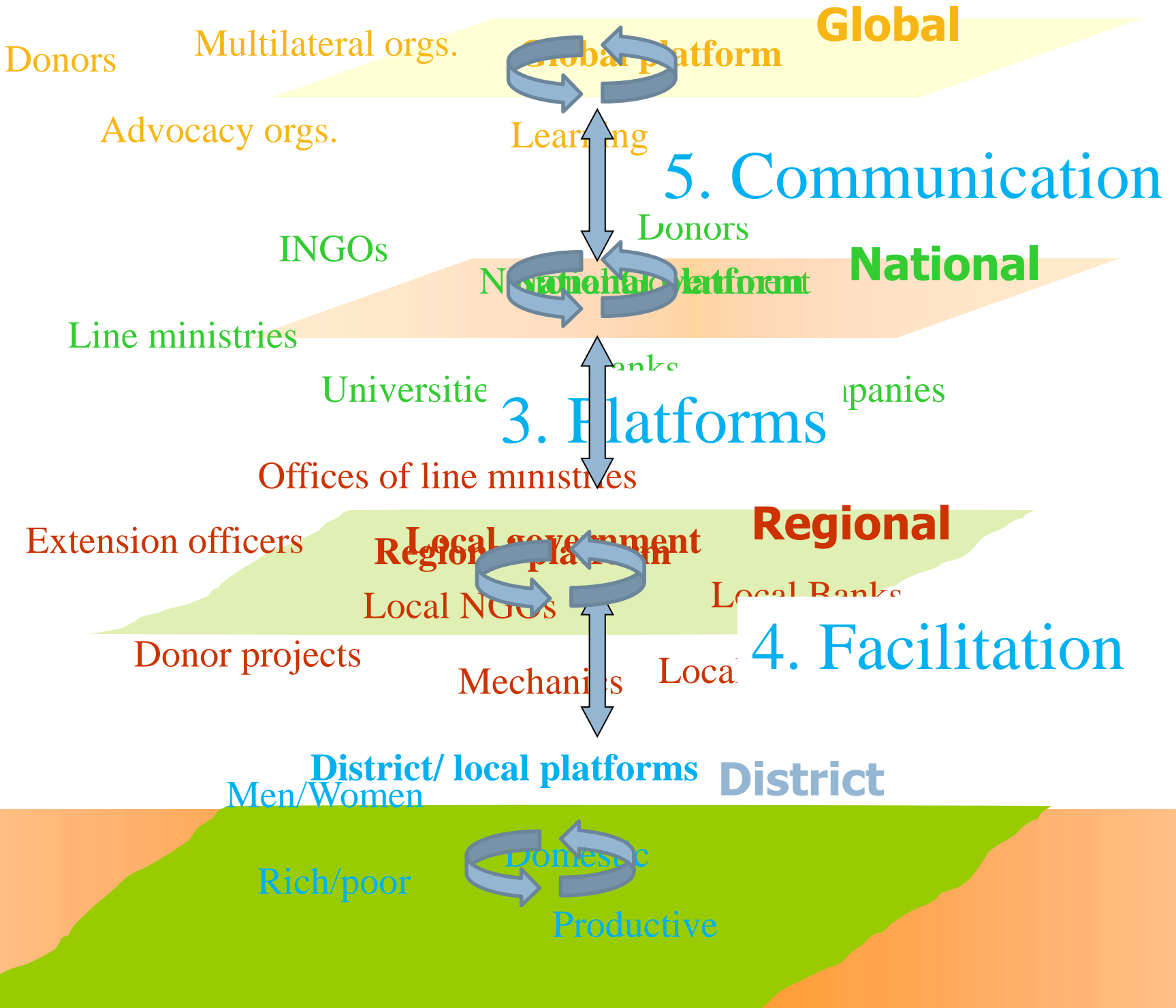
District/Community

Men/Women

Domestic

Rich/poor

Productive



How it works in practice

Global
platform

Global

Facilitator

National Platform **National**

Scale up

Share lessons at national level

Regional platform

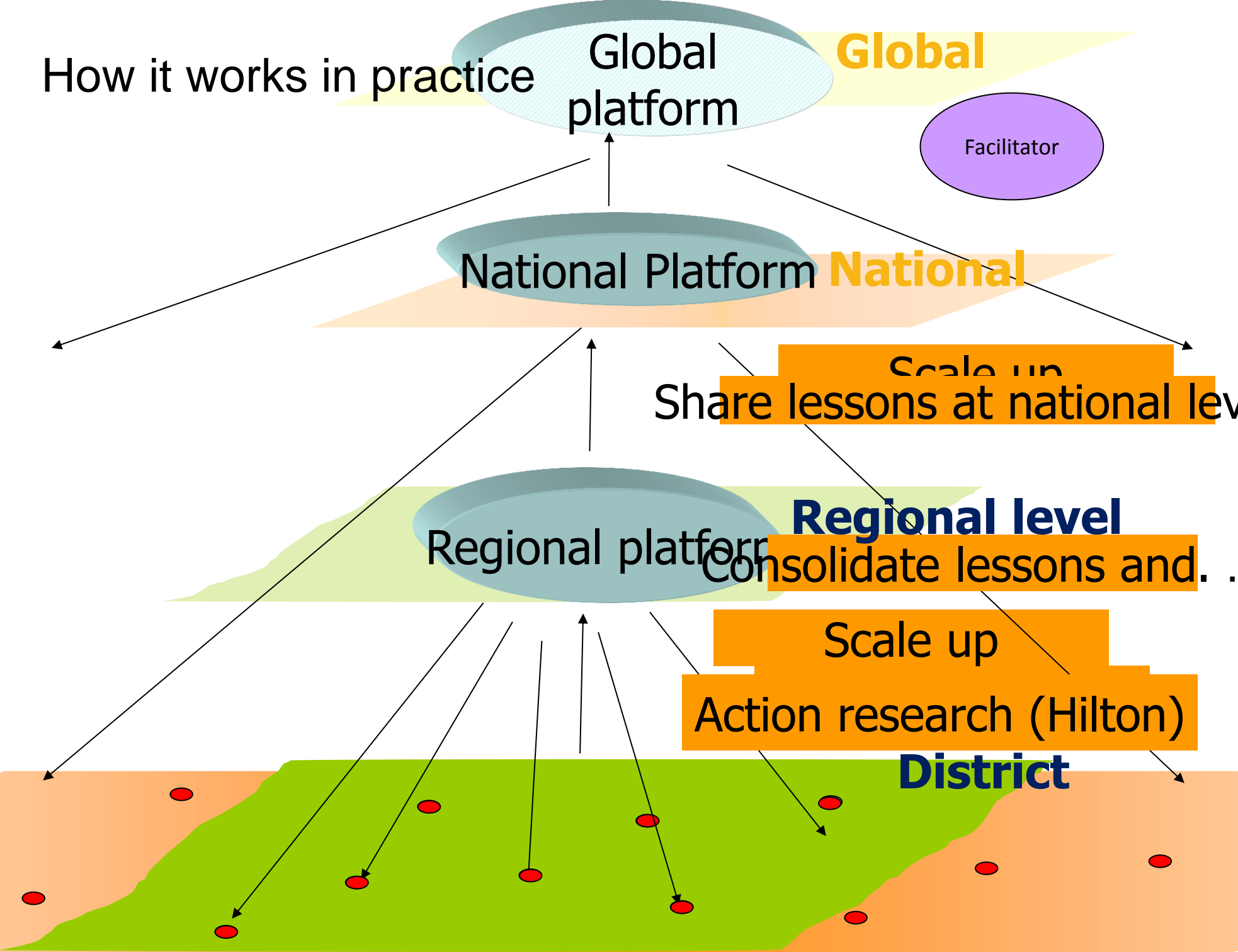
Regional level

Consolidate lessons and...

Scale up

Action research (Hilton)

District



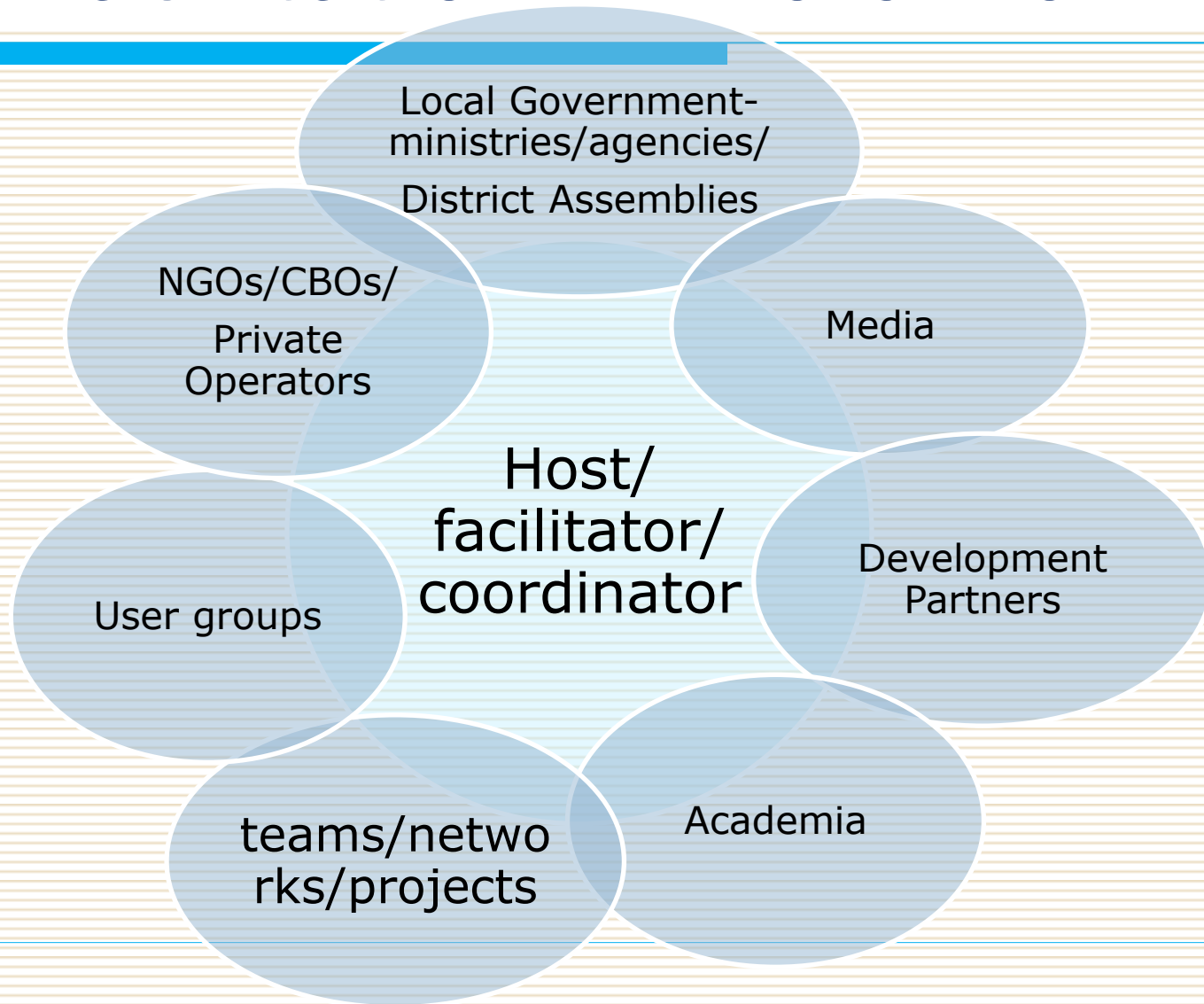
LA – What for?

- 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?



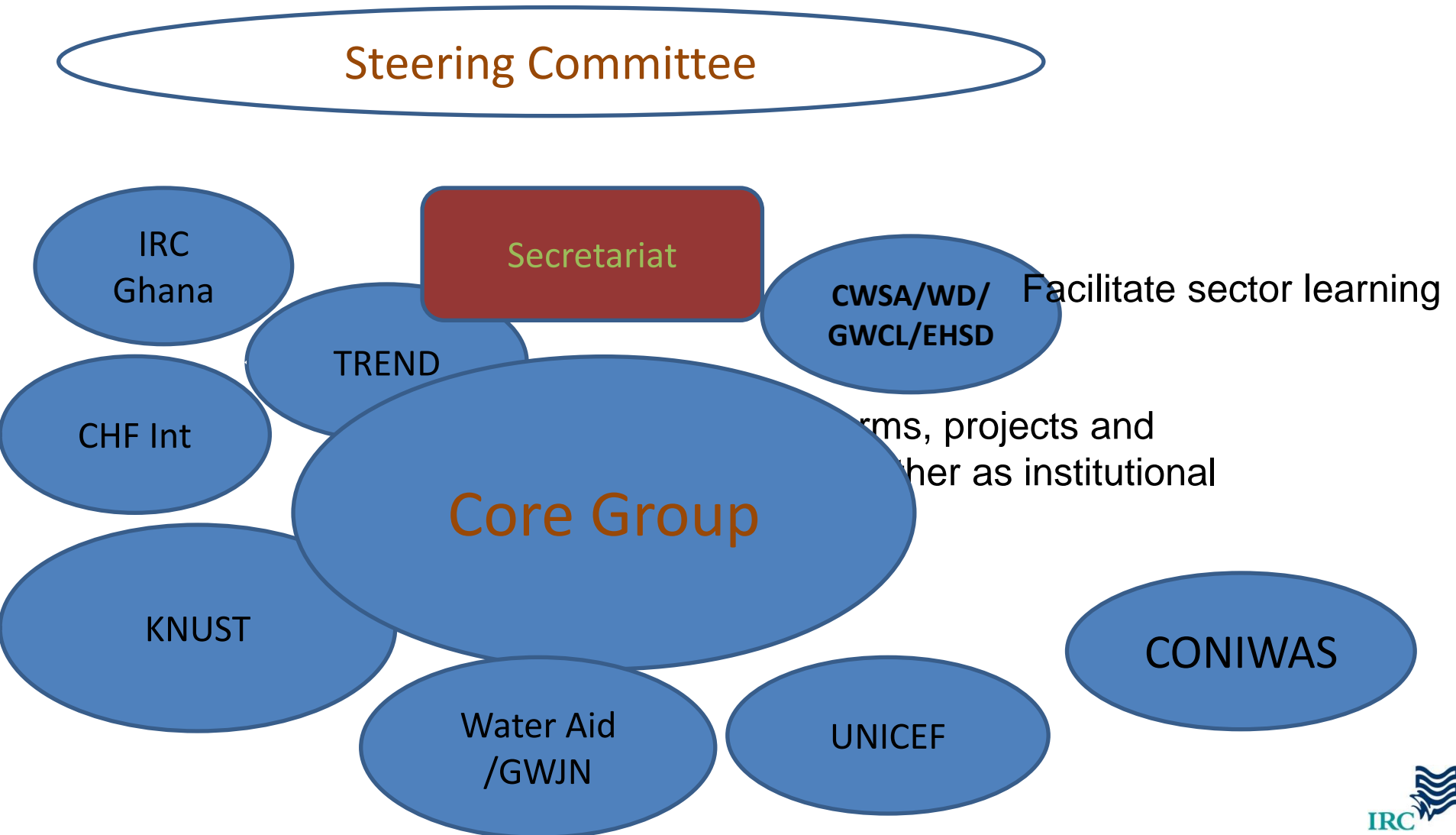
LA – Coordinator's Role

- ☐ 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



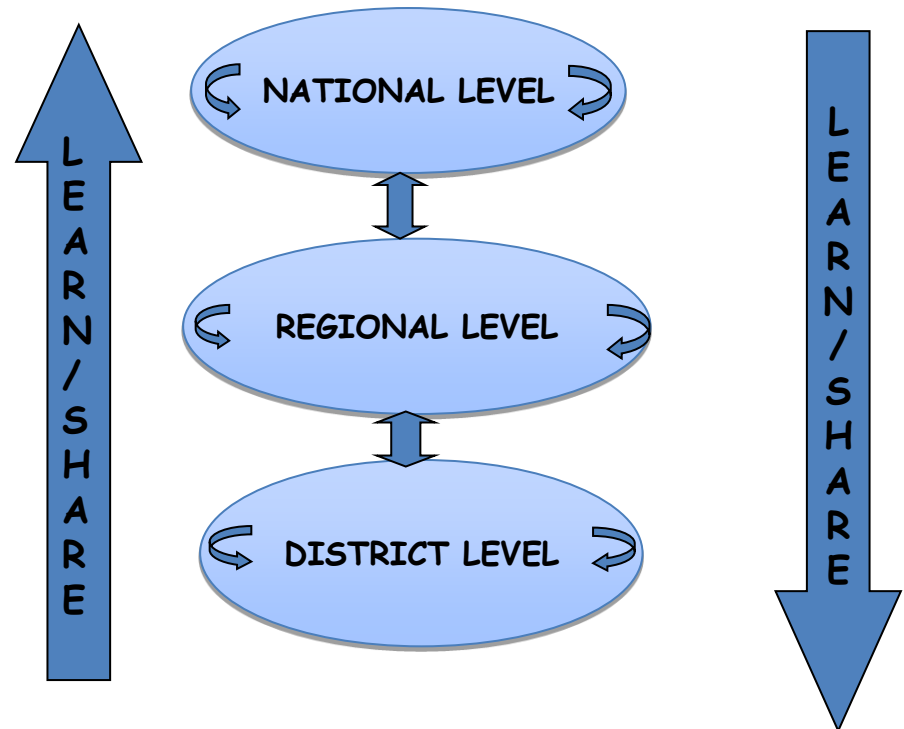
Looking back (Findings-PSO, Feb2009)

- 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

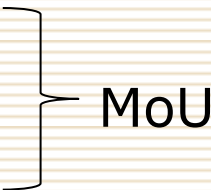


- Way forward –
plenary discussions

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?
- 
- MoU
-

Thank you



More information visit, www.washghana.net,
www.ircwash.org

Email: rcn@washghana.net, [+233 20 2110335](tel:+233202110335)

Meeting with Core Group - Capability areas

- X Financial challenges X
- Commit and engaged
- Perform basic task
- Attract resources and support
- Self renewal
- Balance Divergent Views and resources