

# **AKVO Refresher Training**

Monrovia, Liberia

October 7-14, 2013



# **AKVO Training:**

## **Part II**

Supported by the GOL & UNICEF

9 October – 11 October 2013

Ministry of Public Works, Monrovia



# Purpose of workshop



Review Objective (Agenda Item 3)



# Objective

- To enable WASH sector implementing partners to use FLOW to report on key WASH activities so sector can monitor and report on progress

# Overview

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Review agenda and background; Recap last training;  
Introduce AKVO FLOW and RSR (Agenda Item 4)

# Agenda

- 3 days
- Mix of presentations, group work and field practice
- Notice that each agenda item lists “Document” for reference
- Android smart phone needed to participate fully

# Background

- Sector Strategic Plan (SSP) prioritizes the establishment of information management systems under Strategic Objective 3, which includes Priority Activity 3.1.2: *Develop one set of agreed indicators and guidance for use in national surveys (LHDS, Census, other) in alignment with WASH sector definition/ JMP as appropriate*
- Government of Liberia (GOL) and UNICEF engaged AKVO, a Dutch-based NGO specializing in building open source internet and mobile software, to develop technical capacity around monitoring
- AKVO previously delivered similar services to GOL during the 2011 water point mapping exercise

# Last Training

- In February 2013, UNICEF and GOL hosted AKVO for a weeklong training workshop in Monrovia, which included participants from GOL, UNICEF and WASH implementing partners
- Attendance ranged from 30-40 participants per day, depending on topic
- Agenda was mostly classroom-based, but also included field visit
- AKVO introduced its signature products
  - Field-Level Operations Watch (FLOW)
  - Really Simple Reporting (RSR)



# AKVO FLOW

- FLOW = Field Level Operations Watch
- Introduced in 2010; now used around the world
- Tool for mobile phone-based field reporting
- Users can create reporting forms; send to phones; fill out in field; and send back to dashboard for compiling and analyzing data
- Used to monitor and evaluate programs and make informed investment decisions based on accurate, current data
- Dramatically improves the accuracy of data and makes it easier to gather and share by using the best available tool for this purpose – the smart phone



# AKVO RSR

- RSR = Really Simple Reporting
- Used by over 1,000 organizations
- A web- and Android-based tool used to bring development programs online
- Users can display organization profiles: location; contact info; description; and all programs
- Allows teams to bring complex programs online and instantly share progress
- Improves visibility of successes, funding gaps
- Can be embedded in existing website (WASH Liberia)



# FLOW & RSR in Liberia

## FLOW

- 23 projects online
- National surveys on water points, latrines and Community-Led Total Sanitation (CLTS) will be filled out in the field using smart phones

## RSR

- 33 profiles online
- Organization profiles display WASH sector partners – GOL, donors, implementers

# National WASH Reporting Forms & Process



Walk through National WASH Reporting Forms And Process –  
WP, Institutional Latrines & CLTS (Agenda Item 7)

# Reporting Forms

- WASH sector requires various surveys though the current focus is on the following three topics: Water Points; Latrines; and CLTS
- Technical working groups revised/ developed forms in August 2013; sector validated reporting forms at workshop on 28 August 2013
- Harmonized “Basic Information” section
- All include useful monitoring data that can be used by the sector
- Simple enough to use in paper form at county level
- Enough detail for reporting information, but not too much detail for national level reporting needs
- All indicators can be measured through observation – what can you see in front of you (rather than asking people their opinions)
- Data can be gathered and reported by many different stakeholders: NGOs, private sector, county staff

# Water Points

- Designed for all WASH sector implementers to report on water point construction and upgrading
- Original version in *Guidelines for Water and Sanitation Services in Liberia* (MPW, Oct. 2010)
- Used in 2011 Water Point Mapping Exercise
- Revised by GOL and WASH partners in July/ August 2013
- Notable Changes:
  - Dedicated to water point construction and upgrading (deleted assessment option)
  - Added connections to the water pipeline to help standpipe/ kiosks to be recorded; also added rain water harvesting as option
  - Deleted unimproved options since sector only wants to measure improved options
  - Added questions regarding water quality test, leaving technical questions to existing MOHSW system

# Institutional Latrines

- ▶ Designed for all WASH sector implementers to report on institutional, public or emergency latrine construction and upgrading
- ▶ Original version in *Guidelines for Water and Sanitation Services in Liberia* (MPW, Oct. 2010)
- ▶ Revised by GOL and WASH partners in July/ August 2013
- ▶ Notable Changes:
  - ▶ Dedicated to latrine construction and upgrading (deleted assessment option)
  - ▶ Clarified types of institutional latrines; does not include household or family latrines - these would be covered by the CLTS form in rural areas
  - ▶ Deleted unimproved options
  - ▶ Added question on whether latrines are disability friendly and section on disposal of waste

# CLTS

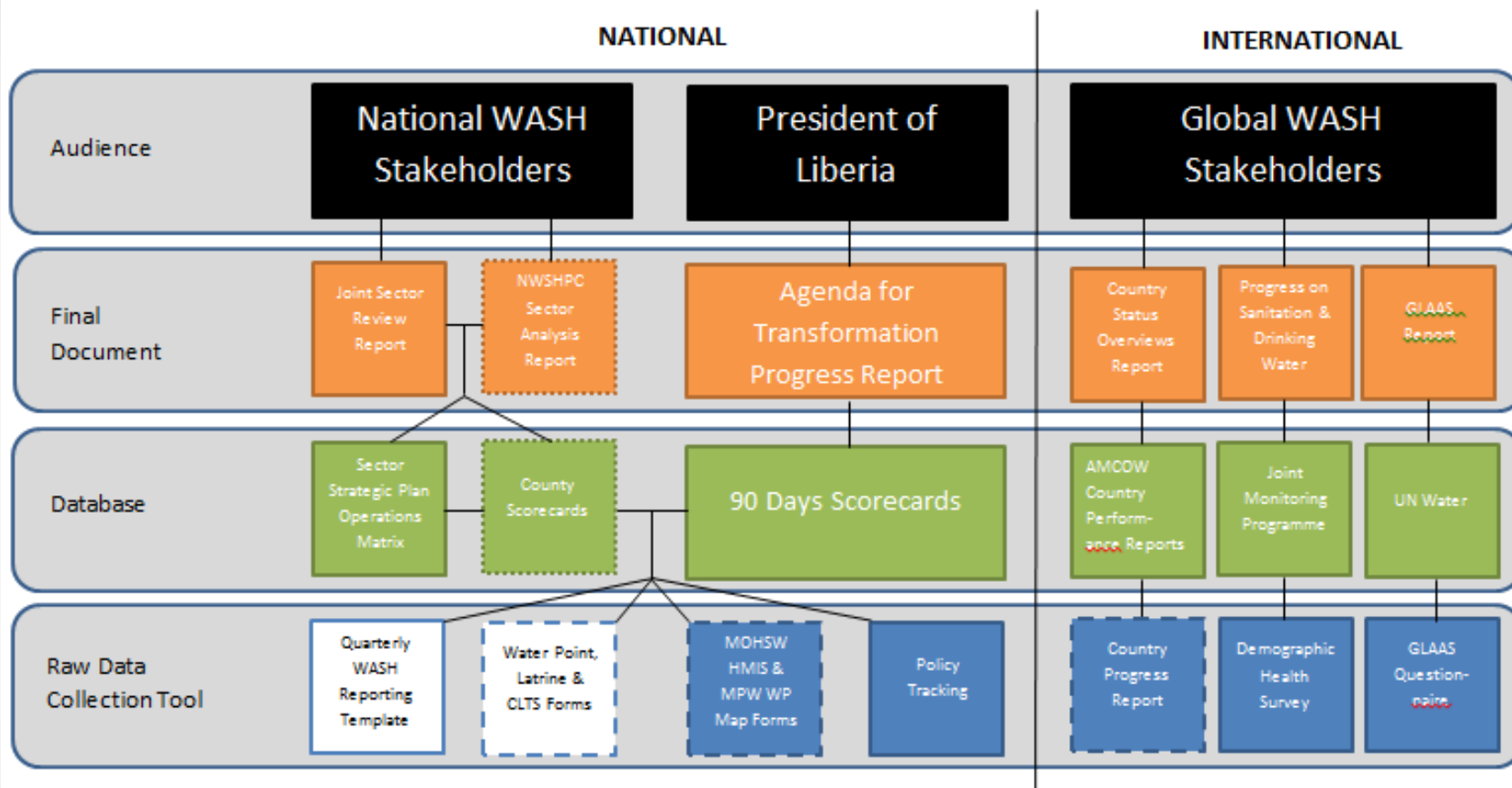
- No prior version of this reporting form in Liberia
- First version developed by GOL and WASH partners in July/August 2013
- Based on *Guidelines for CLTS Implementation in Liberia* (MOHSW, Dec. 2012)
- Notable Points:
  - Two linked forms – one for triggering and one for ODF
  - Included question on whether community was selected according to criteria in national guidelines
  - Specified that washing hands must be done with pouring water, per MOHSW
  - Included specifics around triggering event, including tools used and stage at which community was triggered
  - Included questions around county and district steering committees
  - Agreed that safety would be measured through proxy question on training



# Sector Reporting Process

- Process improved in September 2013 – Reporting Task Force created:
  - Reporting Process Map
  - Guidance Note on sector reporting
  - Revised Quarterly WASH Reporting Template to better reflect the comprehensive framework of the Sector Strategic Plan (SSP) Sector Operations Matrix (SOM)
    - Retained SSP-relevant indicators; added/ deleted others
    - Added corresponding SSP SOM Priority Activity and Expected Output to clearly show the link between the 2 documents
- As of Q3 2013 (September 30), partners use revised Quarterly WASH Reporting Template

## Reporting Process for Liberia Water, Sanitation & Hygiene (WASH) Sector – September 2013



White boxes indicate partner responsibility; blue boxes indicate government responsibility. Dotted lines indicate resources not yet created. Dashed lines indicate existing resources not yet serving intended purpose.

AMCOW = African Ministers' Council on Water; CLTS = Community-Led Total Sanitation; GLAAS = Global Analysis and Assessment of Sanitation & Drinking Water; HMIS = Health Management Information System; MOHSW = Ministry of Health & Social Welfare; MPW = Ministry of Public Works; NWSHPC = National WASH Promotion Committee



# SSP Thematic Groups

- Suggested in first annual Joint Sector Review (February 2013) report
- Objective is to closely track each priority activity in the SSP to ensure information is readily available for reporting purposes
- Groups will submit quarterly reports to NWSHPC, based on Quarterly WASH Reporting Template and other research
- Next Steps
  - Establish SSP Thematic Groups, which will supplant the Reporting Task Force and benefit directly from the AKVO instance (NWSHPC)
  - Share completed Quarterly WASH Reporting Template forms with SSP Thematic Groups (NWSHPC)
  - Review Template in order to track SSP Priority Activities closely and flag delays in quarterly report to NWSHPC (SSP Thematic Working Groups)

# Field Practice De-briefing



Discuss Experience, Ask Questions (Agenda Item 13)



# Field Experience

## Feedback

- 10 minute summary from each group
  - Share locations, forms used
  - Touch on benefits of phone-based reporting and challenges encountered
  - Offer useful tips

## Questions

- Were there any technical difficulties in accessing forms?  
Filling out forms?
- Are any technical aspects that need to be tweaked?
- How long did it take to fill out forms?

# Really Simple Reporting (RSR)

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Updating Partner Profiles (Agenda Item 16)

# How to RSR

- If online already:
  - Visit page – <http://wash-liberia.akvoapp.org/en/project/> [+project number]
  - Check information is accurate – location, contact info, description
  - Check all relevant programs and partners are listed
  - Update – login and change details and “Add Update”
- If not online yet:
  - Fill out AKVO Organization Form
  - Ask for assistance in posting
  - Fill out AKVO Project Form(s)
- If need login:
  - Ask for assistance



# Wrap Up & Next Steps

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Discuss Way Forward and Ask Final Questions (Agenda Item 17)

# Next Steps

- Continue GOL-specific training in order to enable GOL at national level to undertake higher level FLOW functions and organize effective FLOW trainings (GOL, AKVO)
- Develop Guidance Note on FLOW for partners (NWSHPC)
- Start using smart phones to collect data on new points; once continuous monitoring is available (ETA: November 2013), begin using FLOW for updating existing points (Partners)
- Send all raw data from FLOW on quarterly basis to partners – to be attached to Quarterly WASH Template email (NWSHPC)
- Continue to update RSR profiles (Partners)
- Submit projects via AKVO through Monday & through NWSHPC thereafter (Partners)
- Explore additional information on AKVO Documentation page: <https://flow.readthedocs.org/en/latest/> and Liberia App Spot: <http://flowliberia.appspot.com/> (All)