

Sanitation, Hygiene And Water (SHAW) Programme for East Indonesia

Report on the 2012 3rd Quarterly Meeting of
SHAW Programme Coordinators

Mataram, 16–19 October 2012



Prepared for





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The findings, interpretations, comments and conclusions contained in this report are those of the author and may not necessarily reflect the views of either Simavi or the partner NGOs.

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Websites of participating partner NGOs

<http://diandes.org/Home.html>

<http://www.rumsram.org>

<http://cdbethesda.org/index.php>

<http://plan-international.org/where-we-work/asia/indonesia>

<http://www.simavi.nl>

Materials and documents on the SHAW Programme can be found on

<http://www.irc.nl/page/53746>

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Summary

The purpose of this report is to give an impression of the proceedings and discussions that took place during the 3rd meeting in 2012 for SHAW Programme Coordinators. This meeting was held in Mataram in West Lombok from Tuesday 16 to Friday 19 October 2012. During the four-day event, a lot of different but relevant SHAW programme related topics were discussed. The third day was spent on a field trip to visit a village-level managed drinking water scheme in East Lombok. The outcomes of the meeting are captured in this report and are recapitulated in this summary.

The quarterly Programme Coordinators meeting where all the SHAW partners meet were initiated by Martin Keijzer, SHAW Programme Coordinator for Simavi, to facilitate the exchange of information, knowledge and experiences, and to improve understanding and collaboration among the SHAW partners. Similar meetings organised in 2011 made it clear that to be able to enhance the overall performance, quality and sustainability of the SHAW programme there was an urgent need and therefore a desire to organise more frequent meetings to reflect, discuss, exchange, and learn and to enhance cooperation and collaboration among the SHAW partners.

The Mataram meeting consisted of two main components, namely:

1. A three-day meeting to discuss progress and to make headway on a number of critical programme components, in particular with regards to monitoring, knowledge management, school sanitation and sanitation marketing components of the SHAW programme.
2. A one-day field visit to learn from a successful community operated and managed drinking water system.

During the morning of the first day we went through the usual agenda items of reviewing and updating the action plan developed during the previous meeting in June 2012 in Jakarta and presenting and discussing progress made by the five Indonesian SHAW partners during the past quarter. By the end of the third quarter of 2012 a total of 82 villages had been declared 100% STBM. The afternoon was used to review and discuss the new output and outcome monitoring system and to make some headway on the knowledge management component. After reviewing and making changes to the monitoring frequencies it was decided to use the new monitoring system for the next two quarters. After that period a light review will be carried out to see whether changes or improvements need to be considered. During the knowledge management session it was decided to focus our energy on developing three knowledge products¹ during the remainder of 2012.

The morning of the second day was devoted entirely to get a better understanding of what advocacy is all about and how it can help us to achieve the SHAW programme's objectives. An external consultant was invited to explain the concept and to facilitate an exercise on how to develop advocacy and communication strategies. The afternoon was spent to discuss the school sanitation and sanitation marketing components. During the previous meeting, working groups had been established who in the period in-between the two meetings had been working on further concretising and developing those two components. The work carried by the two working groups was presented followed by a discussion on how to move forward. With regards to the school sanitation component, a draft activity flow was developed during the week. It was decided that both working groups would continue developing the two programme components.

¹ Prioritised knowledge products for 2012: 1) two-pager describing the SHAW programme; 2) paper on demand creation at scale describing the approaches employed by the SHAW partners; and 3) SHAW internal newsletter to be produced regularly.

During the third day a field trip was organised for all participants to observe a community-managed drinking water scheme in Bagikpapan village in East Lombok. In the evening the three teams that had visited different locations in the village presented their observations and findings. The main conclusions are presented in this report, and although many challenges remain the visited village showed that communities, if sufficiently motivated and capacitated, can take up the responsibility for the day to day operation and management of their own water system.

The fourth and final day of the meeting was filled with a range of different topics. In the morning the findings of the final mid-term evaluation report were reviewed and discussed. Detailed reactions were formulated as a formal response to the Netherlands Embassy in Jakarta. Thereafter, an attempt was made to agree on a common STBM verification framework. Although this has been tried a couple of times before, we were now able to agree on a common set of verification indicators that from now onwards will be used by all five partners. In the afternoon the possibility of bringing out regular internal SHAW newsletter was discussed. A team of interested individuals is being established to start working on the newsletters. Finally the participants were informed about important updates on general SHAW programmes issues and other updates from Jakarta.

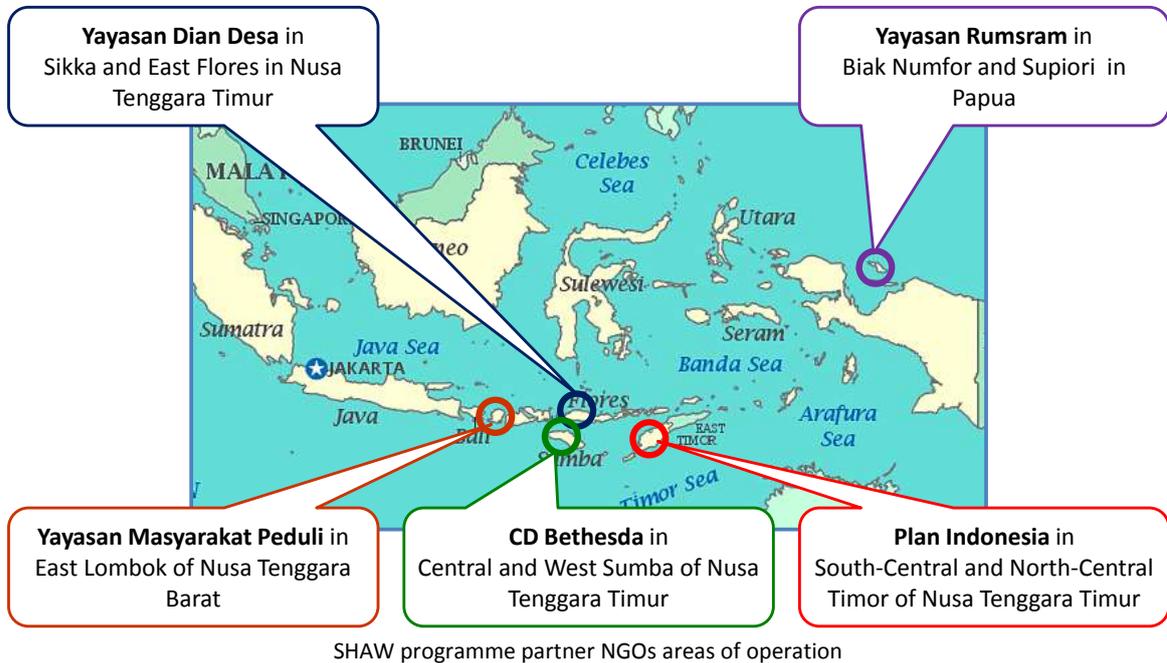
The final activity of the meeting on Friday afternoon was to come up with a comprehensive and detailed action plan to address all the topics discussed during the four-day meeting. The detailed action plan can be found in Appendix 6.

At the end of the meeting it was agreed that the following meeting would be organised towards the end of January 2013 in Sumba. However, for a number of reasons it was later decided to ask YDD to organise the 1st quarter meeting of 2013 in Flores. That meeting is now scheduled to take place from Tuesday 5 till Friday 8 February in Maumere, Sikka.

1. Introduction

1.1 Background

During the period 2010 to 2014 a five-year Sanitation, Hygiene and Water (SHAW) programme is implemented in nine districts in Eastern Indonesia. The programme is coordinated by Simavi and implemented by five Indonesian NGOs (Yayasan Dian Desa, PLAN Indonesia, CD-Bethesda, Yayasan Rumsram and Yayasan Masyarakat Peduli).



The programme is implemented in accordance with the STBM (Sanitasi Total Berbasis Masyarakat) approach which was adopted by the Ministry of Health as the national sanitation strategy in 2008. Although a number of isolated pilots took place, the SHAW programme is the first attempt to implement the STBM approach at scale. The programme is ambitious and innovative in nature and because of limited experience in implementing the new concept a number of international organisations (including UNICEF, IRC and WASTE) are supporting the implementation of the programme in their specific areas of expertise.

The overall goal of the programme is to reduce poverty by improving the health status of rural communities in Indonesia and by doing so enhance sustainable and equitable rural development. This is to be achieved by providing support to communities and (sub) districts in their effort to establish and implement effective, sustained services for improved sanitation, water use and hygiene on a (sub) district-wide level.

The overall objective of the programme is that by 2014, an enabling environment exists for communities in nine selected districts in East Indonesia, to realise a sustainable healthy living environment through coordinated action to promote sanitation and hygiene and to increase access to safe drinking water and school sanitation. This will be monitored and shared at sub-district, district and national level to reinforce sector management and for replication.

In the beginning of 2012, Martin Keijzer, SHAW Programme Coordinator for Simavi, introduced the idea of organising quarterly meetings to increase collaboration among SHAW partners by facilitating learning through the exchange of information, knowledge and experiences, and by creating space and energy to move forward together.

This report is meant to share the results of the 2012 third quarterly meeting held from 16 to 19 October 2012 in Mataram, Lombok, Nusa Tenggara Barat, East Indonesia.

1.2 Objectives and set up of the Mataram meeting

The objectives of this meeting were to:

1. Discuss the key findings of the June 2012 MTR to ensure that that adequate follow up action items are distilled and agreed upon;
2. Review and discuss progress and an updated planning for 2012 of each partner;
3. Agree on the setup and finalise the arrangements for the new OUTPUT and OUTCOME generic monitoring system;
4. Decide how to move forward with the school sanitation, sanitation marketing and knowledge management components;
5. Make a head start with the advocacy component; and
6. Develop a concrete action plan, with key activities for the period October-December 2012.

The original meeting agenda prepared prior to the actual meeting is presented in Appendix 1.

The participants attending the meeting represented the SHAW implementation partners consisting of Yayasan Dian Desa, PLAN Indonesia, CD-Bethesda, Yayasan Rumsram and Yayasan Masyarakat Peduli plus Simavi and IRC. An overview of the participants is presented in Appendix 2.

The four-day meeting was organised and facilitated by Pam Minnigh (Simavi) and Erick Baetings (IRC) with logistical and secretarial support from Yusmaidy and Yuli Arisanti of the SHAW Programme Unit. Martin Keijzer, Simavi Programme Coordinator and Elbrich Spijksma, Simavi the Netherlands, took an active role in ensuring the success of the meeting.

2. Results of the Mataram meeting

2.1 Tuesday 16 October 2012

Pam welcomed all the meeting participants and presented a quick overview of the programme for the first day. The programme is shown in the table below.

When	What	Who
Morning	Welcome and agenda for the day	Pam
	Opening words	Martin
	Progress on action plan Q2	Erick
	Progress updates	Programme Coordinators
	Lunch	
Afternoon	Steps forward for new monitoring system	Erick
	Knowledge management	Carmen

Opening words by Martin Keijzer, SHAW Programme Coordinator

Martin started by giving his thanks to Ibu Ellena and Ibu Nur of YMP for hosting the meeting and for all the participants who had to travel long distances to come to Mataram. Martin said that we have a full agenda with some very important and some important issues and he therefore asked the participants to keep the discussions focused. Martin also expressed his hope that we will be able to continue the open and constructive atmosphere we had in the previous meetings.

Martin explained that the MTR came up with a lot of observations, but that he would like to mention one. "Partners have expressed the desire to be treated as partner, but they feel treated more like sub-contractor, but at the same time wanting detailed guidelines. Please look at this. The intention is that we reflect and decide together. We are all working together. Nobody is sub-contracting someone else. Besides this meeting is not for lessons noted but for lessons learned and integrating these lessons in the way forward which we develop together. The general framework should be the same although details can differ per partner considering local conditions and circumstances."

Martin also stressed the need to start working on knowledge management. We want to start bringing out our messages. We have two years of experience. We have to come up with a joined framework. And I hope that you feel proud to be part of the SHAW programme. Martin concluded by saying that he felt excited on all the topics of this meeting and that he hoped that the participants would feel excited as well. Let's start the meeting. I hope it will be a fruitful meeting.

After Martin's opening words, a quick round around the table was made to introduce all the meeting participants, in particular two new participants, namely Elbrich Spijksma from SIMAVI and Carmen da Silva from IRC.

Update on action plan Q2 meeting (09.30-09.50)

Erick facilitated a quick exercise to discuss progress made on the action items agreed upon during the previous Q2 meeting held in Jakarta in June 2012. Details of the progress updates are provided in Appendix 3. It was concluded that most of the previous quarter's action items were to come back in detail during the Q3 4-day meeting.

Presentation on progress to date by partners (10.10-12.45)

The following partner NGO Programme Coordinators presented short updates on activities carried out and progress made during the period July to September 2012 as well looking forward to what is expected to take place during the coming three months:

- Ibu Ellena for YMP: PPT in Bahasa
- Ibu Kris for CD Bethesda: PPT in English
- Melchior and Anton for YDD: PPT in Bahasa
- Sabar for Plan International: PPT in Bahasa
- Nasarudin for Yayasan Rumsram: PPT in Bahasa

After the individual partner presentations time was allocated for short question and answer sessions. The most remarkable or interesting discussions are summarised below.

- ⇒ Carmen asked about the YMP internal newsletter and their reflection meetings. Ibu Ellena explained that every Friday during their weekly meetings time is allocated to allow field staff to explain what they have been doing and what problems they have encountered during the week. Together solutions are discussed and this often involves approaching the local government institutions such as the AMPL. With regards to the newsletter, it was explained that they are now producing monthly internal newsletter to share interesting news and to seek solutions to some of the problems the staff are facing in the field.
- ⇒ In response to the CD Bethesda presentation, Martin stressed to be clear about what we do. Triggering and promotion pillars 2-5, should instead be referred to as triggering and promotion for pillars 1 to 5!
- ⇒ After the YDD presentation Yus questioned whether the PU is involved in the local Pokja. Ikos explained that that is the case. Yus explained that the PU still builds infrastructure that is not being used by the villagers. As a consequence they now want to cooperate with other organisations, however, so far they have not been very active in the Pokja Nasional.
- ⇒ Ishak questioned Sabar about the toilet component moulds used in West Timor. Both Plan and Yayasan Rumsram make use of toilet slab and pan moulds developed by UNICEF. However, according to Ishak the slabs do not turn out very smooth from these moulds. Sabar explained that the mix used for the top part is different from that used for the lower part. Sabar also explained that it costs about IDR 40,000 to produce a cement toilet pan and that these are usually sold for IDR 60,000 to IDR 70,000². The ceramic pans available in local shops cost around IDR 165,000. According to Sabar the costs of a complete toilet package without superstructure is around IDR 300,000.
- ⇒ Erick mentioned that the biggest challenge for local entrepreneurs is access to finance to invest in equipment and materials to produce sanitation products. Sabar agreed and explained that the government can provide one set of moulds to each Kecamatan (Puskesmas) since October 2012. Moulds are to be made available to individuals that have attended a training. According to Sabar the costs of moulds are IDR 2.8 million for a ring mould and IDR 350,000 for a pan mould.
- ⇒ Erick asked Ishak about the ODF declaration organised in one village and in particular on whether that is common practice. Ishak explained that this was one on the specific request of the local authorities as a Minister was visiting Biak. Normally only STBM verification by the Kecamatan and STBM declaration by the Kabupaten is carried out. Ikos explained that the ODF villages in the YDD area were actually declared before the start of SHAW. YDD will only go for STBM declarations.

² Later figures estimate the production costs at IDR 30,000 and sales prices somewhere in the range of IDR 45,000 to IDR 50,000 per cement toilet pan.

During the presentations the following progress overview was developed showing the number of interventions villages as well as the number of villages that have been declared STBM.

	Location	# of villages where activities have started since April 2010	# of villages that have been declared STBM since April 2010	Total # of target villages	Declarations	
					ODF	STBM
YMP	Lombok Timur	47	0	47		✓
CD Bethesda	Sumba Tengah	49	12	49		✓
	Sumba BD	12	0	30		✓
YDD	Sikka	160	4	160	✓ ³	✓
	Flores Timor	124	0	250		✓
Plan	TTU (Kefa)	175	29	175		✓
	TTS (Soe)	212	31	248		✓
Rumsram	Biak Numfor	38	6	60	✓ ⁴	✓
	Supiori	10	0	12		✓
Totals		827	82	1,031		

New monitoring system (14.00-16.30)

Erick started this session by asking whether the partners were happy with the introduction and initial steps taken by them to implement the new output and outcome monitoring system? This quick exercise was meant to get a feeling of how everybody felt and whether there were any additional issues that required attention and discussion during the session.

	Happy?	If not, why not
Plan		But, we have made some modifications to the output monitoring data collection forms
YDD		
Rumsram		But, there is no database at present
CD Bethesda		But, there are many more people involved now which requires a lot of training
YMP		But, we used the draft formats for collecting baseline data and that is not consistent with the new formats

Status update

Thereafter a quick update on the status of introducing and implementing the new monitoring system was generated on the basis of information provided by the partners. The overview given below shows that except for CD Bethesda the other four partners have started to use the new monitoring data collection forms for collecting either baseline or regular programme monitoring data. YMP is the only partner so far who has made use of the database.

³ ODF verification system was set up prior to the SHAW programme. Self-verification still takes place but official ODF declarations are not provided anymore as declaration is now only done for all five pillars.

⁴ This is not common practice but was done during the visit of a Minister.

	Status update per partner
YMP	<ul style="list-style-type: none"> • Draft output and outcome monitoring data collection forms used for baselines in all 47 villages • Data recapitulation was carried out for 21 villages on paper and data input in the database
CD Bethesda	<ul style="list-style-type: none"> • Waiting for decision (?)
Rumsram	<ul style="list-style-type: none"> • Output and outcome data collected in 38 villages • Villages cadres still need support to recapitulate the data at dusun and desa level
YDD	<ul style="list-style-type: none"> • Output and outcome data collected in 37 villages of 3 Kecamatan in Flores Timor and 8 villages of 1 Kecamatan in Sikka • Data collection still on-going in another 3 Kecamatan of Sikka
Plan	<ul style="list-style-type: none"> • Output and outcome data collected in 45 villages of Kefa and the new system is being introduced in 5 Kecamatan during village socialisation meetings

Frequency of data collection

During the Yogyakarta monitoring working group meeting organised in early July 2012, it was decided to carry out output monitoring on a monthly basis and outcome monitoring on a 3-monthly (quarterly) basis. During discussions prior to the meeting it was felt that this frequency was too high and that it would create all sorts of problems. Hence, the following frequency was presented, discussed and agreed upon during the meeting.

What	When	Output monitoring	Outcome monitoring
Baseline survey	Before triggering	✓	✓
	Triggering		
Regular progress or result monitoring	Post-triggering	✓ Monthly for the first three months immediately following triggering Thereafter once per 3-months together with outcome monitoring	3-monthly (before end March, before end June, before end September and before end December of each year)
	STBM declaration		
	Post-STBM declaration	✗	✓ 6-monthly (before end June and before end December of each year) in line with reporting frequencies. Monitoring and follow up by SHAW partners is to be continued up to the end of the SHAW programme (31 December 2014)

Some other issues that were discussed are summarised below:

- ⇒ There is no need to repeat the baseline survey where it has already been conducted. However, we need to find a way how best to use the original baseline information with the new monitoring system. This needs to be sorted out separately for each partner as they were using all different monitoring systems in the past.
- ⇒ Although the frequency of data collection and reporting has been reduced, the sample size remains at 100% which means that all houses need to be interviewed and included.

- ⇒ Erick will work on the new database and these will be completed before the end of November.
- ⇒ It was also agreed that the new output and outcome monitoring system provides all the information that we need to monitor progress and results and to report to our external parties. Partners agreed that the indicators defined together will not be changed at this stage. However, partners are allowed to add additional indicators if so desired.
- ⇒ It was also agreed to use the new system for the next two quarterly reporting periods. Thereafter we will review the system and where necessary changes or improvements will be made by all concerned.

At the end of the session Erick asked the partners whether they would be able to start using the new output and outcome monitoring system. Everybody agreed that they would be able to do it. Some partners indicated that they would request for additional support from Simavi in case they would come across any difficulties. It was decided by Martin that all partners would do one complete round of monitoring before the end of the year, and for the results to be included in the annual report.

Knowledge management (16.30-18.00)

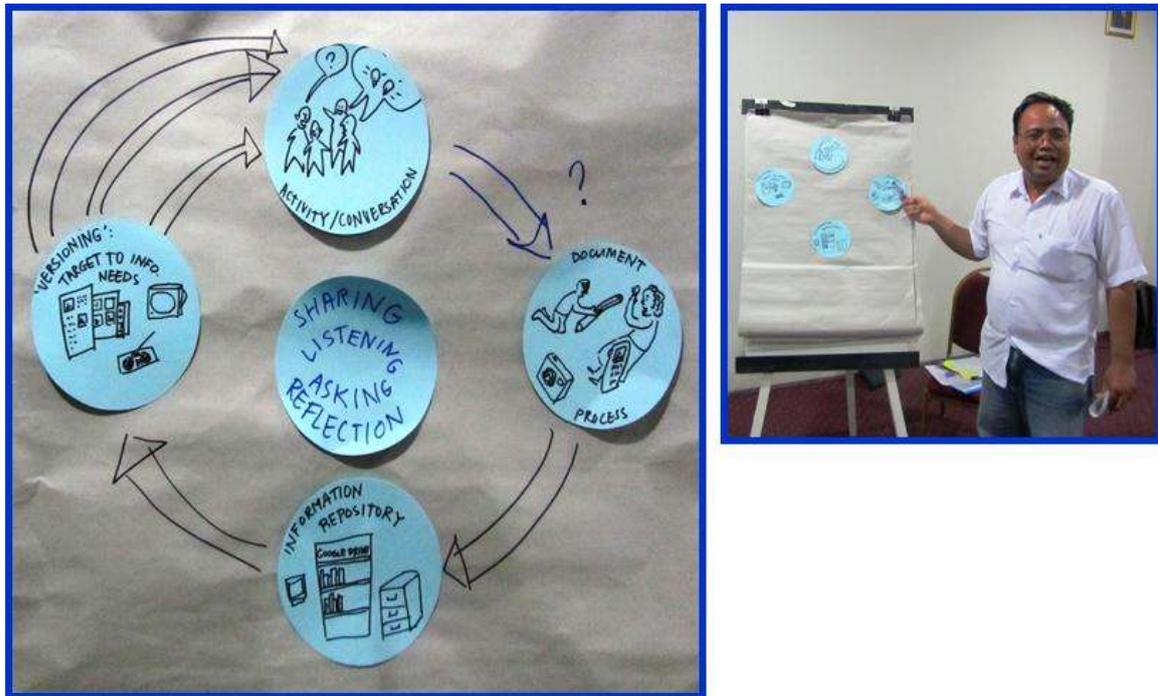
This session was prepared and facilitated by Carmen (IRC). She started by saying that everybody agrees that knowledge management (KM) is important, but that at the same time everybody feels that it is difficult to share knowledge and document our lessons. SHAW is exciting, ambitious and with plenty of new things. We are learning and improving along the way. We need to learn but others need to learn with us, such as communities, government, private sector. It is important to understand that KM and learning starts with individuals. She therefore asked all the participants to take one minute to think about one thing you learned about/from the SHAW project and thereafter to take two minutes to share it with their neighbour. Some of the lessons that were mentioned are:

- Complexity of making change happen in villages
- The different steps for implementing STBM
- SHAW is about changing behaviour not about spending funds; so for the government this is good: an eye-opener reminding them that not all should be done in a subsidised manner
- Hard to change behaviour; even for myself

Thereafter Carmen asked the participants if they could give her some feed-back on the methodology used for rapid sharing of personal experiences. Anton mentioned that sharing of experiences is nothing new to the partners as it is in our chemistry. Organising and communicating about training, workshops, meetings and publishing outcomes and results is part of our job.

KM is making the best use of our most valuable resource, and that is the people who work for our organisations (project staff, field staff) and all these people have knowledge in their brains. They have a way of understanding of connecting in their heart and the ability to do things. You need to understand how SHAW is to be implemented but you also have to know how do I communicate this and convince others. KM is about making use of all our capabilities and sharing them with others. Martin explained that KM should not be a one-way arrow; it is about giving but also about receiving knowledge. It must be two-directional as we also have to learn from others.

Anton asked why it was called knowledge MANAGEMENT? Why not knowledge sharing or something else? What do you actually manage? Thereafter a complicated discussion erupted which was dominated by a small number of participants and at times difficult to understand for the majority of the other participants.



Explanation and discussion on Knowledge Management

Carmen provided a simple overview of KM by explaining the key elements of a KM framework as shown in the picture above: 1) carrying out activities; 2) documenting the process; 3) storing the information in a repository so that it becomes easily available; and 4) versionising or utilising the information for specific purposes and targeting specific target groups. The common approach used in these elements is to ask, listen, reflect and share. Carmen explained that KM is not just about sharing. It is not just a conversation, it is also mentoring. Not just formally teaching but also learning by watching. It is about formalising and documenting what we learn. You therefore need a structure in place to collect and store the information like Google Drive so that the information becomes easily accessible. Documenting what we do is not only writing. We need to be creative and finding other ways to document and share what we have learned, for example taking pictures and creating a picture wall. This will help in disseminating our story.

Thereafter the three prioritised knowledge products were introduced:

1. Short description (two-pager) of the SHAW program: what is SHAW? Something we can all use to explain the programme to outsiders.
2. Demand creation paper: explaining how the partners create demand for improved sanitation on a large scale.
3. SHAW internal newsletter: this was discussed in further detail on Friday.

Some of the participants were somewhat concerned with the KM products and did not always see the need to communicate or share what SHAW is doing. As the partners are implementing SHAW more or less the same, some did not think there was much to learn from each other. There was therefore a desire to learn from other projects. Hence, some thought that KM should be more about learning from others than documenting and sharing our learning with others. Erick, Martin and others argued that it is important to share with others what we have learned during the implementation of the SHAW programme. Others can learn from us as we are the only one in Indonesia who implement STBM in such a complete and holistic way. It is also useful to compare the work between the different partners. Although everyone uses more or less the same names and terminology, actual work in the field is likely to be different. So sharing and learning among the partners is useful and may be even essential if we want to achieve our targets and goals.

It was concluded that some of the discussions would come back the following day during the advocacy agenda item. While discussing advocacy strategies, we will need to define what we want to achieve and what audiences we want to reach out to. It is expected that the type of messages and knowledge products will follow from there.



Knowledge management session in progress

2.2 Wednesday 17 October 2012

A quick overview of the programme for the second day was presented, which is summarised in the following table.

When	What	Who
Morning	Advocacy	External consultant
	Lunch	
Afternoon	School sanitation	Yusmady
	Sanitation marketing	Martin
	Dinner	
Evening	Preparations for field visit	Teams

Advocacy (08.45-12.30)

The entire morning programme was dedicated to the topic of advocacy. For this purpose Martin had invited an advocacy expert who used half of the morning to explain the concept of advocacy and the other half of the morning to start working on possible advocacy strategies.

Martin started the day by introducing Alwis Rustam, consultant for the USDP programme. Alwis thereafter introduced himself in more detail. Alwis started by explaining the concept of advocacy with the use of a Microsoft PowerPoint presentation. What is advocacy?

“Advocacy is used to gain political and social commitment from (informal) leaders and others (both individuals and groups) for example to mobilise funds for sanitation”.

Alwis also used the following definition in his presentation:

“Advocacy is a combination of individual and action design to gain political commitment, policy support, social acceptance and system support for a particular health goal or program”. World Health Organization, 1989

Advocacy can be used for the following purposes:

- To provoke
- To defend
- To influence
- To speak the right of community
- To criticise
- To empower the people
- To generate interest
- To change
- To create awareness
- To voice

Martin added to the discussion by saying that advocacy is about dealing (communicating) with others. Alwis thereafter presented a theoretic explanation of different forms of advocacy and its relation to communication. The following four different types of advocacy were explained:

- 1) **Litigation advocacy:** legal *help* which uses the way and the situation which is already there (formal, e.g. lawyer, etc.).
- 2) **Community advocacy:** to *defend* to get participation and access for the community/people.
- 3) **Media advocacy:** to *influence* the public via issues/reports in the media. Info from the field as well as success stories is used. Press conferences, invitations for media people, but also

corporations use the media for public issues and advertising purposes, but also for promotion and business transactions.

- 4) **Regulatory advocacy:** to *gain support/commitment* for public policies which are pro-community.



Meaning and Types of Advocacy (Alwis Rustam)

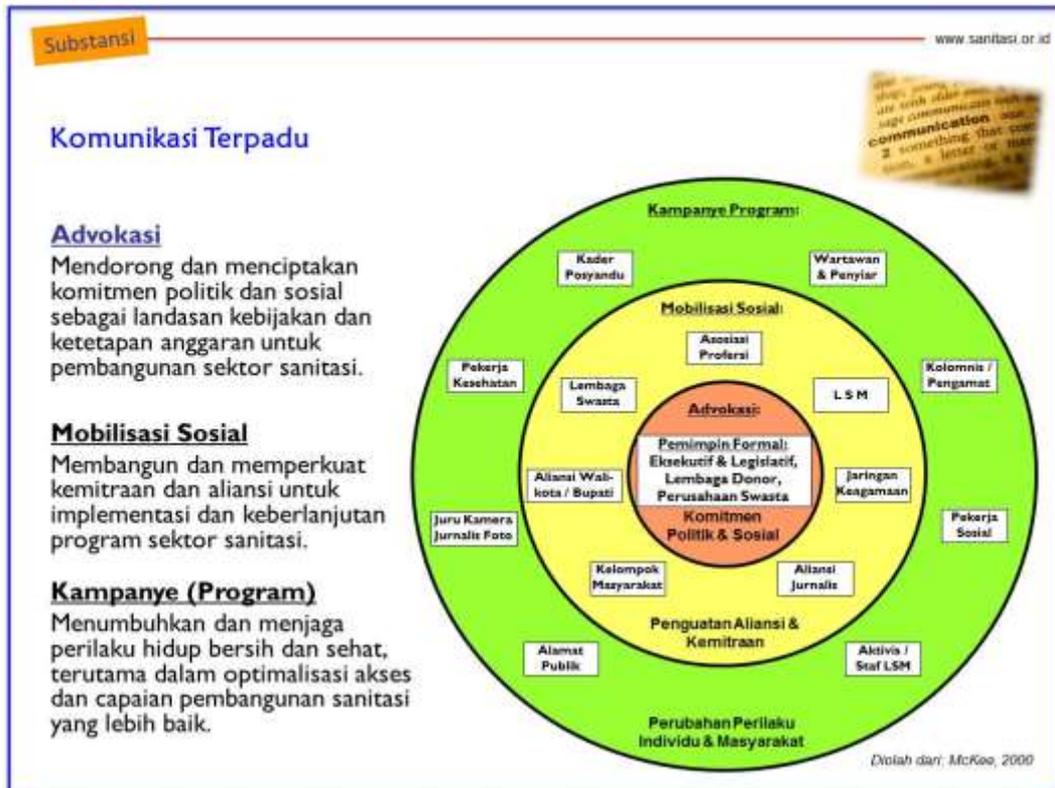
Anton asked whether there are other types of advocacy. He mentioned influencing, buy-in, cultural, religious, etc. although these are often not used. Advocacy using the media or law is more often used; but there are also other ways to do advocacy. Alwis explained that advocacy is communicating and that you need to differentiate according to the audience and this is best done by people in the field. We need to talk differently with different people! Advocacy requires real knowledge.

Another definition used by Alwis to show the relation between advocacy and communication:

“Advocacy is an effort that is used to create a shift in public opinion and to mobilise the necessary resources and strength to support issues, policy decisions, budget allocation and other”. Kemenkes, 2003

The need for integrated communication was explained which consists of three mutually reinforcing circles, namely:

- 1) The outer circle is on Programme Campaigns: growing and maintaining a clean and healthy behaviour, especially in the optimisation of access and achievements with regards to improved sanitation.
- 2) The middle circle is on Social Mobilisation: building and strengthening partnerships and alliances for the implementation and sustainability of the sanitation sector.
- 3) The inner circle is on advocacy: encouraging and creating political and social commitment as the foundation of policy and budgetary provisions for improved sanitation.



Integrated communication (Alwis Rustam)

Alwis presented a wide range of advocacy channels and tools that can be used, for example: 1) face to face communication; 2) publications; 3) mass media; and 4) public events. The following example from the PPSP programme was presented during the session.

Saluran	Program & Kegiatan	Perangkat (tools)
Tatap muka secara langsung	<ul style="list-style-type: none"> Lokakarya, Nasional/Daerah Penjaringan Minat Raker, audiensi, field visit dan road-show Konfrensi: KSN/KSAN, seminar dan City Summit Breakfast/dinner meeting Tim Pengarah (pusat) Konsultasi BP & Perencanaan Strategis Konsultasi & audiensi, hearing (pusat & daerah) Survey/studi, diskusi terfokus (pusat & daerah) Penyuluhan / kasi PMD / kader kesehatan, dll. Realisasi aliansi, kemitraan, kaukus (kebijakan) 	<ul style="list-style-type: none"> TOR dan agenda setiap kegiatan advokasi Keynote speech & presentasi (advokator) Lembar fakta & lembar info sanitasi Deklarasi, resolusi, piagam, dll Ringkasan ('versi populer') BP, SSK & MPSS Buku/cetak & video manual dan panduan Surat edaran & ringkasan pelaporan Kuisisioner dan pertanyaan kunci Pertanyaan kunci/materi nara sumber
Publikasi swakelola: penerbitan & tayang	<ul style="list-style-type: none"> Update input pesan berkala di website sanitasi Desiminasi progress info program AMPL & PPSP Edaran penggunaan materi dan distribusinya Surat edaran / SK Pimpinan Daerah, Perda, dll. 	<ul style="list-style-type: none"> TOR publikasi dan distribusi Dokumen aliansi, deklarasi kaukus & edaran Buku dan booklet, flyer, brosur, news letter. Spanduk, poster & ballho (disply)
Media Massa & Press Center	<ul style="list-style-type: none"> Siaran & Konferensi Pers (khusus & per events) Diskusi Media/gathering pimred/redaktur Media relations (updating & greeting) Kunjungan lapangan bersama jurnalis Talk shows, iklan, dan siaran / program khusus 	<ul style="list-style-type: none"> TOR/run-down setiap media events Pertanyaan kunci (Q and A) & naskah Press release (termasuk video release) Media backgrounder / fact-sheets Artikel, surat pembaca, advetorial, PSA
Event publik, media rakyat dan media alternatif, festival & pameran	<ul style="list-style-type: none"> Pameran, festival, perayaan (pusat & daerah) Perlombaan & awarding (pusat & daerah) Pertunjukan rakyat dan keagamaan (daerah) Siaran radio komunitas & media rakyat (daerah) Penyuluhan warga, kader, posyandu (daerah) 	<ul style="list-style-type: none"> TOR & run-down 'public events' Poster, stiker, spanduk/materi disply Release, presentasi, factsheet, dll Naskah, skenario & pertanyaan kunci Kriteria lomba anugerah / awarding / index

Advocacy channels and tools used in PPSP Programme (Alwis Rustam)

How we should do it in our program?

Following the general explanation a group exercise was introduced and facilitated by Alwis. He started by explaining the steps that should be followed when formulating a Communication Strategy:

- 1) Formulate a Strategic Issue and indicate the Goal of the Communication
- 2) Map the Target Group, and define the Key Message and Communication Activity
- 3) Plan for the Management of the Resources and the Implementation of the Activities

The different groups were asked to develop a simple communication strategy by focusing on a particular issue related to the SHAW implementation flow. Groups were advised to break down the issue or problem they wanted to resolve into clearly defined activities. The more specific the better! For the exercise the following template was provided.

No	Strategic issue	Goal	Key message	Target group	Activity	Resources	Timing

Template used for developing advocacy communication strategies

Two groups worked on two different communication strategies and these were thereafter presented and discussed. Alwis was able to give very specific and detailed feedback on the group work.



Group work on advocacy: preparation, presentation and feedback by Alwis Rustam

After the presentations of the group work the following conclusions were made by Alwis.

- 1) Identify the right stakeholder(s) (your audience) through proper stakeholder mapping;
 - 2) Use the momentum to achieve your advocacy goals;
 - 3) Be creative in choosing your communication channels;
- And
- 4) Be as concrete as possible in stating the strategic issue (problem statement) you want to address or resolve and break it down as much as possible.

School sanitation (13.45-16.15)

Erick gave a short introduction on what was going to happen in the afternoon. During the 2nd quarter meeting held in Jakarta at the end of June 2012, working groups were established to work on the following two topics: 1) school sanitation; and 2) sanitation marketing. The two afternoon sessions dealing with the topics of school sanitation and sanitation marketing started with a presentation on the outcome of the two working group meetings followed by a discussion on the way forward (what next?).

Presentation of school sanitation working group meeting

Yusmady presented the outcome of the school sanitation working group meeting held in Yogyakarta in the beginning of August 2012. The meeting focused primarily on why school sanitation is important and on developing a detailed action plan.

During the ensuing discussion the following was brought up:

- The contents of a possible school sanitation component (e.g. type of activities, activity flow chart, etc.) were not discussed during the workshop.
- The focus of the school sanitation component could be on: 1) improving conditions at the school; and 2) improving conditions in the village. The group agreed that we should focus on both objectives.
- Funds for improving school sanitation and hygiene facilities are limited and therefore the main focus of our interventions should focus on changing the behaviour of the school students. We will have to collaborate with a range of stakeholders (with resources) to improve the sanitation and hygiene facilities at the schools.
- The school sanitation component should follow the same principles we have applied for the STBM activities at village level (e.g. no subsidies, focus on behavioural change, etc.)
- Budget for school sanitation should be included in the partners' overall plan and budget for implementing the SHAW programme. This is not a new activity but it is an integral part of the SHAW programme and therefore nothing new.
- Experiences of the different partners need to be brought together and a simple activity flow chart is to be developed similar to what was developed during the Biak meeting for the village level STBM activities. If possible the school sanitation activities should be integrated in the STBM flowchart.
- Need to integrate school sanitation into the regular STBM activities.

There was a sense that the working group had not fully utilised their mandate to come up with a clear approach on how to implement the school sanitation component. It was suggested to develop an activity flow similar to what was developed in Biak in September 2012 for the regular village level STBM activities.

The rest of the allocated time for this session was used to develop together a rough draft activity flow starting right at the top by integrating school sanitation issues in the regular road shows. Most of the input came from the experiences gained by Plan and YDD. Elbrich and Erick volunteered to work on this first draft and to present a second draft on Friday.

Sanitation marketing (16.30-18.15)

Martin presented the outcome of the sanitation marketing working group meeting held in Yogyakarta on 6 and 7 September 2012. See also the working group meeting report drawn up by Martin. The main conclusions of the report are:

- 1) With the exception of Rumsram, most of the attention by the partners is going to pillar 1 where it concerns sanitation marketing. In general sanitation marketing for pillars 1 to 3 is moving ahead, but pillars 4 and 5 are lagging behind.⁵ CDB indicated that they give information to people on how to make compost pits (1x1, 5x1m) in particular for organic matter and animal waste.
- 2) No attention is yet given to the use and maintenance of the sanitation facilities, especially where it concerns cleaning of toilets. Maybe there are no specific service providers (for

⁵ A general observation made by Martin Keijzer is that attention to the provision of materials, services and funds for pillars 2 to 5 is not necessary as they are available. Crucial issues however are training, provision of information and motivation for implementing pillars 2 to 5 and subsequent follow up.

example for emptying pits); maybe there are no cleaning materials. It may also be that the materials used to construct the latrines make it difficult to properly cleaning and/or repair the latrines.

- 3) The selection of the local artisan or tukang is a critical issue. Examples were given of UNICEF and TSSM where trained artisan left soon after the training.
- 4) The relation between provider and producer or supplier is not yet given much attention. Is there a link between the shop and the producer? Are materials available when you need them?
- 5) Most of the SHAW partners focus on separate activities and cannot present an overall vision towards sanitation marketing.
- 6) Often, discussions at national level take only into account the situation of Java, which is very different from the poor and remote areas of East Indonesia. For example limited supply of materials and high prices!
- 7) The existing road infrastructure on the islands has an important role in the development of the private sector in sanitation marketing.

The main steps forward as formulated in the report can be summarised as follows:

- ⇒ What can SHAW do as follow up, once the sanitation marketing embryos are trained and becoming active? There is need for: 1) capital; 2) knowledge; 3) connection/promotion of the business; 4) business administration.
- ⇒ Proposal for joint SHAW approach included in the report:
 - Develop a clear vision on sanitation marketing such as “sanitation marketing comprises the set of different activities to sustainably respond to the created demand by 5 pillars STBM promotion.”
 - Carry out a study to assess the market situation and other local conditions specific to the SHAW intervention areas.
 - Determine the optimum range of options for each of the 5 pillars of STBM and thereby providing ‘informed choice’ to the population.
 - Discuss with and prepare the private sector on the range of options. Adapt the range of options if necessary. Preparation includes training of tukang, ensuring the availability of materials in the shops, and making banks ready to dispense a loan.
 - Present and discuss the range of options with the population when doing STBM promotion.

Martin suggested that the next step for the working group is to formalise and document what everybody is doing in the field. Anton thought that more time was needed to discuss all the important issues as SHAW is more or less still at the start where it concerns sanitation marketing. There appears to be still a certain amount of confusion. Is sanitation marketing synonym to the training of tukang?

Elena asked whether sanitation marketing means that after triggering when people have questions about options for the different pillars YMP field staff need to be able to give relevant and correct information. If YMP need information from YDD, can they just go and ask?

“Yes, your field staff has to know what kind of options are available as local people have to be able to make an informed choice.”

“Yes, we are working together, you can learn from other partners and other areas and you can consult anybody.”

Can we buy ceramic filters in bulk and sell them to the people in the villages? Martin explained that he cannot decide this on his own and that he would have to consult with our donor whether project funds can be used to procure water filters. He hopes that an answer from the donor will be available by mid-November.

Some brought up the issue of ethics and appropriateness. Is it ethical when we sell what we promote? And how will it help to establish sustainable supply chains for sanitation and hygiene products and services when we start intervening in the demand and supply mechanisms? Others argued that there is no interest from the private sector to go into the sanitation business. And there might be a role for SHAW partners to show that sanitation can be a profitable business? Is a sanitation or hygiene option that is not available a real option? This refers for example to the unavailability of ceramic water filters in the SHAW intervention districts. It was suggested that options need to be affordable and available.

Martin illustrated the above by explaining that last year he had a discussion with TSSM. What did they do in East Java? SM was done by the sanitarians. First they did sanitation demand creation or promotion, and then they switched their cap and said that people could buy sanitation products from them. What about promoting alternative products? Is there a possible conflict of interest created here? Remember that the same sanitarian will also have to come back for regular monitoring. Will he be able to come up with an objective judgement?

What next?

- Document sanitation marketing approaches of the partners: what is happening at the moment!
- Discuss with EKN on what is permissible in stimulating supply with regards to the use of project funds.
- Continue having experiences and document these experiences.
- Organise another working group meeting.

Preparation field visit (18.30-19.00)

At the end of the second day some time was allocated to make the preparations for the field visit planned for Thursday 18 October 2012. Just to remind everyone why these field trips are organised, Erick explained that these trips to the field are meant to learn from experiences from one of our partners and to see whether these lessons can be adopted in other areas if relevant.

Ibu Elena from YMP gave a short introduction on the field trip and what to expect when visiting Bagikpapan village. Bagikpapan was chosen as it is interesting to observe and understand how the management of local drinking water system is organised in this village. Bagikpapan is not a SHAW village or an YMP village, however YMP sees this as a learning village.

On the basis of the introduction the following questions were formulated to guide the teams' observations in the village:

- 1) How do they manage their system?
 - 2) Did they or do they get any external assistance?
 - 3) Water tariff setting? Cost-recovery?
 - 4) Access for all?
 - 5) User satisfaction?
- Others:
- 6) Is there any room for improvements?
 - 7) Can this model be replicated in other SHAW areas?

Finally the following teams were established to visit three separate dusuns within Bagikpapan village.

Teams	Team 1	Team 2	Team 3
Dusun	Bagikpapan	Bampak	Umum
Team leader	Ishak	Bayu	Sabar
Team members	Kris Carmen Frans Igos Nur	Yus Elbrich Nas Anton Rami	Yuli Erick Agus Dindo Elena



SHAW 2012 3rd quarterly meeting in session

2.3 Thursday 18 October 2012

Most of the day was devoted to the field trip to observe the local management setup of a village level drinking water system in Bagikpapan village, Pringgabaya Kecamatan, Lombok Timur Kabupaten. A quick overview of the programme for the third day is summarised in the following table.

When	What	Who
Morning	Field visit to Bagikpapan village	All
	Lunch	
Afternoon	Field visit to Bagikpapan village	All
	Dinner	
Evening	Preparing field visit reporting presentations	Teams
	Reporting and discussion on field visit	Teams

Field visit (06.30-17.15)

After an early start to the day and a long drive east, we were warmly welcomed by the village authorities of Bagikpapan and the people in charge of managing the village drinking water system in the village hall. The day started with a round of introductions and a number of short speeches. Thereafter, the history of the drinking water system was explained with the use of a Microsoft PowerPoint presentation.



Presentations at Bagikpapan village in Lombok Timur

After all the niceties and presentations the three teams, accompanied by the local village and water utility representatives, visited three different dusun (sub-villages) to get a better understanding of the functioning of the water system by observing the scheme and by talking to the local villagers.



Field visit to drinking water scheme in Umum dusun, Bagikpapan village in Lombok Timur

The visit was very well organised by the local authorities and YMP and gave a lot of insight in the functioning of the local water utility.



A number of private toilets observed in Umum dusun, Bagikpapan village in Lombok Timur

Preparing field visit reporting presentations

In the early evening the three teams prepared their back-to-office reports whereby they tried to answer all the seven questions defined during the evening of the second day.

Reporting on field visit observations

All three groups presented their observations and findings with the means of a Microsoft PowerPoint presentation. Pak Ishak presented on behalf of team 1, Pak Bayu on behalf of team 2, and Pak Sabar on behalf of team 3.

Challenges

The main challenges that came up during the three presentations can be summarised as follows:

- It was said that the yield of the drinking water source was decreasing.
- Not all families can afford a household connection at IDR 405,000.
- Knowledge and awareness on sanitation and hygiene issues is somewhat lacking or insufficient, for example OD practices are still prevalent in some pockets of the community.
- The current water tariffs are insufficient to reach a breakeven point (BEP) and to sustain the present level of services in the long run (for example to cover depreciation or amortisation of capital investments, major repairs, extensions, etc.).
- Lack of understanding or awareness among the villagers that current tariffs are too low.
- GoI agencies interested in supporting and inspiring local water committee, for example by advising on realistic tariff structures and tariff setting.

Conclusions

At the end of the session the group came to the following main conclusions on the basis of the presentations and earlier discussions:

- 1) The example seen in this village shows that communities, if sufficiently motivated, can take up the responsibility for the day to day operations of their own water system.
 - ➔ Devolving responsibilities for the running of village level water systems is the way to go forward, if all the conditions are right.
- 2) There is an increasing mismatch between water availability and water needs:
 - It was impossible to ascertain whether the actual yield of the water source is decreasing during our short visit. However, the following should be considered:
 - As a consequence of for example global warming, deforestation and other pressing priorities for the same water sources, the availability of water for domestic purposes is decreasing in many regions.

- The piped scheme originally put in place with support from JICA was built to accommodate 34 public water points, with an ever increasing number of household connections it is possible that the original design is not able to cope with the increase in water requirements. However, no data and/or calculations about yield versus demand are available.
 - It is obvious that demand for water services is increasing because of normal population increases but also because families are expected to use higher volumes of water for domestic purposes when water is available inside or near the house instead of having to carry their water from public water points.
 - ➔ The aspect of diminishing water sources and ever increasing demands for water (consumer demands are changing constantly both with regards to the level of services and the amount of water required) should be taken into consideration during the design phase.
- 3) Water tariffs need to be set realistically by finding the ultimate (right) balance between financial needs of the water system and the ABILITY and WILLINGESS to pay by the consumers. Consumers need to be aware of the fact that water is an economic commodity which is not available for free. Water tariffs need to cover at least the regular operation and maintenance costs as well as minor repairs. At this point of time it may not be realistic to expect that in the rural villagers where we operate, villagers can be held responsible for capital investment costs. Tariffs should not be set too high as this will create problems for consumers to pay the water bills, but also not too low as it will motivate villagers to waste water but more importantly it will be extremely difficult to increase tariffs towards more realistic levels.
- ➔ Consumers should pay reasonable tariffs for their water. NGOs could play a crucial role in tariff setting and socialisation of the consumers. Service levels also need to be taken into consideration, since a higher level of service (household connections) will demand a higher level of payment.
- 4) Although communities should take responsibility for running their own 'water business' they are unlikely to have all the capacities required to operate and maintain their water schemes efficiently and effectively.
- ➔ Capacity building of communities and water committees / utilities must be an integral part of our investments in improving access to water.

2.4 Friday 19 October 2012

A quick overview of the programme for the fourth and final day is summarised in the following table.

When	What	Who
Morning	Follow up on mid-term review findings	Martin and Pam
	STBM verification framework	Martin and Yus
	Lunch	
Afternoon	School sanitation activity flow	Elbrich and Erick
	SHAW newsletter	Pam
	Updates about SHAW and from Jakarta	Martin and Yus
	Action planning Q3	Erick
	Evaluation and closure	Erick and Martin

Follow up on mid-term review (08.45-11.30)

This session was facilitated by Martin and followed the preparatory work carried out the previous day by Martin and Pam. The discussions followed the presentation prepared by Martin and Pam and one by one all the issues, observations and recommendations made by the MTE team were covered.

The combined response by all the SHAW partners on the MTE findings and recommendations is presented in Appendix 4. The same overview was forwarded by Martin Keijzer as the official response to the Netherlands Embassy in Jakarta at the end of October 2012.

STBM verification framework (11.45-12.00)

Martin introduced the session by explaining that, although in general based on the MoH guidelines, the partners have developed their own STBM verification frameworks with different criteria. As discussed in earlier meetings we had decided to develop a common framework with identical criteria for verifying whether a community has achieved STBM status. Prior to the workshop Martin and Yus prepared an overview which compares the verification criteria developed by the partners with verification framework developed by MoH.

Yus facilitated the session by going through the overview which included a proposal for common verification indicators for all five STBM pillars. At the end of the session the partners were given two extra weeks to respond to the proposal, thereafter a common framework was to be finalised and shared with all the partners for use in future STBM verification exercises. The final STBM verification framework with all the agreed upon verification indicators is presented in Appendix 5.

During the final discussions the point was made that it is important to ensure consistency between the STBM verification framework and the new SHAW monitoring system. It was concluded that it would be good to use level 3 of the outcome monitoring system as an inspiration for developing the STBM verification indicators.

School sanitation flow

Some time was taken to present and discuss the school sanitation activity flow developed by Elbrich and Erick in the morning on the basis of the school sanitation related discussions of the first day. For that purpose another school sanitation working group meeting will be organised by Elbrich and Yus before the end of November to work on the school sanitation strategy and guidelines. Furthermore, it was decided that progress monitoring should be included in the flowchart and guidelines, and that school sanitation activities will focus on all elementary schools in both old and new villages.



Presentation of the draft school sanitation activity flow

SHAW newsletter (14.00-15.20)

Pam introduced the session focusing on the upcoming SHAW newsletter. Pam explained that the main purpose of the newsletter is to exchange information, experiences and new ideas in first instance among the SHAW partners. Secondly, to provide a place for partners to start writing so that hereafter articles can be improved and where possible be submitted to other Indonesian publications, such as Percik. Examples of two initial draft newsletters as developed by Pam were posted on the walls of the meeting hall. The participants were asked to give feedback by writing their individual comments on yellow coloured metacards on the same wall and to come up with new ideas for potential content for future newsletters on orange coloured metacards.



Providing feedback on the initial draft SHAW newsletter

The outcome of the exercise is presented in the table below.

Comments	New ideas
<ul style="list-style-type: none"> • Too formal (2x) • For who is this newsletter meant? (2x) • More photos would be better (7x) • The cover needs to be more interesting • Article on the programme cycle is liked • Article about water filters is liked • Article about the new MOH monitoring system is too scientific for our partners and not sure who it is meant • We need an article about success stories • Article on handwashing with gel is too much publicity for Dettol • It would be nice if there is an overview of all important WASH related days (HWWS day) • Layout is very boring 	<ul style="list-style-type: none"> • A special column for discussion • A gallery with photographs of partners • Every month please • Would be nice to provide profiles of the five partners • More articles on STBM, school sanitation and sanitation marketing • Sharing experiences from outside SHAW • Language should be more easier and popular if we want to share with external partners and stakeholders • Newsletter should focus on a range of activities that are linked to sanitation • Make a corner for ideas and comments • Content should be more about the SHAW programme and the activities carried out by its partners • More articles on Pokja AMPL Nasional and STBM secretariat as this will help to convince local leaders

For whom do we make the newsletter? Pam explained that the newsletter was intended to be an internal SHAW newsletter to share information, news and experiences and to learn from each other. Ishak liked the idea of a regular SHAW newsletter and said that it would help the partners to start sharing experiences among each other. He stated that success stories from other areas would be very useful for his staff. He asked whether it would be a good idea to share the newsletter with the sanitarians as it would be an excellent way to keep them informed. Agus thought that it might be a good idea to share the newsletter with villagers as it might help to motivate them. Sabar suggested including regular features on a specific success story

Pam explained that a newsletter could be a good medium for internal sharing but this requires active interaction. It is not meant to be a one-way communication channel. We are still looking at the possibilities to make it an interactive document (e.g. living document) whereby everyone can contribute, comment, etc. The content of the newsletter is expected to consist for some 80% on sharing information and experiences among the SHAW partners, and the remaining 20% should be used to introduce and share new ideas or lessons from outside SHAW.

Photographs make the document very 'heavy' which will make it more difficult to share for example by email. It would be good to share photos on a common space (e.g. Google Drive or Drop Box) for use by all as long as the owners are appropriately acknowledged.

Everybody agreed that the newsletter should be published in Bahasa Indonesia. It was also agreed that the newsletter should be made available once every three months. There was a strong preference for the newsletters to be made available in PDF format. The partners will then print and share the newsletter with their staff. The following contact persons volunteered to be involved:

- Yus, Pam and Yuli from Simavi
- Carmen from IRC
- Partners will appoint one person per organisation within one week

It was also decided that detailed discussions on the shape and content of the newsletter will be done among the contact persons through email correspondence. The team will also ensure a fixed set up of the newsletter so that people know on what topics they can contribute by writing relevant articles.

A quick brainstorming round brought up possible interesting subjects that could be included in future newsletters:

- Elena: solid waste and water supply
- Ishak: handwashing with soap (our experiences)
- Nas: advocacy
- Dindo: solid waste
- Agus: toilet technology options
- Frans: post-triggering activities especially follow-up and monitoring
- Sabar: STBM declaration

The content of future newsletters should as far as possible be in line with specific days or events during the year, for example an article on handwashing with soap around the Global Handwashing Day which is celebrated in October of each year.

Updates Jakarta and SHAW (15.45-16.30)

Google Drive

Yus gave an introduction on the use of **Google Drive** to start sharing documents, reports and so on. Yus had prepared a paper for this purpose 'Panduan penggunaan akses file pada akun SHAW Google Drive'. Yus explained that the use of Google Drive is gratis up to 5 giga bites and that it can be used on mobile telephones and tablets as well as with Android applications. The SHAW Google Drive can be accessed through:

shawprogramme@gmail.com

Yus thereafter showed the SHAW programme's Google Drive webpage which includes a number of folders such as library, meetings & workshops, report, SHAW IEC material, Verifikasi ODF and Verifikasi STBM. Finally he mentioned that the following week he would send an email to all partners with the user guide and a request to register for Google Drive.

Updates by Martin

- 1) **Audits:** Martin showed the audit reporting format used by the EKN to evaluate audit reports received by them. The format includes detailed questions whether the audit reports comply with the EKN audit guidelines. The completed formats are forwarded to the Ministry of Foreign Affairs in the Netherlands and will form the basis for future fund releases. This is why the partners received funds too late as the whole procedure took more time than expected.
- 2) **Biannual report:** several problems were encountered by Martin with the different interpretations by the partners on how to use the 6-monthly report, especially on the section 1 on 'General data'. Martin explained that he will make modifications and he will make it clear that partners have to report only on the period of the report. Thus data should only be those covering the six months of the report! Section 4 on the 'role of women' was added on the specific request of Simavi. Still requires further clarification and a response by Simavi as it is not fully clear what they expect.
- 3) **Interesting developments in the sector:** Martin attended a very interesting meeting in Jakarta of the Sanitation Partner Group which included four presentations. One was on the introduction of the capacity development component of the ADB programme and specifically on standardisation and certification of sanitation facilitators. Another one was on rural septage management (desludging of onsite latrines) by WSP. The third was on a study

commissioned by Plan on 'improving CLTS' of which the findings are very interesting and useful to us. Finally there was a presentation on the sanitation Hackathon⁶ organised by WSP. ICT experts (programmers) and WASH sector experts will be asked to find innovative solutions to some of the sanitation and hygiene challenges in a marathon computer programming competition which will be held between 1-2 December 2012, and one of the main cities is Jakarta

- 4) **New positions:** Simavi is looking for a translator. Submission deadline is 29 October 2012.
- 5) **2013 annual plan and budget:** all partners are expected to submit their annual plans and budgets for 2013 by the 15th of November 2012 latest.
- 6) **STBM impact study:** Plan started a five pillar STBM programme in Lembata before the SHAW programme commenced. Simavi – in discussion with Plan Indonesia – is commissioning a Lembata study covering some 17 villages to assess the changes in these villages after the STBM declaration. The results of the study – for which the draft report is expected by 15 January 2013 – will be very useful for the further development of the SHAW programme.

Action planning Q3 (16.30-17.30)

This session was used to recap the results of the different sessions and to develop a detailed action plan. Decisions made are also included in the action plan to enhance transparency. The detailed action plan was shared with all the partners immediately following the meeting and it is also provided in Appendix 6.

Evaluation and closure (17.30-18.00)

At the end of the four-day of meeting a quick evaluation session was organised. The results are presented below.

	What did you like?	What could be better?
Plan	<ul style="list-style-type: none"> • Clarity about new monitoring system • Advocacy session • School sanitation 	<ul style="list-style-type: none"> • Time keeping • More ice breakers
YDD	<ul style="list-style-type: none"> • Advocacy session • Clarity on knowledge management • Decision on new monitoring system 	<ul style="list-style-type: none"> • Less crowded agenda / less topics
Rumsram	<ul style="list-style-type: none"> • School sanitation • Advocacy 	<ul style="list-style-type: none"> • Time keeping
CDB	<ul style="list-style-type: none"> • Clear decision on new monitoring system 	<ul style="list-style-type: none"> • Less topics so that it will be possible to discuss important issues in more detail
YMP	<ul style="list-style-type: none"> • Sharing between partners • Advocacy and communication 	<ul style="list-style-type: none"> • Output of working groups could be more concrete

After the evaluation Martin delivered some closing words and thereafter closed the workshop. Martin expressed his happiness that so much could be achieved in the four days. For that he thanked all the participants. Finally Martin thanked YMP for hosting the meeting and Yuli for doing most of the translation during the meeting.



⁶ Sanitation Hackathon brings together technologists and creative minds with sanitation experts to develop innovative solutions to some of the greatest sanitation challenges facing the developing world. See also <http://www.sanitationhackathon.org/>

Appendix 1: 2012 Q3 original meeting schedule

What	2012 3 rd Quarterly Meeting of SHAW Programme Coordinators
When	16 to 19 October 2012
Where	Mataram, Lombok, NTB

Day	Time	Meeting Topics	Expected results	Remarks
Tuesday 16/10	Morning	Opening and agenda setting		Martin and Pam
		Progress on Action List Q2	Updated status on earlier decisions and action plan	Erick
		Presentation by all 5 partners	Updated status on progress made by partners	Programme Coordinators
	Afternoon	Steps forward for New Monitoring System	Agree on final setup of new OUTPUT and OUTCOME monitoring system	Erick
		Knowledge Management	Clarity on KM and how to move forward	Carmen
Wednesday 17/10	Morning	Advocacy for SHAW	Clarity on the concepts and how advocacy can be relevant for SHAW and its partners	
	Afternoon	School sanitation	Clarity on outcome of school sanitation working group and agreement on how to move forward	Erick
		Sanitation marketing	Clarity on outcome of sanitation marketing working group and agreement on how to move forward	Martin
	Evening	Preparations for field visit		Teams
Thursday 18/10	Morning	Field visit		Teams
	Afternoon	Preparations of field visit presentations		Teams
		Presentation of field visit results	Learning on what works and what does not work	Teams
Friday 19/10	Morning	Follow-up on the MTR findings	Agree on necessary follow up	Martin and Pam
		STBM Verification Framework	Agree on Joint Verification Framework	Martin and Yus
	Afternoon	SHAW Newsletter	Agree on shape and content of SHAW newsletter	Pam
		Updates Jakarta and SHAW		Martin
		Action list 2012 Q3	Finalise and agree on action list	Erick
		Evaluation and closure		Erick and Martin

Appendix 2: List of participants

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Appendix 3: Progress status update of 2012 Q2 Action Plan

	Theme	What	Details	Who	When	Q3 Status Update	
						Overall	Details
1	Knowledge management	1) Simavi (Pam) with support from IRC (Carmen) will take the lead	KM and knowledge product development will be carried out in close consultation and support from the SHAW partners			=	On agenda of Tuesday 16/10
		2) Develop first issue of SHAW newsletter		Pam	< End July	=	Draft will be discussed on Friday 19/10
		3) Explore possibilities of opening a Google Doc page	All SHAW documents to be stored on Google Doc while a SHAW website is being explored	Yus	< October PC meeting	=	Trial carried out with Google Drive. Yus will explain on Friday
		4) Explore possibilities for a SHAW website page		Peter and Erick	< End July	=	Simavi is working on an English language website (SHAW page)
		5) Develop first knowledge products in 2012	Likely topics are: <ul style="list-style-type: none"> • Behaviour change monitoring • Programme developments and changes in approach during the first two years • Role of and benefits to women of the SHAW programme 	Pam and Carmen with input from partners	< End 2012	=	On agenda of Tuesday 16/10
2	Advocacy	1) Develop advocacy strategy	<ul style="list-style-type: none"> • A draft advocacy strategy will be developed in a one-day special session during the October PC meeting in East Lombok • An external advocacy expert will be invited to support us 	All Martin	16-19 October	=	On agenda of Wednesday 17/10
		2) Develop plan to build the capacity of partner staff	<ul style="list-style-type: none"> • Issue will be discussed during Lombok meeting 	All	16-19 October		
3	Monitoring	1) A working group is established to finalise the output and outcome monitoring system with Pam in the lead	<ul style="list-style-type: none"> • Preparatory work will be carried out prior to the Yogya workshop 	Erick	< 12 July	+	Done
			<ul style="list-style-type: none"> • A WORKshop will be organised in Yogya at the Simavi SHAW office 	See list below	12-14 July	+	Done

	Theme	What	Details	Who	When	Q3 Status Update	
						Overall	Details
		2) Develop manual / guidelines		Erick & Pam	< End July	=	Will be discussed on Tuesday 16/10
		3) Modify Excel database		Erick	< End August	=	Will be discussed on Tuesday 16/10
4	School sanitation & hygiene	1) A working group is established to develop a draft school sanitation and hygiene intervention strategy with Yus in the lead	<ul style="list-style-type: none"> A WORKshop will be organised in Yogya at the CD Bethesda office The following is to be considered: <ul style="list-style-type: none"> Build on experiences of partners and others Develop main principles accommodating the two objectives given below Develop possible activities Develop a toolkit Develop monitoring format Yan Ghewa will be contracted to facilitate the workshop An external WASH in school expert will be invited to advise during the workshop 	WG members Martin Martin	7-9 August	+	Done
		2) The draft intervention strategy will be presented and discussed in the Lombok meeting		All	16-19 October	=	Will be discussed on Wednesday 17/10
5	Sanitation marketing	1) A working group is established to carry out a comparative study on sanitation marketing with Martin in the lead	<ul style="list-style-type: none"> A WORKshop will be organised in Yogya at the YDD office The study should entail: <ul style="list-style-type: none"> Map existing activities and compare approaches among the partners. Map what other organisations are doing in Indonesia and in the region. Prepare an overview of best practices. An external sanitation marketing expert will be invited to advise during the workshop 	WG members Martin	6-7 September	+	Done

	Theme	What	Details	Who	When	Q3 Status Update	
						Overall	Details
		2) Provide outline to working group members	<ul style="list-style-type: none"> This should enable partners to record their SM activities and experiences 	Martin	<6 July	+	Done
		3) Working group members record own SM activities		WG members	< 23 August	+	Done
		4) The comparative study will be presented and discussed in the Lombok meeting		All	16-19 October		Will be discussed on Wednesday 17/10
6	Water supply	1) Forward personal thoughts and reflections regarding water supply interventions to partners		Martin	29 June	+	Done
		2) Partners will deal directly with Martin regarding their WS proposals		Partners		=	On going

Appendix 4: Reaction by SHAW to the main recommendations in the MTE report

	Main observations and conclusions	Reaction by SHAW
1	The staffs of the NGOs involved in the implementation of the SHAW programme, about 75 in total, are hardworking, well-motivated and dedicated people. The circumstances under which they have to do their job are far from easy and require much perseverance. The way they go about it with the people in the communities is considerate and respectful.	Thank you
2	The SHAW programme is selling itself short by stating that the core of the programme is the five pillar STBM approach. Rather, it is the two-pronged strategy, in which change of sanitation and hygienic behaviour in rural communities is realised, together and in combination with sector strengthening and the creation of an enabling environment of the government institutes which is the core of the programme.	Agreed, and a three-pronged strategy will be disseminated: 1) Five pillar STBM 2) Sector strengthening nationally (policy support) and locally (enabling environment towards a holistic approach and sustainability) 3) Capacity building SHAW partner NGO and local stakeholders (a wide range, from sanitarians via tukang to dusun volunteers)
3	The programme is presented as a pioneering and learning one. This should imply that documentation of experiences and knowledge management is a top priority of the programme, which is not yet the case. Furthermore, pioneering and assessing the impact of pilots are time consuming and difficult to reconcile with the ambition of achieving large numbers of beneficiaries within a relatively short period.	The choice made at the start is to focus first on STBM development and gaining experiences, before collecting documenting and disseminating the experiences and lessons learnt. Although the knowledge management component should indeed have started earlier, there were several activities since the start of SHAW in documenting and sharing 1) The progress as well as the SHAW meetings are documented and shared. 2) SHAW partners have published articles on their experiences and ceremonies in local magazines (e.g. Percik), local newspapers (e.g. Timor), website (e.g. AMPL Milis), radio (e.g. Biak), local TV (Lombok), presentations (e.g. Sanitation Donor Group) as well as shared information with the various public relation departments of local government services. During the Q3/2012 meeting in October 2012, SHAW decided to boost the knowledge management component by: A) A quarterly newsletter which at first is internal to gain experience on what is desired/needed by the SHAW partners as well as to avoid launching another newsletter amid the several existing newsletters/websites.

	Main observations and conclusions	Reaction by SHAW
		<p>B) A two pager on the SHAW programme, for distribution</p> <p>C) Documentation of the demand creation approaches and experiences: The aim is for learning and sharing internally as well as externally for those who are interested in STBM and/or want to start STBM promotion.</p>
4	<p>The baseline surveys to be carried out prior to the interventions in the communities are mostly STBM related and hardly pay attention to the socio-economic, cultural and religious characteristics of the beneficiaries. Yet, these characteristics do influence behavioural changes in the longer run. Villages should therefore not be treated as “targeted communities” which need to be ‘SHAW-washed’ but as communities with their own individual cultural identity and socio-economic profiles.</p>	<p>The observation is not well understood:</p> <ul style="list-style-type: none"> • CLTS/STBM triggering is only possible through studying and adapting to local socio-cultural circumstances per desa/dusun. The common term used in the preparation stage by all five partners is “sosialisasi”, aiming at getting to know the local circumstances. Social data are collected but not all partners document them. • Four of the five SHAW partners observed to have discussed the situation (YMP is not yet in implementation phase): YDD and Plan have shown to MTE mission the baseline data including the socio-economic data, CD-Bethesda has informed verbally on the socio-economic data collection, and Rumsram does not collect and document systematically the data. • Furthermore, the triggering activities had been at desa level but shifted to dusun (and even RT) level because the socio-cultural aspects in these entities are more homogeneous. • According to the debriefing information, the MTE mission did not attend a session by a NGO in the field. Hence it is unfortunate that neither the recommendation nor the text in § 4.2.1 give detailed information on what and where things are going wrong, according to the MTE mission. <p>Hence, the SHAW partners do collect information on socio-economic, cultural and religious characteristics of almost all of the desa. The information is used during the interventions, although the data is not structurally documented.</p>
5	<p>The emphasis on the development and implementation of the STBM approach required much effort at the expense of the other components of the programme, most particularly of the school sanitation and hygiene programme. This is a fundamental shortcoming, as it is widely known that schoolchildren are effective agents of change and eager to bring new messages home.</p>	<p>From the start of the programme, SHAW recognised that the original proposal made optimistic assumptions on two issues: that a) the Pokja, including the MoE, are well functioning bodies and b) STBM was well known as strategy, especially within the MoH structures at district and kecamatan levels. The reality was different, and indeed much time was needed to develop the STBM approach and</p>

	Main observations and conclusions	Reaction by SHAW
		<p>inform/involve the stakeholders. School sanitation activities started but limited:</p> <ol style="list-style-type: none"> 1) It demands a different approach from the community STBM approach. 2) Another aspect is that in many schools, basic facilities like water and toilets lack. SHAW does not have funds to construct these facilities, necessitating investments by others. 3) The initiator of STBM, the Ministry of Health, puts a focus to community STBM (the houses) and puts public places like schools and markets at a lower priority. 4) The position of the key stakeholder for schools, the Ministry of Education, is not clear regarding the presence of facilities like toilets, water supply and washing places as well as regarding hygiene lessons. The situation is different from school to school. <p>This situation influenced the attention by the SHAW partners to school sanitation, and delayed indeed the development of a general SHAW approach to school sanitation.</p>
6	<p>Cooperation with the local government institutes is a basic principle and a prerequisite to continue and sustain the results after the programme phases out. The cooperation with the newly created local working groups however is still an uphill battle. The same holds for the cooperation with the key players at the central level. Commitment from the Ministry of Health for their own national STBM policy is limited. The same holds for the directives and guidelines given to the lower government echelons. The Pokja-Nasional as the national coordinator is primarily interested in tools and procedures which can be used for the nation-wide scaling up. Both agencies seems to be more interested in the realization of ODF villages which coincide with MDG7) than in their own STBM policy.</p>	<p>The observation is familiar.</p> <ul style="list-style-type: none"> • In the SHAW areas, the involvement of Bupati, Pokja AMPL, Dinkes, etc. is looked after, certainly after the review of mid-2011. Full support is obtained although it took time. • SHAW has placed a staff member as direct support to Pokja AMPL and to STBM Secretariat. • Since early 2012, more attention is given to information sharing through the bi-monthly progress reports to Bappenas, which are widely disseminated. Also, the already mentioned articles in newsletters and websites of government structures aim to inform on 5 pillar STBM and to motivate in getting involved. • SHAW sees opportunities for promoting STBM in relation to the post-2015 development targets, the Sustainable Development Goals SDG. Expectations are that priorities for WASH will include broader qualitative aspects, which are already included in the STBM approach as implemented by SHAW.

	Main observations and conclusions	Reaction by SHAW
7	<p>Half way through the programme, it seems that the implementing NGOs, in particular those with massive targets (Plan, YDD and YMP) face a huge challenge to achieve many of the expected results which emanate from the three main objectives, and the expectations as formulated in the inception phase, before the programme concludes at the end of 2014.</p>	<p>The observation in the exec summary does not link with the text of § 7. Instead of reacting to the main observation, a reaction will be given to the observation in § 7.4.3.</p>
	<p>7.4 Observations and Conclusions (source: final MTE report)</p> <p>3. The efficiency of the programme is low in terms of the OECD definition. At the end of June 2012, 47% of the programme time was spent whereas only 10,4% of the targeted beneficiaries had been reached. Using the OECD definition, however, misrepresents the situation of on-going programmes, albeit that the programme is not run very efficiently. The inefficiency is mainly to be attributed to two factors: the flexible approach which was followed in the beginning of the activities and the mix of pioneering interventions and the ambition of going to scale too quickly.</p>	<p>It is correct that the SHAW programme does not concern constructing hardware or a project by a for-profit consultant, which both have a strict planning system. Planning of activities towards a change in human behaviour is precarious. From the consideration that each desa is different and requires different time schedules to achieve 100% STBM, the SHAW programme therefore did not and cannot give a detailed monthly or annual planning of targets. SHAW has planned a final target for the end of programme: 724,510 persons with sanitation and hygiene behaviour along the 5 pillar STBM in an enabling environment (Inception Report Nov.10).</p> <p>Further, there seems confusion on the progress. At 30 June 2012, the number of persons reached by STBM promotion is 454 000 or 60% of the target population. Also, 150 000 persons are respecting 5 pillar STBM (see progress report January-June 2012), which is 20% of the targeted population.</p> <p>The observation that the programme is not run efficiently, is not understood. The 5-pillar STBM strategy is new to the world, but also to Indonesia that introduced it. Considering the nation-wide unfamiliarity with STBM, especially the implementation in the field, at the start of SHAW in 2010, the 4 implementing NGOs (YMP joined in Jan.12) started to develop an STBM approach along their own vision and background. Nobody could give arguments beforehand, which of the 4 approaches was best. In September 2011, the 4 approaches were compared and streamlined.</p> <p>The observation on going to scale too quickly is equally not understood. Although most of the observations on the subject have been removed from the draft to the final version, this recommendation 7.4.3 had kept it. The SHAW programme was set up to promote STBM behaviour change at kabupaten level, which</p>

	Main observations and conclusions	Reaction by SHAW
		changed for 3 SHAW partners to the level of several kecamatan. Hence, going to scale is inherent to SHAW, it also brings good involvement of kabupaten and kecamatan government services as their area is directly concerned.
8	The logical framework does not offer adequate guidance for the programme for several reasons: the language of the specific objectives is unclear; the relationships between objectives and expected results are inconsistent; the underlying assumptions do not reflect real conditions; and finally, the proposed verifications are neither measurable nor result based or time bound.	The logframe has been submitted as annex 8 to the original proposal of SHAW (March 2010), and it was rephrased in the Inception Report (Nov.2010). The logframe indicated the pioneering situation in STBM at the start of SHAW, with its difficulties on realistic expectations.

	Main recommendations	Reaction by SHAW
1	The ambivalence between being a pioneering and learning programme on the one hand, and upscaling to (sub-)district level on the other hand is noticeable throughout the programme and should be avoided and reconsidered. Chasing big numbers goes at the expense of the development of other important components of the programme such as the development of school sanitation and hygiene programmes, sanitation marketing and the role of small scale entrepreneurs, data management, analysis and knowledge management. These components are equally essential in the development of a replicable model to be used for nation-wide scaling up and should receive more attention.	NB. The text of the 1 st main recommendation is the text from the draft version of the MTE report. However, the text in the related paragraph of the final version has changed, see § 3.8.1, and is copied here.
	3.8 Recommendations (source: final MTE report) 1. The ambivalence between being a learning/pioneering programme and at the same time cherishing the ambition of achieving a 100% STBM coverage of sub-districts and even districts, should be discussed with all partners involved.	See also the reaction to main observation 7. The SHAW programme was formulated to promote STBM behaviour change at kabupaten/kecamatan level, in order to go beyond individual desa but to experience how a sustainable STBM behaviour change at these administrative levels can be achieved and what involvement of local stakeholders is needed. From these experiences, replication is possible to other regions in Indonesia.
	In order to make the SHAW strategy at community level replicable for stakeholders elsewhere, guidelines should be developed in which the whole set of activities are described in a well-planned sequence.	Planning beforehand of the sequence of steps regarding a pioneering intervention is rather tricky. However, guidance is given and activity flows are established, experienced and eventually adapted. The current draft flow is shared with external parties.

	Main recommendations	Reaction by SHAW
		At the end of the SHAW, a well-established flow is ready, to serve as guideline.
2	The monitoring systems should be practical and simple so that they can be taken up by the sanitarians and preferably be linked with the information systems of the Puskesmas and DINKES, which have proved to be the most active counterparts so far.	The related activities are on-going. The new monitoring system (output and outcome) has been tested in May-June 2012 together with Puskesmas and Dinkes, and met enthusiasm of these government bodies as it helps them in functioning/reporting: <ul style="list-style-type: none"> • It gives field based data in a simple and structured way. • It responds to the growing demand by national level for more specific indicators (especially concerning pillar 2 – 5).
3	More attention should be paid to cultural, religious and socio-economic aspects of communities. These aspects do play a role in changing old habits and have an impact on the internalization and sustainability of the STBM principles. Knowledge of these aspects will also facilitate the STBM triggering, determine the sampling design for the outcome monitoring and follow up activities. Each baseline survey should therefore be completed with a brief note about the special features of a village or community in order to make the STBM approach more “community fit”.	The SHAW partners are working already several years in the programme areas and are familiar with the socio-cultural settings. Before STBM triggering, a baseline is done and socio-cultural data are collected, but not all socio-cultural data are documented. In addition, the intervention is adapted to the specific circumstances per dusun, in order to have results. However, not all communications with the desa population are documented. Considering the number of desa (ca. 1000), documentation will certainly bring rich anthropological information. However, the recommendation to document (“brief note”) is not followed up because of the extra administrative work to field staff. SHAW will indicate the presence of information to external parties like universities, who can choose to explore or not.
4	The cooperation with the local government is much needed and should be strengthened further. The national key players should be challenged to support their own policy by informing and instructing the lower echelons. Such messages would greatly facilitate the implementation at the local level. The advocacy capacity of the partner NGOs should be developed to get the SHAW messages across to the local leaders and government institutions. The STBM approach is not a one moment shot but has to evolve into new perspectives on the improvement of a healthy living environment. This may turn a rather ‘unsexy’ subject as sanitation into a more attractive issue from a political point of view. Champions should be invited to inform the local councils and lobby in the regional planning boards for funding.	The recommendation has been picked-up. During the Q3-meeting, a special session was dedicated to advocacy, facilitated by an external consultant. Follow-up is planned.

	Main recommendations	Reaction by SHAW
5	The logical framework does not provide good guidance to implement the programme and needs to be adjusted. The adjustment should be done as soon as possible, preferably at the upcoming programme coordinating meeting (PCM) in October 2012. The specific objectives and the expected results should be revised and based on the experiences and insights which all six NGOs have gained to date. The underlying assumptions (and risks) should be reformulated and start from reality. The same holds for the means of verification and the indicators; substantiate the target figures, make them measurable and time bound. An adequate logical framework makes the priorities more explicit, facilitates the coordination and planning and fosters transparency and the efficiency of the implementation.	Adjustments in a logframe signify a change in the approved programme, which in turn requires another formal approval procedure, after the approval by EKN in April 2010 of the original proposal and in December 2010 of the Inception Report with its modifications. Therefore, a revision of the logframe is not intended. However, the logframe will be studied to refine and improve the formulation of items, and the rephrased logframe will be included in the SHAW annual plan 2013. Furthermore, the adaptations in the planning, following the realities in the field, are done in the table of the semester progress report. Concerning adjustments of the overall target, SHAW maintains the target of 724,510 persons with 100% STBM behaviour (Inception Report, Nov.10). According to the information in the latest progress reports, this overall target will largely be surpassed.
6	The best possibilities to ensure sustainability are to be found in the communities themselves. Internalization of changed hygienic behaviour is the best guarantee for sustainability. Competition between villages, certificates, championship awards and special mentions at the village entrance may also help to observe the STBM principles.	The aim of the recommendation is not clear. The new monitoring system (output + outcome) is desa-based, and includes aggregation at dusun and desa level for immediate action in case of slippage. Competitions, declarations and desa regulations are already part of the current approach, and kabupaten regulations are being lobbied.
7	School sanitation and hygiene programmes are the best investments in sustainability. Children have a vivid imagination and are highly susceptible to messages in which the dangers of unhygienic behaviour are shown. What they have seen or heard will be taken home. This component has proven to be very effective and should be put higher on the SHAW agenda.	The recommendation has been picked-up. In August 2012, an internal working group on school sanitation convened to come up with ideas and eventually already proposed steps. During the Q3-meeting in October 2012, the possible activities were discussed in order to get a concerted/harmonised SHAW approach as well as to avoid too ambitious targets (e.g. see reaction at recommendation 9). In November 2012, the working group will finalise the harmonised approach, for immediate start of implementation.
8	Instead of individually prepared extension material and following different approaches for schools, it would be useful to work on a generic programme and to cooperate with relevant partners on pilots and to research the effects on children and teachers.	The recommendation is taken up, see the reaction at recommendation 7 where it is stated that a harmonised SHAW approach is under development.
9	As 100% STBM coverage of sub-district and districts is strived for, also secondary schools (in any case SMPs, but probably also SMAs) and other institutes should	According to the 5 implementing partners, the secondary schools (SMP and SMA) are 1) not located in the rural areas of SHAW and 2) have better sanitation and

	Main recommendations	Reaction by SHAW
	be included in the programme. The extension material should be adjusted, depending on the audiences.	<p>hygiene conditions than the primary schools in the rural areas.</p> <p>In order not to become too ambitious, SHAW will limit itself to school sanitation at primary schools, and not add secondary schools as these need another approach, adapted to adolescents.</p>
10	Villages with schools which have not participated in the school sanitation and hygiene programme are in principle not eligible for the 100% STBM declaration. These villages may only receive a preliminary STBM certificate which can be changed as soon as the schools have been included.	<p>The recommendation is correct, but it will lead to uncertain but far-reaching difficulties beyond the control of SHAW. There are several public places in a desa that need water, sanitation and hygiene facilities, like the desa office, Posyandu, market, restaurants next to the schools. Insisting on schools to be 100% STBM before a desa can obtain a STBM declaration therefore gives only a partial solution to the situation intended by the MTE mission.</p> <p>Also, there are uncertain consequences for the current involvement by the kabupaten and kecamatan levels, when SHAW cancels the previous declarations by Bupati or Camat. Moreover, the MoH is primarily looking to the houses, not the public places with its STBM strategy.</p> <p>Nevertheless, SHAW will pick up the observation by the MTE during its discussions at various levels, in order to raise awareness on the issue of public places. SHAW is doing school STBM and reaches out to employers and employees in the other public places through its STBM to the houses.</p> <p>SHAW will follow the MoH in looking only to the situation of the houses for the 100% STBM verification and declaration of a desa. It is up to the desa community to decide otherwise.</p>
11	In case the prospects on support from the district government are dim or disappointing, new negotiations with the district head and staff should be started. Meanwhile the activities of implementing NGO should be restricted to the villages and schools which already participated in the programme. Expansion to new villages in order to achieve the agreed 100% coverage should be postponed until there are positive signs on support and funding from the government side.	<p>The NGOs do not have a contract with the government on STBM implementation, and cannot hold government to contractual obligations regarding support (staff or budget). There is the unquestionable risk that if pursued, the recommendation will lead to a complete stop. Therefore, the recommendation is not taken up as such but in a gentle approach.</p> <p>Advocacy is on-going since 2 years and will continue. Positive signs of attention by kabupaten + kecamatan government (staff and/or budget allocation) are achieved.</p>

	Main recommendations	Reaction by SHAW
12	<p>Given the complexity of the SHAW programme, the capacity development of the NGOs should be focused on implementation strategies and guidelines and the capacity to implement these strategies in the field. There should also a need for training on data management, data processing and analysis. This to enhance the capacity of the NGOs but also to train the Puskesmas staff in monitoring and reporting.</p>	<p>Since Jan.12, capacity assessment workshops are held per SHAW partner, which also detect eventual needs of specific support. In that case, follow-up trainings were / are given, e.g. on guideline development. Apart from these specific workshops, support is given to the partners throughout the year on relevant topics (pro-actively or at request).</p> <p>Regarding the specifically mentioned case of monitoring and reporting, the partners received during the different field trials on-the-job training on the monitoring system and its data processing and analysis. The SHAW field staff trains the users of the monitoring system: Puskesmas staff as well as desa persons. The system includes analysis and reporting.</p>

Appendix 5: Final STBM verification framework as of 8 November 2012

Pilar-1 Stop Buang Air Besar Sembarangan (Stop BABs)	
1	Akses ke lubang/tangki septik ditutup dengan penutup pada lubang atau dengan air pada kloset leher angsa
2	Jarak antara tempat pembuang lumpur tinja dan sumber air tanah (sumur gali, dll) > 10m
3	Tempat jongkok terbuat dari bahan yang kuat
4	Setiap orang di dalam rumah memiliki akses ke jamban (pribadi maupun bersama)
5	Setiap orang di dalam rumah menggunakan jamban untuk BAB, atau membuang tinja ke dalam jamban (untuk bayi, orang sakit, manula dan/atau orang cacat)
6	Tersedia bahan untuk membersihkan dubur di dalam/di dekat jamban
7	Tidak ada tinja manusia terlihat di sekitar rumah/halaman dan tidak terlihat lalat di dalam/di sekitar jamban
8	Jamban digunakan dan terlihat bersih
Pilar-2 Cuci Tangan Pakai Sabun (CTPS)	
1	Tersedia perlengkapan untuk mencuci tangan dengan menggunakan sabun dan air mengalir
2	Setiap anggota rumah tangga tahu cara dan waktu-waktu penting CTPS dan bisa mempraktekkan CTPS yang benar
Pilar-3 Pengelolaan Air Minum dan Makanan Rumah Tangga (PAM-RT)	
1	Setiap anggota rumah tangga meminum air yang telah diolah
2	Air minum yang telah diolah disimpan di dalam wadah yang tertutup rapat
3	Makanan yang tersaji tertutup
4	Wadah air minum terlihat dalam kondisi bersih dan terawat baik
5	Bisa mempraktekkan cara mengambil air minum dan makanan yang telah diolah dengan aman dan bersih
Pilar-4 Pengelolaan Sampah Rumah Tangga (PS-RT)	
1	Sampah padat dikumpulkan dan dibuang di tempat yang tertutup
Pilar-5 Pengelolaan Limbah Cair Rumah Tangga (PLC-RT)	
1	Tidak terlihat genangan air limbah domestik di sekitar rumah

Appendix 6: Detailed action plan developed during 2012 Q3 meeting

	Theme	What	Who	When
1	Monitoring	<p>Decisions:</p> <ul style="list-style-type: none"> ✓ Output and outcome monitoring system is finalised and should be used for programme monitoring from now onwards ✓ Frequency: see Q3 meeting report ✓ Sample size: 100% ✓ No modifications to be made to the data collection forms now ✓ New system will be reviewed after March 2013 		
		<p>Action items:</p> <ul style="list-style-type: none"> • Continue (Plan, YDD, Rumsram, YMP) or start (CD Bethesda) using the new monitoring system • Database will be completed • Final 2012 output and outcome monitoring data must be available by 1st week of January 2013. This means that data collection activities are carried out in November/December 2012 and completed databases are sent to Erick, Pam and Martin before Saturday 5 January 2013 	<p>All partners</p> <p>Erick</p> <p>All partners</p>	<p>As from now</p> <p>< End Nov 2012</p> <p>< 5 Jan 2013</p>
2	Knowledge management	<p>Decisions:</p> <ul style="list-style-type: none"> ✓ Two SHAW knowledge products will be produced in 2012: <ul style="list-style-type: none"> ▪ Two-pager on SHAW ▪ Document on demand creation at scale ✓ An internal SHAW newsletter will be produced from now on: <ul style="list-style-type: none"> ▪ SHAW newsletter will be used to share information, lessons learnt and new topics on SHAW and to share experiences from outside SHAW ▪ Pam, Yus, Yuli and Carmen will form the editorial team ▪ Partners will identify one dedicated person to support the team ▪ A virtual working group will be set up by Pam ✓ Google Drive will be used to store and share SHAW related documents, pictures, etc. <ul style="list-style-type: none"> ▪ Yus will act as the Google Drive administrator 		
		<p>Action items:</p> <ul style="list-style-type: none"> • Produce the two SHAW knowledge products in close consultation with Pam, Martin and the partners. Carmen will contact partners if additional information is required. • Select and inform Pam about the dedicated contact person to work on the SHAW newsletters • Forward email with details and instruction manual on Google Drive to partners • Those with a Google email account are requested to send an email to shawprogramme@gmail.com to get access to the SHAW Google Drive account 	<p>Carmen</p> <p>Partners</p> <p>Yus</p> <p>Partners</p>	<p>< End 2012</p> <p>< 31 Oct 2012</p> <p>< 26 Oct 2012</p> <p>ASAP</p>

	Theme	What	Who	When
3	Advocacy	Decisions: <ul style="list-style-type: none"> ✓ The overall advocacy goals and strategy need to be developed including a mapping of target groups ✓ Factsheets or leaflets, and opinion papers and articles will need to be produced (part of KM) 		
		Action items: <ul style="list-style-type: none"> • Martin will think on how to take this forward 	Martin	< End 2012
4	School sanitation	Decisions: <ul style="list-style-type: none"> ✓ A school sanitation strategy and guidelines need to be developed on the basis of the flow chart presented during the Q3 meeting ✓ Include progress monitoring in flowchart and guidelines ✓ School sanitation activities will focus on elementary schools in old and new villages 		
		Action items: <ul style="list-style-type: none"> • Obtain all required information (homework) on SS from MoE, UNICEF and others • Organise a SS working group meeting to work on the strategy and guidelines • Develop SS monitoring data collection form (output and outcome) on the basis of the outcome of the SS working group meeting 	Elbrich Elbrich & Yus Erick	ASAP < End Nov 2012 < End 2012
5	Sanitation marketing	Decisions: <ul style="list-style-type: none"> ✓ Current working group document outlines current SM practices of partners ✓ Working group will continue developing the SM component 		
		Action items: <ul style="list-style-type: none"> • React to the working group document on current SM practices in case information is incomplete / not correct • Document the SM flowchart on the basis of the working group document and discussions • Organise a SM working group meeting to discuss the flowchart and to take the next steps 	Partners Martin Martin	< End Oct 2012 < End Nov 2012 Dec 2012
6	Follow-up on MTR	Action items: <ul style="list-style-type: none"> • Provide input and/or comments on MTR recommendations table discussed during Q3 meeting • Complete response to EKN on final MTR report 	Partners Martin	<26 Oct 2012 31 Oct 2012
7	STBM verification framework	Decisions: <ul style="list-style-type: none"> ✓ All partners will use the same STBM verification framework ✓ Verification criteria should be consistent with the new outcome monitoring indicators 		
		Action items: <ul style="list-style-type: none"> • Respond to the STBM verification framework discussed during Q3 	Partners	< 2 Nov 2012

	Theme	What	Who	When
		<ul style="list-style-type: none"> Finalise STBM verification framework and share with all partners Share and discuss the new STBM verification framework with MoH 	Yus Yus	9 Nov 2012 < End Nov 2012
8	Annual plan and budget 2013	Action items <ul style="list-style-type: none"> Submit the 2013 annual plan and budget to Simavi (Martin) in time 	Partners	15 Nov 2012
9	Biannual reporting format	Action items <ul style="list-style-type: none"> Forward modified biannual reporting format to all partners 	Martin	< 15 Dec 2012
10	Next meeting	Decisions: <ul style="list-style-type: none"> ✓ The next meeting will be organised in Sumba in early February 2013 and will be hosted by CD Bethesda⁷ 		

⁷ This was later changed to Maumere, Flores in the first week of February 2013. This because it was easier to combine the 2013/Q1 meeting with the planned Capacity Self-Assessment workshop planned with YDD.