

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

Report on the Programme Coordinators Meeting
in Soe, West Timor, 27–29 March 2012



Prepared for

simavi
MET MOEDERS WERKEN AAN GEZONDHEID





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IRC International Water and Sanitation Centre
P.O. Box 82327, 2508 EH The Hague, the Netherlands
T +31 (0)70 3044000
www.irc.nl

This report was written by Erick Baetings, IRC Senior Programme Officer Sanitation.

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

This report provides an insight in the outcomes of a meeting of SHAW Programme Coordinators conducted in Soe¹, West Timor, from 27 to 29 March 2012. During the three-day event, two days were spent in a meeting reviewing and discussing a number of topics and one day was spent in the field visiting two communities where the SHAW programme had successfully intervened.

In the beginning of 2012, Martin Keijzer, SHAW Programme Coordinator for Simavi, introduced the idea of organising quarterly meetings to facilitate the exchange of information, knowledge and experiences, and to improve understanding and input among the SHAW partners. The idea was rooted in the two workshops organised during 2011. In June 2011 a programme review workshop was organised in Yogyakarta to discuss the outcomes of an internal review conducted in May 2011, and in September 2011 a sharing and learning workshop was organised in Biak, Papua. Both workshops made it clear that to be able to enhance the overall 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, learn and boost collaboration among the partners.

The Soe meeting consisted of three overlapping components, namely:

1. A one-day meeting on 27 March 2012 to review and discuss progress to date as well as the updated planning for 2012, and to discuss the review of the existing monitoring systems and practices;
2. A one-day field trip on 28 March 2012 to observe and discuss the STBM status and verification criteria applied in two villages; and
3. A one-day meeting on 29 March 2012 to discuss the way forward with regards to the monitoring and knowledge development components of the SHAW programme.

A substantial part of the three-day meeting was used to discuss the monitoring component of the SHAW programme. During the third day a big step was taken when it was decided to develop and test a possible generic output and outcome monitoring system for all five programme implementation partners on the basis of a recently concluded review of existing monitoring systems and practices. Furthermore, a process monitoring system developed earlier this year is expected to be applied later this year.

The evening of 26 March 2012 was used to get to know each other and to get familiar with the meeting agenda. Yayasan Masyarakat Peduli (YMP), the fifth partner that joined the SHAW partnership in early 2012, was given the opportunity to introduce themselves.

The first day of the meeting was used i) to update the participants on national level sector developments; ii) to present and discuss progress made up to the end of February 2012 as well as the updated planning for 2012 by the five partners, and iii) to present and discuss the outcome of the review of the existing monitoring systems and practices.

An overview of 2011 programme interventions and plans for 2012 were updated during the meeting. The details - summarised in a table and two graphs – are provided in section 2.2 of this report. Up to the end of March 2012, 55 villages (equal to 36%) out of a total of 154 villages triggered during 2011 have been declared STBM by the (sub) district authorities. By the end of 2012 it is expected that programme interventions will have touched some 765 villages, equal to 77% of the intended total of 989 villages (2010-2014 targets).

¹ Soe in North-Central Timor of Nusa Tenggara Timur Province is one of the two districts in the SHAW area of Plan Indonesia. Plan Indonesia also implements the SHAW programme in the district of South-Central Timor (Kefa).

The discussions on the monitoring systems consisted of the following elements: i) presentation and discussion on the outcomes of the review on existing monitoring systems and practices; ii) presentation of a possible process monitoring system; and iii) discussions on how to move forward. The main conclusions that were drawn regarding the existing monitoring systems are that at present the information, although to different degrees, is unreliable, not in time, not comparable between partners, and not compatible with reporting requirements. Furthermore, the existing monitoring systems and practices create too much work and too many headaches.

During the group discussions on the way forward, the groups were asked to come up with answers to the following four questions: 1) What information do we need?; 2) When do we need that information?; 3) How much information do we need?; and 4) Who is going to do what? During the presentations and ensuing discussions it became clear that a number of partners were somewhat reluctant to change as it would require too many changes and re-training of field staff and village cadres. It was therefore decided that the Wednesday would be used by Pam and Erick to develop an initial concept for an output and outcome monitoring system.

This output and outcome monitoring system concerns the collection of data on the sanitation and hygiene situation in SHAW target villages including the trends over time. However, and in addition to monitoring the situation, a simple tool to monitor the processes of the SHAW interventions has been developed by Yusmaidly and Pam and tested by Plan in TTU. It was presented and discussed and in general the process monitoring tool was well accepted by the Programme Coordinators. Monitoring of the process gives valuable information on what is done, where and how much staff-time went into each activity. The process monitoring tool should be seen as a sort of programme management information system (MIS) and can be used by the partners to monitor programme efficiencies and cost effectiveness of programme interventions. The information so obtained is also useful for STBM project preparations by third parties.

The second day was used to visit two villages that had been declared STBM earlier in the year. For that purpose the participants were split up in two groups and they were asked to look at the following two aspects: i) whether the STBM declarations were just; and ii) what was happening with regards to sanitation marketing.

During the morning of the third and final day the two groups presented their observations and findings of their field visits. Both groups agreed that in general the situations as observed in the two villages justified the STBM declarations. However, they also agreed that the villages will require regular monitoring and follow-up support after STBM declarations to ensure that behaviours and practices are sustained and to maintain a certain level of awareness and organisation. The presentations also revealed that Plan had piloted their sanitation marketing concept in one of the two villages.

The first concept of a possible output and outcome monitoring system was presented and discussed with all the participants. The principle of NEED to know versus NICE to know was used to explain that it is necessary to be realistic and to stick to the KISS principle. The point of departure for developing the new monitoring system is that it should provide all the information necessary to measure progress on the STBM criteria and to assess whether the programme is on track. This will help the partners to direct or steer the programme. Everything on top of this will require additional resources to collect, process and analyse data that has no direct benefits to implement the programme.

Following the presentation and discussions on the logic and possibilities of the concept, the partners agreed in principle to study the new output and outcome monitoring system. Although similar QIS monitoring systems have proven to be successful in other parts of Asia, everybody agreed that it was necessary to test the system in the field. With that in mind a detailed action plan was drawn up to

develop and test a functioning generic monitoring system. A final GO / NO GO decision will be taken during the next quarterly meeting scheduled for the end of June 2012 in Jakarta.

The introduction of the process monitoring system will be postponed, considering that during the coming months attention and time is needed from the partners to develop and field test the proposed output and outcome monitoring system.

The direction which the SHAW programme knowledge management component will take during 2012 was presented and discussed in the afternoon of the third day. As most of ideas for the 2012 agenda were based on inputs provided by the partners, this topic was rather smooth sailing. The knowledge management topic identified for 2012 are related to: i) documenting the real "Flow" of programme activities; ii) developing advocacy material to move the attention of key stakeholders towards STBM and away from ODF; and iii) material dealing with obstacles and development spurs.

At the end of the meeting it was agreed that the following topics will form the basis for the agenda for the June 2012 SHAW programme coordinators meeting:

- i) Discuss outcome and follow up of the upcoming SHAW programme mid-term review;
- ii) Go or No Go decision on the proposed generic output and outcome monitoring system;
- iii) How to proceed with the water supply, school sanitation, and sanitation marketing components of the SHAW programme; and
- iv) How to move ahead with the process monitoring tool.

1. Introduction

1.1 Background

During the period 2010 to 2014 a five-year Sanitation, Hygiene and Water (SHAW) programme is being implemented in nine districts in Eastern Indonesia². 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 will be 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 district, provincial and national level to reinforce sector management and for replication. The specific objectives of the programme at the different levels are:

1. Community and sub-district level: STBM principles applied at community level and in schools. Schools will be used as resource centres on STBM, and different governmental agencies coordinated though the POKJA AMPL at district level will facilitate and coordinate efforts at community level.
2. District level: Strengthened sector management and an enabling environment at district level.
3. National and Programme level: Strengthened sector management and an enabling environment at national level.

1.2 Objectives and set up of the Soe meeting

The objectives of the meeting were to:

1. Introduce a new SHAW partner, YMP from Lombok, NTB;
2. Review and discuss progress and an updated planning for 2012 of each partner;
3. Review the current monitoring systems and practices and discuss the way forward;
4. Review and discuss the implementation mechanism of STBM through a field visit; and
5. Discuss and finalise a Knowledge Management action plan for 2012.

The original meeting agenda is presented in Appendix 1.

² A map with the location of the nine SHAW districts is presented in Section 2.1 of this report.

The Soe meeting consisted of three distinct but overlapping components, namely:

- 1) A one-day meeting on 27 March 2012 to review and discuss progress to date as well as the updated planning for 2012, and to review and discuss the existing monitoring system and practices;
- 2) A one-day field trip on 28 March 2012 to observe and discuss the STBM status and verification criteria applied in two villages; and
- 3) A one-day meeting on 29 March 2012 to discuss the way forward with regards to the monitoring and knowledge development components of the SHAW programme.

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

The three-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. Special thanks go to Pak Sabaruddin and the Plan Indonesia team in Soe and Kefa for being a great host and for making all the necessary arrangements for a successful meeting in Soe.

2. Results of the Soe meeting

2.1 Monday 26 March 2012

All the participants, coming from different parts of Indonesia, arrived in the afternoon. Part of the evening was used to get to know each other and to get familiar with the meeting agenda.

Opening words by Martin Keijzer

Martin welcomed everybody and said that he was looking forward to the meeting in the coming three days. He mentioned that he had completed the biannual report covering the period July to December 2011 this morning. He thanked everybody for their input in the report. Martin also explained that after the successful meeting in Biak in September 2011 he decided to organise regular 3-monthly meetings during 2012. He furthermore explained that there is a need to work together and that these kinds of meetings provide an opportunity to share experiences, learn from each other and move forward together. Thereafter Martin introduced four new faces:

- Ibu Susana Helena and Ibu Nur Sakinah of YMP
- Pak Bayu Selaadji of CD Bethesda
- Mas Wahyu Triwahyudi of Plan Indonesia

Introduction by YMP

Yayasan Masyarakat Peduli (YMP) was introduced to and informed about the SHAW programme by Ruben Korevaar, Simavi Asia Programme Manager in October 2011. This was followed by a visit to Lombok by Martin Keijzer in November 2011. YMP was established in 2000 and is operating in East Timor of Nusa Tenggara Barat province. YMP joined the SHAW programme in January 2012. YMP expressed their gratitude to the other partner NGOs for the assistance and information received to date. YMP is invited by Plan Indonesia to participate in a STBM training in April 2012³. Triggering activities are expected to start in October 2012.

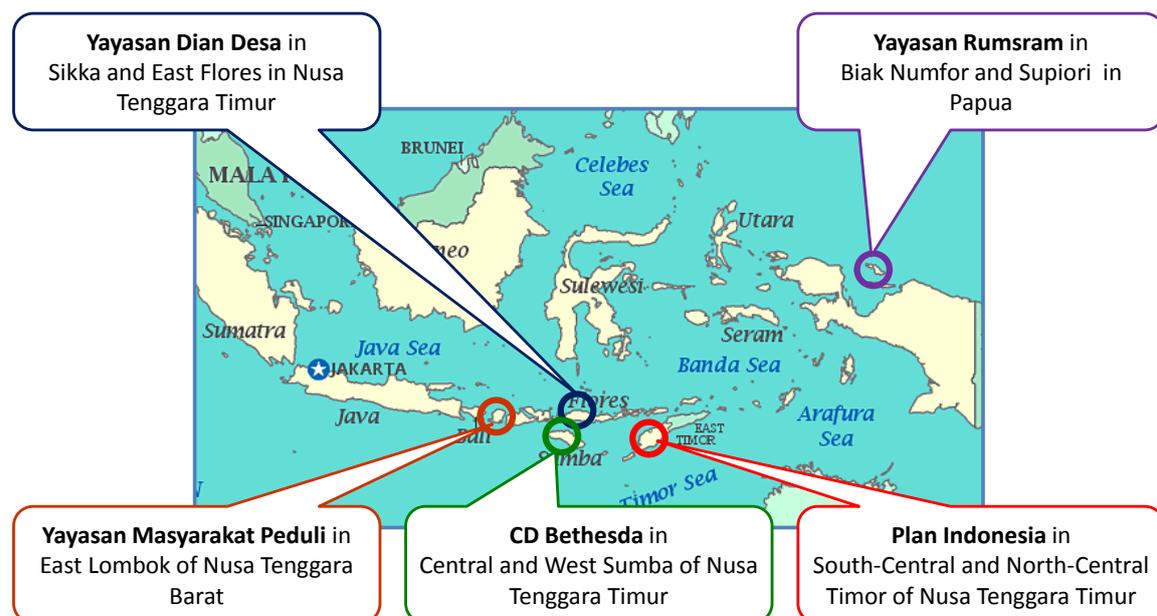


Figure: SHAW programme partner NGO areas of operation

³ After the meeting we learned that also Yayasan Rumsram has been invited to send two staff members to attend the Plan Indonesia STBM training in Soe and Kefa. Furthermore, YMP will also attend the TOT training organised by YDD in Larantuka, Flores Timor in April.

Meeting agenda and other issues by Pam Minnigh

Pam explained the agenda for the three-day meeting which had been shared with the partners prior to the meeting. The following table shows a summary of the original programme developed for the 3-day meeting.

| | Day one: Tuesday 27/3 | Day two: Wednesday 28/3 | Day three: Thursday 29/3 |
|------------------|---|--|---|
| Morning | Update on developments from Jakarta | Field visits | Presentations on field visits |
| | Presentations on progress and updated planning 2012 | | Knowledge Management: sharing and writing |
| Afternoon | Monitoring: Review and Looking Forward | Field visits | Announcements, Issues and Planning |
| | | | Parking lot and remaining issues |
| Evening | Information and Media used by partners | Preparation of field visit presentations | Open space |
| | Preparation of field visits to STBM declared villages | | |

Thereafter, Pam and Sabaruddin made some announcements with respect to the meeting logistics.

Interesting or exciting stories partners want to share with others

Some space was provided to the partner NGOs to highlight one interesting or exciting story with the sole purpose to share interesting items and to get into the right groove or mood.

- Ishak Matarihi of **Rumsram**: Pak Ishak talked about the capacity self-assessment conducted with the Rumsram SHAW programme staff in the last week of January 2012.
- Christina Aristanti of **YDD**: Ibu Christina talked about how they arrived at the STBM verification criteria and guidelines in Sikka. Although the Department of Health was initially not interested in STBM, as they had not been able to verify and declare any ODF villages since 2009, they got interested and enthusiastic after they discovered that some village authorities were eager to obtain village level STBM status rather than only ODF status, and when they realised that the STBM declaration is not a big deal, that it can be achieved and that it is more significant.
- Susana Helena of **YMP**: Ibu Susana explained that they are getting the Bupati and Pokja AMPL on board. Recently the Pokja AMPL had decided that the Puskesmas Health Promoter (Promkes) and Sanitarian would be responsible for village level STBM triggering.
- Yusmaidy of **Simavi**: Pak Yus talked about the government (MOH) target of achieving 20,000 STBM villages by 2014. Apparently there is still some ambiguity about STBM and the STBM verification criteria.
- Bayu Selaadji of **CD Bethesda**: Pak Bayu mentioned that field staff had started the process of collecting progress monitoring data for the first quarter of 2012. He also mentioned that eight villages had reached ODF status and a further eight to nine villages had included STBM action plans in their village development plans which would make it possible to request for government funding to implement the STBM action plan.
- Sabaruddin of **Plan Indonesia**: Pak Sabar mentioned that they had started the sanitation marketing component in a number of villages. Villagers have been trained to construct improved toilets and as a result villagers start to show interest to obtain improved toilets or toilet parts.

- Wahyu Triwahyudi of **Plan Indonesia**: Mas Wahyu explained that the STBM verification guidelines have been finished by the MOH, however, approval is still pending. He also mentioned that the Plan Indonesia STBM programme has been nominated for a Yale University Global Health Innovation Award.



2.2 Tuesday 27 March 2012

Introduction (08.30-08.45)

Erick presented a quick overview of the programme for the first day, which is summarised in the following table.

| When | What | Who |
|-----------|---|-----------------------|
| Morning | Introduction and agenda for the day | Pam, Erick and Martin |
| | Update on development from Jakarta | Yusmaidy |
| | Presentations by partner NGOs on progress and planning 2012 | Partners |
| | Lunch | |
| Afternoon | Programme monitoring dealing with progress and performance monitoring | Erick and Yusmaidy |
| | Dinner | |
| Evening | Programme monitoring continued | Erick |
| | Preparation for field trip | Pam and Sabaruddin |

Martin provided some additional information on the reasoning for conducting these quarterly meetings. As partner NGOs are moving ahead rapidly now these meetings are a way to stimulate more regular exchange among the partner NGOs as there is a need to move ahead together and develop a concerted and common approach. These joint sessions will provide space for brainstorming and development of new approaches.

The STBM approach and criteria were discussed during the September 2011 Biak meeting and as a consequence is already more commonly applied. However, there are still a number of issues that require attention and discussion such as: monitoring, school sanitation and hygiene, water supply, knowledge management, sanitation marketing, relation with stakeholders including the private sector, media and communication with the outside world. There is also a need to start thinking about the post SHAW programme phase, hence, sustainability of programme results must be considered right from the beginning.

Update on developments from Jakarta (08.45-09.45)

Yusmaidy provided an update on major sector developments with the use of a Microsoft PowerPoint presentation. The focus of the presentation was on STBM related developments that have taken place at national level during the past months. The most relevant issues are summarised below.

A STBM road map, covering five years from 2010 to 2014, for which the draft was prepared in 2009 is still awaiting finalisation and approval. In the last two weeks a small team led by Pokja AMPL Nasional, including MOH, has been working on goals, target setting and implementation steps. Some thought that we should not worry too much about the STBM roadmap and guidelines as they are not very detailed. As STBM is a national policy, and the SHAW programme is relatively short, we will have to support the national policies. SHAW could and should give field-based inputs for the processes taking place at national level. The SHAW programme's findings and recommendations, based on first-hand field-based experiences, can be accommodated in the STBM road map. It would therefore make sense to take part in the discussions at national level.

Some were worried about the standards being set at national level. Apparently there is no clear definition of STBM at national level however they have come up with draft verification criteria recently. One of the problems is the fact that although there is a national STBM policy, the MOH and others are setting only targets for the creation of ODF villages.

Erick briefed about a meeting he had with Kristin (MOH STBM Secretariat) in December 2011 in which she had mentioned that there was not yet an official STBM Secretariat at MOH and that they were then in the process of establishing it. As soon as the Secretariat is recognised it will be possible to post full-time staff. Christina also mentioned that the MOH had requested a budget allocation to start up the STBM programme in 2012. The targets for 2012 are modest with 140 ODF villages across 28 districts in 10 provinces. WSP will support the STBM programme in five out of the ten provinces. CD Bethesda and YMP confirmed that the STBM programme was to start this year also in Sumba Barat Daya and East Lombok respectively.

Some questioned whether there is a national target for STBM. There are many projects but all with different interpretations of what STBM means. Some (UNICEF) implement 3 pillars, others (including WSP) implement only two pillars. It was suggested that MOH does not have the authority or power to force all projects to follow the STBM policy. It was also argued that SHAW should promote all the five pillars in line with the national strategy (STBM blue book). Yusmaidy was requested to check the RKB whether MOH is talking about ODF or STBM. Yusmaidy thereafter showed the Renstra for MOH which includes a target of 20,000 villages (5 villages per Kabupaten), higher than what has been put in the budget.

There was some confusion about the apparent inconsistency between official government policies and practices: MOH opting for ODF instead of STBM declarations. ODF = STBM? Are they not convinced themselves that STBM is doable or is there more pressure to realise pillar 1 for the simple reason that Indonesia is lagging behind on the MDG target for access to improved sanitation? Potentially this could create problems at district level if the government talks about STBM but focuses on ODF. There were some concerns how the Pokja AMPL Kabupaten and the Puskesmas would react to these conflicting messages from MOH. Will they continue to support us?

MOH is clearly not ready to implement STBM in the absence of guidelines and criteria. Leadership and capacity at national level is lacking but nobody thought that MOH were working against their own policy. The meeting was informed that a consultant is working on the final draft of the roadmap. It is expected that towards the end of April the roadmap will be finalised by the Pokja AMPL Nasional together with its development partners. The STBM guidelines (Manlakhnis) were discussed for the last time in early January 2012 and it is now with the MOH legal department. The STBM verification criteria and guidelines are ready and will be printed soon. They will only contain the minimum requirements and partners are free to expand on them. A TOT on STBM was organised in February 2012 to increase the number of STBM facilitators required for the STBM programme. Some suggested that trainers should be located in the provinces and that MOH provide coaching and guidance to these new trainers.

Some relevant websites were provided by Yusmaidy: i) mailing list STBM, useful for exchange of experiences Miles_STBM@yahoo.org; and ii) the official STBM website: http://stbm_indonesia.org. Yusmaidy also offered to assist the partner NGOs if they need to know something or want to get in touch with someone in Jakarta.

| | Action items | Who | Remarks |
|---|---|-----------------------|---------|
| 1 | Collect information about STBM and write an interesting article to be uploaded on the MOH STBM secretariat and Pokja AMPL Nasional websites | Martin, Yus and Wahyu | |
| 2 | Use MOH STBM verification criteria and guideline | All | |
| 3 | Continue our advocacy activities at all levels | All | |

Presentations by partner NGOs (10.00-12.45)

Each partner made a presentation on the following two topics:

- 1) Progress made up to 29 Feb 2012; and
- 2) Updated planning for 2012

Pak Sabar started on behalf of **Plan Indonesia**. Plan is attempting to scale up massively during 2012 after completing the pilot phase successfully in 2011. Some of the highlights are provided below.

- Village level STBM verification is done by the Puskesmas and they are able to use BOK funds. They are applying the verification criteria agreed upon during the September 2011 Biak meeting. Out of a total of 59 triggered villages, only five have not been declared STBM so far.



STBM mass declarations in TTU and TTS of West Timor (Plan Indonesia)

- A TOT for STBM facilitators to be organised in April 2012 is being prepared at this moment. Staff of YMP and Yayasan Rumsram will participate.
- Some of the changes being implemented during 2012: baseline data collection is done during triggering and whereas last year only two persons per village were involved in data collection, this has now been increased to some seven people per village. Furthermore, last year first pillar 1 was triggered first and only thereafter pillars 2-5. This year they are testing whether triggering of all five pillars can be done at once. Plan is also improving the hygiene promotion materials as the original flipcharts were too heavy.
- A sanitation marketing pilot has started in four villages per district. Some of the problems encountered so far relates to the lack of sufficient funds in the village and the quality of the work delivered by the craftsmen (tukang) trained by Plan.
- Under the school sanitation component Plan will have to reach a total of 150 elementary and secondary schools. So far interventions based on the School Action Plan (RAS, Rencana Aksi Sekolah) are limited, simple and focusing on hygiene promotion activities and the installation of tippy taps. Plan obtained official letters from the Kepala Diknas to work in the schools.

Ibu Christina presented the progress to date and the planning for 2012 on behalf of **Yayasan Dian Desa** with the following highlights:

- The STBM verification guidelines (including criteria) initiated by YDD have been approved by the Pokja AMPL in Sikka. 60 people in five Kecamatan have been trained to use the guidelines. So far only one village has been declared STBM. Villages first of all have to go through a self-verification process conducted by the Kepala Dusun and the village cadres. Thereafter they request the Kecamatan to carry out an official verification mission.
- Training courses have been organised for craftsmen to become sanitation service providers on various sanitation designs from the very simple pit latrine to more sophisticated latrines with a two-chamber septic tank. As there was a lot of interest to be trained as a toilet contractor, it is expected that these trained craftsmen will provide services to local households. Toilets costs in the range of IDR 200,000 to 300,000. Most new toilets are pit latrines (dry latrines) but more hygienic and sophisticated than before.

- A simple school sanitation component is integrated in the normal triggering events to give the teachers and students an idea about STBM and its five pillars. YDD cooperates with Plan in eight schools. Triggering starts on pillar 1 and then continues with a demo on handwashing (pillar 2). Pillars 3-5 are also discussed.



Handwashing with soap demonstration at an elementary school in Sikka (YDD)

- Work has finally started in Flores Timor in the second half of 2011 with preparatory work and providing information to key stakeholders. A district stakeholder workshop was organised on 19 November 2011. While before there was no interest in establishing a Pokja, it seems that after the workshop it was agreed that a Pokja AMPL will be formed. In early 2012 a study tour was organised to a Plan STBM programme in Lembata.
- Before triggering commences, a review and planning workshop and a STBM refresher course will be organised and baseline data will be collected. As the programme is now scaling up its interventions, people on the ground need to be more confident and active.
- Roadshows to eight Kecamatan is planned for April 2012. Triggering will have to take place in 90 villages and it is expected that that could take up to six months. Other activities planned are monitoring, training for sanitation service providers, and STBM promotion through local media channels (radio) and other means. Once triggering is completed, YDD plans to go to Adonara and Solor, two islands located towards the east.

Ibu Dewi presented the progress to date and the planning for 2012 on behalf of **CD Bethesda** with the following highlights:

- In December 2011 CD Bethesda signed a Memorandum of Understanding (MOU) with the Bupati of Sumba Tengah, which is a new district. The Bupati has a three development goals/principles: i) back to the fields (kembali ke kebun); ii) environment and healthy house (lingkungan dan rumah sehat); and iii) security (keamanan).
- CD Bethesda also signed MOUs with three Camats and there are now three sub-district STBM teams coordinated by the Camats. An SK was also made and work plans are being developed at present. They are all working on a STBM verification system but these are all different. Whatever is put in place needs to be simple otherwise there is a danger that they will not understand it. The Puskesmas is checking how BOK funds allocated for sanitation inspections can be used for STBM programme activities.
- CD Bethesda is also cooperating with other NGOs that are implementing WASH programmes in the two districts. Regular meetings will be conducted to discuss progress and to create programme synergies with respect to water supply and sanitation/health behaviour.
- During the last quarter of 2011, 3,677 toilets were constructed and during the previous quarter some 767 toilets were constructed. 90% of the newly constructed toilets are pit latrines. Households invest some IDR 150,000 to IDR 200,000 per toilet made by a local “tukang” and mostly by using locally available materials (bamboo and wood). Technical assistance and village level training were carried out by watsan staff (CD Bethesda sanitarians) focusing on “how to construct improved toilets and other sanitation facilities” including how to make compost, herbal soap from Sirih and Aloe Vera.



Toilet construction and handwashing device in Sumba (CD Bethesda)

- Some 50% of the villages have included STBM in their village development planning (RPJMDes) which will make it possible to apply for district development funds. Four villages are ready for verification. Hygiene promotion in other villages is ongoing. In some villages progress was somewhat delayed because of the planting season (musim tanam).
- Water supply assessments were carried out in 27 villages by a team from Yogyakarta. CD Bethesda is also helping PNPM with community organising. It is expected that this is going to be mutually beneficial as PNPM invests in community water supplies.
- Activities for 2012 include a district level roadshow in Sumba Barat Daya, triggering in 31 new villages (22 in ST and 9 in SBD), training of Dinkes, Puskesmas and NGO staff and village cadres. The school sanitation component is expected to start in 12 elementary schools with the training of teachers on triggering, hygiene promotion and monitoring.

Pak Ishak presented the progress to date and the planning for 2012 on behalf of **Yayasan Rumsram** with the following highlights:

- During 2011 the programme was implemented in 14 kampungs (34 dusuns) in Warsa sub-district covering a total of 926 houses (1,103 households). In four villages assistance was provided to construct improved latrines with the help of moulds provided by UNICEF.
- During 2011 151 village volunteers were trained and some 62 of them are still active. Volunteers of the 14 villages in Warsa sub-district have agreed to work together and for that reason Rumsram is supporting the setting up of an association of STBM village volunteers in Warsa. In addition village volunteer refresher courses are planned during 2012.
- The lobbying by Rumsram resulted in the fact that Dinkes organised a meeting with all sanitarians and heads of the Puskesmas, to explain about STBM and SHAW, using BOK funds.
- So far only two out of 14 villages sent a letter to request for STBM verification, and only one qualified and received a STBM declaration (Komboi village) on 20 March 2012. This is the first STBM village in Papua. As the declaration was provided on the same day as the International Forest day, 1,000 trees were planted as part of the celebrations.



Sanitation marketing and STBM declaration activities in Warsa (Yayasan Rumsram)

- Road shows are organised in four Kecamatan with a total of 32 villages including one Kecamatan in Supiori district. SHAW is expected to cover a total of 22 villages and the remaining villages are to be covered by the sub-district authorities! Martin stressed again the need to cover whole sub-districts.

- Rumsram wants STBM to become a movement not a project and that is why they have had discussions with the Head of the Puskesmas to advocate for a larger role of the Puskesmas in spreading and scaling up STBM in the Kecamatan. Rumsram will also collaborate with Dinas Pendidikan to organise school sanitation and hygiene training (TOT) for elementary school teachers. The global handwashing day will be celebrated in the schools during 2012, and Rumsram will lobby for budget allocations from Bappeda and Dinas Pendidikan.
- A Capacity Self-Assessment (CSA) was organised for Rumsram in Biak between 23-28 January 2012. The CSA was facilitated by Erick Baetings and Yan Ghewa.

Ibu Helena presented the plans for 2012 on behalf of **Yayasan Masyarakat Peduli** with the following highlights:

- YMP is expected to work in six Kecamatan, 40 desa, 176 dusun in partnership with Pokja AMPL. YMP has a total of 13 staff working on the SHAW programme. Detailed planning for 2012 has already been prepared.
- The programme will focus on “Buang Air besar No” (Basno) or “Do not Shit...”. With regards to school sanitation, CPPS and jamban sekolah are already in the school curriculum. Furthermore, Dinkes already has a format for ODF verification. Not clear whether a format exists for STBM verification.

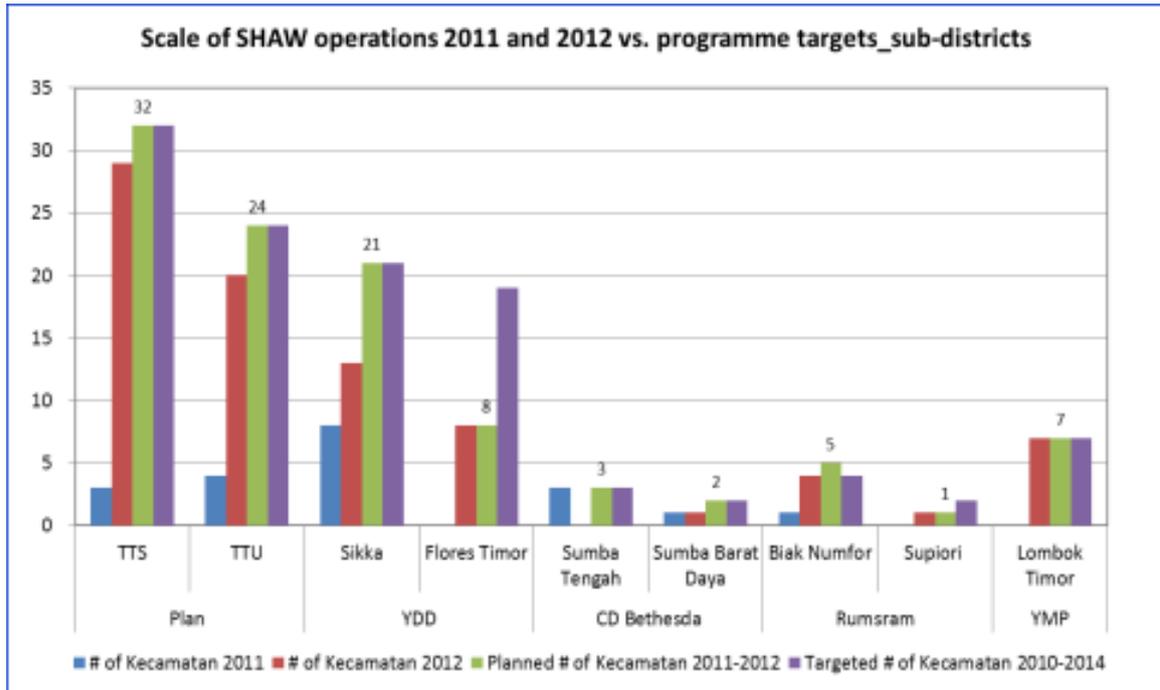
An overview of 2011 programme interventions and plans for 2012 were updated during the meeting. The details obtained from the Programme Coordinators are provided in the table below. The table shows that to date – including STBM declarations in the first three months of 2012 – 55 out of a total of 154 villages triggered during 2011, have been declared STBM by the (sub) district authorities. Particularly Plan Indonesia has been doing well in this regard.

| Partner | District | 2011 | | | 2012 | | Totals | |
|---|------------------|----------------|------------|----------------|-----------|------------|----------------|------------|
| | | # of Kecamatan | # of desa | | # of new | | # of kecamatan | # of Desa |
| | | | Triggered | STBM deklarasi | Kecamatan | Desa | | |
| Plan | TTS | 3 | 32 | 30 | 29 | 208 | 32 | 240 |
| | TTU | 4 | 27 | 24 | 20 | 149 | 24 | 176 |
| YDD | Sikka | 8 | 52 | 0 | 13 | 60 | 21 | 112 |
| | Flores Timor | 0 | 0 | 0 | 8 | 90 | 8 | 90 |
| CD Bethesda | Sumba Tengah | 3 | 27 | 0 | 0 | 22 | 3 | 49 |
| | Sumba Barat Daya | 1 | 2 | 0 | 1 | 9 | 2 | 11 |
| Rumsram | Biak Numfor | 1 | 14 | 1 | 4 | 22 | 5 | 36 |
| | Supiori | 0 | 0 | 0 | 1 | 8 | 1 | 8 |
| YMP | Lombok Timor | 0 | 0 | 0 | 7 | 43 | 7 | 43 |
| Totals | 9 | 20 | 154 | 55 | 83 | 611 | 103 | 765 |
| STBM declaration as % of villages triggerd | | | | 36% | | | | |

Scope (or scale) of SHAW programme during 2011 and 2012⁴

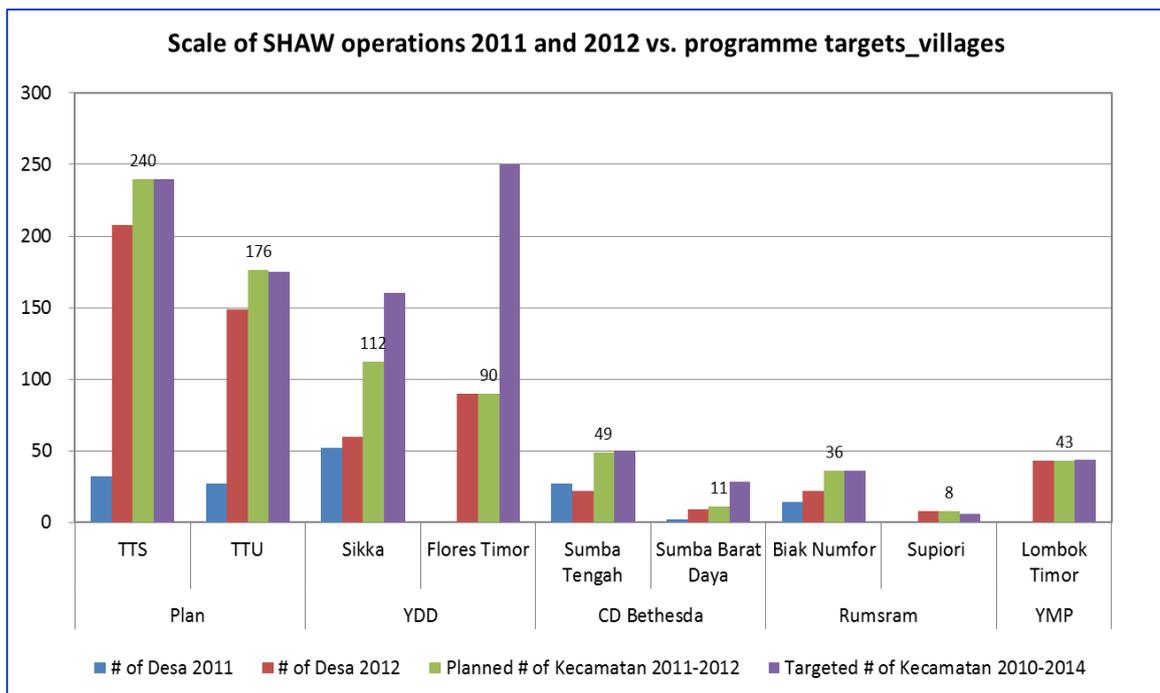
The same information but then compared with the 2010-2014 intended programme targets are presented in the following two graphs.

⁴ The column with village level STBM declarations – totaling up to 55 villages – include all the villages, triggered during 2011, that went through a verification and declaration process to date. Some of these villages were verified and received their STBM declaration during the first quarter of 2012.



Scale of SHAW programme operations represented by the number of sub-districts

The information in the following graph illustrates that at the end of 2012 it is expected that the SHAW programme interventions will have reached some 765 villages. This is equal to some 77% of the intended total of 989 villages (2010-2014 programme targets).



Scale of SHAW programme operations represented by the number of villages

Monitoring (13.30-19.30 & 20.30-21.30)

What:

- Presentation and discussion on review by Erick (13.30-15.45)
- Presentation on process monitoring by Yus (16.00-16.30)
- Discussions on way forward (16.30-19.30 and 20.30-21.30)

Presentation and discussion on the review of existing monitoring systems and practices

The review was carried out by Erick Baetings during the first three months of 2012 with the help of the Programme Coordinators who provided all the requested data and information. A draft report⁵ that captures the review findings and that provides recommendations for the way forward, was shared with all partner NGOs prior to the meeting. Immediately following the lunch break the main conclusions and recommendations were presented by Erick Baetings. The main conclusions that were drawn after the presentation regarding the existing monitoring systems are that:

- The systems often provide unreliable information
- Data collection and data entries are often not carried out in time
- Data collection and data entries create too much work / headaches
- Information is not comparable between the partners
- Information is not compatible with reporting requirements

The presentation on the recommendations suggested putting in place three separate but mutually reinforcing monitoring systems, namely:

- 1) **Progress monitoring at house level** by individual houses with the support of trained village cadre and village authorities. The main purpose would be to encourage self-monitoring by individual houses and village authorities to ensure that progress is being made and to enhance local ownership.
- 2) **Basic progress monitoring on outputs** on a monthly basis on a minimum number of quantitative physical indicators for a limited number of key STBM pillars (e.g. number of toilets for pillar 1, number of handwashing devices for pillar 2). The main purpose would be to measure programme outputs necessary for timely programme monitoring and steering. The output monitoring could be carried out by trained village cadres and village authorities. The combined results of each village would then become part of the monitoring system managed by the partner NGO as well as Dinkes/Puskesmas.
- 3) More in-depth **programme performance monitoring on behaviour change outcomes** on a three or six-monthly basis using the quantified Qualitative Information System (QIS) system covering all five pillars. The main purpose would be to measure programme outcomes and then in particular changes in sanitation and hygiene behaviour and practices. The outcome monitoring could be carried out by the partner NGOs together with the trained village cadres and the village authorities.

The recommended output and outcome monitoring system brought up a lot of discussion particularly in relation to the suggestion to consider working on the basis of representative samples. Also the term performance monitoring created some confusion. In the project document the terms intended or expected results are being used, hence, alternatively result monitoring could be used.

While elaborating on the recommendations of the review report, Erick explained that any system should meet the following minimum requirements:

⁵ Baetings, E. (March 2012) Review of Monitoring Systems and Practices; Sanitation, Hygiene And Water Programme for East Indonesia; IRC International Water and Sanitation Centre, The Hague, the Netherlands

- Influence: include those indicators on which we have a direct influence (e.g. outputs such as toilets constructed and outcomes such as the use of toilets). The reduction in the incidences of diarrhoea depend on many other factors beyond the control of the programme, hence, it would make less sense to monitor these changes.
- Realistic: any new system should be less ambitious and more realistic as SHAW is not a research or a monitoring project. Keep it as simple as possible so that we can use it as well as our local partners after the completion of the programme.
- Methodology: At the same time the methodology should be sound so that the information is reliable and representative for the total population in the (sub) districts.
- Scale/size and scope: the complexity of the system should reflect the size of the programme! This is particularly relevant for Plan Indonesia and YDD.
- Post STBM declaration monitoring: it is important to continue monitoring after STBM declaration to check for relapses. This would require more regular monitoring in the beginning but after some time when behaviour and practices have become normal the monitoring intervals could be somewhat relaxed.
- Timely information: important for programme management (programme steering) so that changes to programme interventions can be made in time.
- Sample size: this should be representative for the total population and therefore large enough to capture all the variations in the target population.

Presentation and discussion on the process monitoring tool

A **process monitoring tool** using Microsoft Excel was developed by Yusmaidy and Pam at the end of 2011. The first draft tool was tested by Plan in TTU (Kefa). The tool was presented by Yus and he explained that the process monitoring tool was based on the flow of activities agreed during the September 2011 Biak workshop. The goal of the process monitoring tool is to:

- Monitor the village level activities carried out by the different partners;
- Monitor how long it takes for the entire process – from start to STBM declaration – to complete in a village;
- Obtain more information about the situation in each target village and to use that information for programme steering purposes; and
- Streamline the interaction between Programme Coordinators and field staff which is expected to take just one day per month.

The tool was generally well accepted and consequently the following conclusions were drawn:

- 1) Process monitoring tool looks useful/helpful; but
- 2) It would be good if the process monitoring tool could be combined with the performance or result monitoring tool.

Group discussions

The participants were divided in three groups⁶ and asked to discuss the way forward. The following framework was given to the participants.

Why do we monitor?

- 1) To review progress
- 2) To identify problems / constraints / challenges in programme implementation
- 3) To make the necessary adjustments

⁶ Group one: Plan and YMP; Group two: CD Bethesda and Rumsram; and Group 3: YDD.

The above implies that we need to monitor (process and progress) first and foremost for ourselves. This because we need timely information so that we can implement the programme efficiently and effectively. Secondly, monitoring is necessary to be accountable towards our donors and partners.

While discussing the way forward consider that we need to monitor:

- Process (are we efficient)
- Progress on outputs (are we effective)
- Outcomes or programme results (are we successful)

Come up with answers for the following questions:

- 1) **What** information do we need? Indicators
- 2) **When** do we need that information? Monitoring frequencies
- 3) **How much** information do we need? Sampling size
- 4) **Who** is going to do what?

Presentations of group work

Presentation by Plan/YMP

| What outputs | When | How much | Who |
|--|---------|----------|--|
| # and type of toilets | Monthly | 100% | Data collection by RT Information flow: RT > village leaders > Sanitarian (Puskemas) > District |
| # of houses with handwashing facilities with soap | Monthly | 100% | |
| # of houses with drinking water treatment facilities | Monthly | 100% | |
| # of houses with a place to manage solid waste | Monthly | 100% | |
| # of houses without stagnant water | Monthly | 100% | |

| What outcomes | When | How much | | Who |
|---|-----------|----------|----------|---------------|
| | | Plan | YMP | |
| Same indicators as STBM verification criteria | 6-monthly | 100% | Sampling | Same as above |

Other partner NGOs were interested in Plan's idea of involving the RT in data collection as this might be more effective than using village cadres.

Presentation by YDD

| What outputs | When | How much | Who |
|--|---------|----------|---|
| # and type of toilets | Monthly | 100% | <ul style="list-style-type: none"> ▪ Village cadres plus YDD SHAW team during first 3 months. After 3 months only village cadres ▪ Data is recapitulated at village level and submitted to Puskesmas and YDD ▪ From Puskesmas to District (Dinkes) |
| # of houses with handwashing facilities with soap | Monthly | 100% | |
| # of houses with drinking water treatment facilities | Monthly | 100% | |
| # of houses with a place to manage solid waste | Monthly | 100% | |
| # of houses without stagnant water | Monthly | 100% | |

| What outcomes | When | How much | Who |
|---|-----------|----------|---|
| Same indicators as STBM verification criteria | 6-monthly | 25% | Cadres > desa > sanitarian > YDD/Dinkes |

Which information is necessary to monitor progress in the village, and which information has to go to the Puskesmas and/or partner NGO? It was questioned whether all the details have to be available with the Puskesmas and partner NGO. For example information for each house! it was concluded that the Puskesmas requires information to justify the use of the BOK funds, but that the details per house can stay in the village and that only recapitulated or consolidated information would be required by the Puskesmas and the partner NGO.

Presentation by CD Bethesda and Rumsram

| What outputs | When | How much | Who |
|--|-----------|----------|---|
| # of houses with facilities for all five pillars | 2-monthly | 100% | Dusun cadres compiled at desa level and then to NGO |

| What outcomes | When | How much | | Who |
|--|-----------|----------|-----|-----|
| | | CDB | Rum | |
| Whether houses use facilities | 3-monthly | 25% | 50% | |
| Whether houses maintain facilities | 3-monthly | 25% | 50% | |
| Water supply School sanitation & hygiene Verification & declaration activities | 6-monthly | | | |
| Continue using the same indicators | | | | |

During the presentation and ensuing discussion it became clear that CD Bethesda and Rumsram were somewhat reluctant to change as it would require too many changes and re-training of field staff and village cadres / volunteers. They suggested continuing using the old system in old villages and using the new system in new villages. At this stage the issue was parked as it was already late and everybody was getting tired to continue the discussion.

Preparation for field trip (21.30-22.00)

Sabar gave a bit of background information on the two villages that will be visited on day two. Thereafter the following two groups were created.

| Loli village in TTS | Bisafe village in TTU |
|---------------------|-----------------------|
| Ishak | Dewi |
| Bayu | Christina |
| Wahyu | Helena |
| Martin | Yos |
| Nur | Yus |
| Rafael | Sabar |

Tasks for the groups:

- 1) Using the same STBM verification criteria as used during the actual verification, do the villages qualify?
- 2) What is happening with regards to sanitation marketing?

2.3 Wednesday 28 March 2012

Field trip (whole day)

The two teams went on a field trip as discussed during the previous evening. After returning from the field the two teams discussed their observations, findings and impressions and worked on a presentation for Thursday morning.

During the day Pam and Erick stayed behind and worked on a first draft for a possible new generic output and outcome monitoring system.

2.4 Thursday 28 March 2012

Pam presented a quick overview of the programme for the third and final day. A number of changes were made to the original plan as some extra time needed to be built in to finalise the discussions on the generic monitoring system. The adjusted programme is shown in the table below.

| When | What | Who |
|-----------|---|-----------|
| Morning | Presentations and discussion on field trips | Two teams |
| | Discussing generic monitoring system | Erick |
| | Lunch | |
| Afternoon | Knowledge management | Pam |
| | Sharing of experiences with media | Ishak |
| | Announcements and other issues | Martin |
| | Parking lot issues | Martin |
| | Workshop evaluation | Erick |

Presentations on field trip (09.00-11.00)

The two teams went on a whole-day field trip on Wednesday and both teams presented their observations and findings in the morning of Thursday.

Team 1: Loli village in TTS

Village is already declared STBM. The village consists of two dusun, 370 houses, 1670 people, 8 RT, and five drinking water sources.

Observations and findings on the five STBM pillars:

- Pillar 1: Baseline: 50% access to toilets; 124 new toilets (all 3 types) access is now 100%. Also the faeces of babies is deposited in the pits.
- Pillar 2: 100% tippy tap all of uniform design: 2 per house; kids use them (with soap) and they like it a lot.
- Pillar 3: water has high lime content and it is usually boiled before drinking. Storage is may be still not ideal as it is kept in buckets with a cover that meet the requirements but which are not always regularly cleaned. Cleaning is on average once every two months! Water is taken out with the same cup that is then also used for drinking. Children going to school and villagers working in the fields are reportedly still drinking untreated water. Storage vessels are sometimes also in short supply to cover the needs for a whole day.
- Pillar 4: solid waste is in general managed by burning all excess waste.
- Pillar 5: no problems with stagnant water, even so there are often pits at the handwashing stations (a sort of simple shallow soak away filled with stones)



Field trip to Loli village on 28 March 2012

- Pillar 2: 100% with tippy taps, all uniform design. All were put in place after triggering. Many houses have more than one tippy tap (near toilet, near kitchen but sometimes also in front of the house). Several tippy tap jerry cans have a very small hole which means that it takes a long time to clean hands and this may result in not sufficiently clean hands. In some jerry algae (lumut) is growing because of the exposure to the sun which is offsetting some users. People are able to demonstrate proper handwashing practices. Washing detergent (mixed with water, stored in a plastic bottle and fixed to the tippy tap facility) is used as soap.
- Pillar 3: 100%, all houses boil their water before drinking. No other treatment options were found in the village⁷. Stored in bottle, bucket or something else but all storing devices were closed/covered. Although properly covered buckets meet the STBM criteria, they require dipping into to draw water which makes it somehow risky. People are aware about the risks of drinking untreated water but they do not have any knowledge about other treatment devices. A poster could show what options are available on the market.
- Pillar 4: 100%, burry or burn their solid waste in a pit away from the house. The waste is first collected in a box or drum near the house before it is disposed of in a pit for burning.
- Pillar 5: there appears to be no problem with domestic wastewater as the team observed no stagnant water during the visit (end of rainy season). Wastewater is often used to water the gardens and most tippy taps have a simple soakaway.

Committed STBM team (10 people) in place to sustain STBM achievements. A village by-law and a monitoring manual have already been put in place. Village authorities support initiatives at RT and dusun level. Apparently another NGO (Elang Laut) has promised to provide free of cost toilets and this rumour has resulted in the fact that villagers are not interested to improve their existing toilets.



Field trip to Bisafe village on 28 March 2012

School sanitation: one good and clean toilet for teachers and students. Extra curriculum regarding STBM is provided by the teachers every Friday. This sometimes includes drama and poetry by students. Every class has its own tippy tap. Teacher examines cleanliness of students every day!

Does the village deserve its STBM declaration? The team agrees that the village deserves the STBM status on the basis of what they have been able to observe during the visit.

Discussion on generic monitoring system (11.15-13.00)

The first concept of a possible output and outcome monitoring system, developed by Pam and Erick on Wednesday, was presented by Erick and discussed with all the participants. Erick started with a quick introduction recapping and reiterating the main conclusions that came out of the review of the existing monitoring systems and practices. Namely that too much time, effort, resources and headaches went in to monitoring during 2011, in particular to:

⁷ YDD promotes ceramic filters costing in the range from IDR 150,000 to IDR 250,000 (excluding IDR 40,000 transportation costs). Rumsram promotes another ceramic filter (Nazava with one ceramic candle) costing IDR 170,000 (including transportation costs). CD Bethesda promotes boiling.

- Develop and put in place systems, tools, databases, etc.
- Train and coach programme staff and village cadres
- Collect data at house level in the target villages
- Entry data in monitoring databases

Consequently little or no time was spent on analysing the monitoring results. The focus in 2012 should be on ensuring access to timely information and to use that information for programme steering, necessary for efficient and effective programme implementation. Hence, the point of departure for the proposed new system is to follow the KISS principle. In line with the recommendations of the review report and the discussions on Tuesday, a simple output and outcome monitoring system was proposed with the following characteristics.

| | Output monitoring | Outcome monitoring |
|---------------------|--|--|
| Definition | Output = number of facilities | Outcome = changes in sanitation and hygiene behaviours and practices |
| Frequency | Once per month | Once per three months |
| Focus | All five pillars | All five pillars |
| Indicators | Total of five indicators (one for each pillar) Pillar 1: # and type of toilets Pillar 2: # of HWWS facilities Pillar 3: # and type of HWTS options Pillar 4: Is domestic solid waste a problem? Pillar 5: Is domestic wastewater a problem? | Total of seven QIS indicators Pillar 1: 3 indicators <ul style="list-style-type: none"> • Access to improved toilets focusing on quality of toilets • Use of improved toilets focusing on ODF • Upkeep of improved toilets focusing on O&M and hygienic status of toilet Pillar 2: HWWS practices at critical times Pillar 3: HWTS practices Pillar 4: Solid waste management practices Pillar 5: Wastewater management practices |
| Sampling | 100% (all houses, all villages) | To be decided later |
| Data entries | Maximum 10 per village (desa) | Maximum 35 per village (desa) reducing to 5 when STBM has been realised |

Discussions

One of the discussion topics focused on whether the proposed new output and outcome monitoring system would provide all the information that is sought after by MOH. Some of the participants were not convinced that the output monitoring system would provide sufficient information and in particular the information on pillars 4 and 5. In the ensuing discussion it did not become clear whether what MOH is asking for is something they really require or what they would like to have. Apparently very little sanitation and hygiene related indicators are being monitored at present by MOH and its related departments (e.g. Puskesmas and Dinkes).

The principle of **NEED to know** versus **NICE to know** was used to explain that there is a necessity to be realistic and to stick to the overriding KISS principle. The point of departure for developing the new monitoring system is that it provides all the information necessary to measure progress on the STBM criteria and to assess whether the programme is on track. This will help to direct or steer the programme by the partner NGOs. Everything on top of this would require additional resources to collect, process and analyse data that has no apparent direct benefits.

Another topic that was discussed relates to the scoring system of the outcome monitoring indicators. Some thought that the scoring was confusing and suggested that instead of the scores 0-4, smiles or scores A-E could be used. Similarly not everyone was convinced that it was an easy system to use in the field by village cadres. It was argued that with the old system there were many yes/no answer

options but that this did not give an immediate insight in how many houses qualify for a certain STBM pillar. With the proposed new system it becomes immediately transparent how many houses qualify (by scoring the maximum score 4) on the different pillars.

Another example is the quality of the toilets constructed. In the old system it is not possible to identify how many toilets meet the MDG criteria for “improved sanitation”. With the new system this information is immediately available. Another argument is the enormous reduction in data entries with the new monitoring system. The actual (2011) and potential future data entries (2012) of Yayasan Rumsram were taken to illustrate this point. As Appendix 3 shows, whereas some 200,000 data entries were necessary in 2011, this could reduce to just 3,640 (equal to less than 2% of the 2011 entries) if the new output and outcome monitoring system was introduced.

After presenting and discussing the logic and possibilities of the concept the partners agreed in principle. Or as one participant mentioned “we understand what is been developed... the concept is okay... you do not have to convince us anymore... we need to give it a try.” Although similar QIS monitoring systems have proven successful in other parts of Asia, everybody agree that indeed it was necessary to test the system in the field. Therefore the following action plan to develop a functioning generic monitoring system was drawn up at the end of the session.

| What | Who | When | Remarks |
|---|--------------------------|-----------------|--|
| 1) Forward draft indicators to Christina and Pam | Erick | 31 March | |
| 2) Share translated output and outcome indicators with partners | Pam | 6 April | Christina will take care of the translation |
| 3) Agree on output and outcome indicators | Partner NGOs | < 23 April | Pam will coordinate and forward comments to Erick |
| 4) Develop a test model | Erick | 4 May | <ul style="list-style-type: none"> • Data collection cards • Simple Excel based database • Automated reports • Test protocol |
| 5) Test the model in the field | Christina with | 7-11 May | Testing will be done in Flores Timur and facilitated by YDD Support by Pam Consider involving one M&E person from other partners |
| 6) Translate test protocol | ? | 7-11 May | Simultaneous with testing |
| 7) Results from test phase communicated with Erick | Christina | 15 May | |
| 8) Improve / modify model and share with partners | Erick | < 25 May | Built in some time for final translations |
| 9) Trial monitoring of modified model by partners | All partners | 28 May – 9 June | Trialling by Plan, CD Bethesda and Rumsram |
| 10) Review new monitoring system and map all the consequences | All partners | | Mapping of consequences of moving towards a new system include: <ul style="list-style-type: none"> • HR issues including training needs • Budget issues • Rolling out, etc. |
| 11) GO / NO GO decision | All partners | 27-29 June | During the 2 nd QTR SHAW meeting |
| 12) If GO, then finalise system and tools | Erick, Pam and Christina | | <ul style="list-style-type: none"> • Data collection cards • Data aggregation tables • Database and reports |

| What | Who | When | Remarks |
|---|----------|------|---|
| | | | <ul style="list-style-type: none"> • User manuals • Training sessions |
| 13) Rolling out of new system by partners | Partners | | This involves: <ul style="list-style-type: none"> • Dissemination (road shows) • Training of partner staff and others • Follow up and coaching The rollout will require close follow up and continuous support by Simavi and IRC |

Knowledge Management (14.00-15.00)

Pam presented a PTT presentation on the direction the Knowledge management (KM) component will take during 2012. Most of ideas are based on the inputs provided by the partner NGOs. Pam provided the following definition of knowledge management.

What is Knowledge Management?

Knowledge Management (KM) comprises a range of strategies and practices used in an organisation or programme to identify, create, represent, distribute, and enable adoption of insights and experiences. Such insights and experiences comprise knowledge, either embodied in individuals or embedded in institutional processes or practice. KM efforts can help individuals and groups to share valuable organisational insights, to reduce redundant work, to avoid reinventing the wheel per se, to reduce training time for new employees, to retain intellectual capital as employees' turnover in an organisation, and to adapt to changing environments and markets. (McAdam & McCreedy 2000) (Thompson & Walsham 2004)

Source: Wikipedia 2010

Pam started by highlighting the main reasons why knowledge management is an important component of the SHAW programme:

- Streamlining and structuring communication between SHAW partners to exchange experiences and ideas;
- Creating an opportunity for exchange between the STBM stakeholders at national level and the partners in the field;
- Documenting lessons learnt; and
- Providing space for more in-depth analysis of experiences by SHAW partners and SHAW as a whole.

Proposed KM activities for 2012:

- 1) The activities for 2012 comprise the documentation by each partner NGO of its experiences and the dissemination of lessons learnt to other partner NGOs as well as to the STBM stakeholders at large. The dissemination will take place through a newsletter for which a format is to be developed.
- 2) Several issues will be chosen as focus of KM in 2012: issues of interest as indicated by the partners, general issues of interest for SHAW
- 3) Partners will be individually supported to develop written documents and other media to express their experiences and to be able to share these with others, as well as to actively look for information and experiences of others

The focus of the 2012 KM activities will be on:

A. **Our immediate topics for 2012:**

1. Real “Flow” of activities by partners, timing and workload: scaling-up
2. Move attention from ODF to STBM in villages
3. Obstacles and Development Spurs

B. **Media use:** coordination of messages/articles, website STBM/ Pokja AMPL, exchange (newsletter), filing (cloud)

C. **Followed by potential new topics (2012-2013)** on for example:

- School Sanitation
- Water Supply
- To choose and to have a choice: Sanitation Options, Sanitation Marketing and the Private Sector
- Sustainability and Slippage: sanitation tomorrow

After the presentation and ensuing discussions a few additional suggestions were made:

- 1) Start a SHAW programme news-brief for internal sharing and learning among the partners but also to contribute articles to national newsletter (STBM and Pokja newsletter)
- 2) Put the partners’ end-of-programme reflections on paper and to use it to disseminate the lessons learnt to the wider public.

Experiences with the media by Pak Ishak (15.15-15.45)

Pak Ishak shared Rumsram’s experiences in interacting with the media followed by a plenary discussion. He explained that although Rumsram is relatively new many journalist approach the organisation for information. The media is used to influence the government by providing information about the field and the communities, including information on STBM. Rumsram has facilitated Camats and cadres to talk directly to the media. Similarly Bappeda and Dinkes have been encouraged to speak directly with the media. It is Rumsram’s strategy to stimulate discussions. Rumsram has also been instrumental in encouraging the media to ask critical questions to local government authorities, for example about the fact that Renstra Kampung are not always developed.

Announcements and other issues by Martin (15.45-17.15)

Pak Martin made the following announcements:

- 1) **Meeting financial aspects:** the participants and facilitators were briefed on the financial issues related to the meeting.
- 2) **SHAW programme mid-term review:** a MTR is scheduled to take place from 4 up to 30 June 2012. MTR will be conducted by two external consultants⁸ who will visit all five partner NGOs in the field for up to a maximum of 3 days per partner during the period covering 6 to 23 June 2012. A debriefing workshop is scheduled for the morning of 27 June 2012 in Jakarta. All partner NGOs are expected to participate as it will give an opportunity to discuss the initial findings. Following the debriefing workshop we will continue with the 2nd quarter SHAW partners meeting for two and a half days on 27 to 29 June 2012. The draft MTR report is expected by 4 July 2012. The partner NGOs were requested to provide their comments and feedback on the draft report by mid-August 2012. The final MTR report is to be delivered by 15 September 2012

⁸ The MTR team consists of Joep Bijlmer (Dutch) formally working for DGIS and Ibu Nur Eli Amilah (Indonesian).

- 3) **Revised SHAW programme budget:** the budget revision is still pending approval from the Netherlands Embassy (EKN). Martin checked with Peter and although there are a few questions that require answering it is expected that the approval will be granted shortly. Financial related issues that were discussed:
 - Audit costs were taken out of the partner NGO budgets as this is now organised by Simavi directly.
 - YMP is still waiting for the agreement from Simavi Netherlands covering the activities in East Lombok: 1) water supply and 2) SHAW programme. Martin will follow up with Simavi Netherlands.
 - Budget space has been created in the revised programme budget. YDD has proposed water supply activities. Nothing has been received from CD Bethesda. Ibu Dewi explained that they have just completed the assessment which will form the basis for a proposal. Rumsram was advised to prepare a proposal this year so that activities can start in 2013. Local government funds have been allocated for water supply activities in the YMP area. Martin and Pam will coordinate the water supply activities to make sure that they fit in the SHAW programme. Plan will put in their own sponsorship funds for water supply activities. This should also be coordinated with Simavi as it will have to be reported on.
 - Government budget allocations for STBM should be shown in the partner NGO budgets in an extra column.
- 4) **Correspondence between Simavi Netherlands and partner NGOs:** This has now been resolved. No decision will be made unilaterally by Simavi Netherlands without consulting Martin beforehand.
- 5) **A new face:** Simavi has decided to appoint an extra person (Indonesian) to support Martin with the implementation and coordination of the SHAW programme. When finished Martin will share the TOR with the partner NGOs as they might know suitable candidates.

Parking lot issues

The following issues that had been parked during the first day were discussed:

- 1) **Sanitation marketing:** Plan is working on it, YDD has a special component B, and CD Bethesda is also doing something. It is time to start sharing experiences and discussing this topic. Pam will start collecting the models and experiences from the different partner NGOs. WASTE (Jan Spit) conducted a sanitation marketing support mission to YDD in January 2012. The final report will be shared with the partner NGOs. Related issues that were discussed:
 - Ibu Dewi expressed the need for a special training on this topic. Martin asked whether YDD could organise some kind of introduction or training for the other partner NGOs. Christina will discuss the issue with colleagues.
- 2) **School sanitation:** another completely new topic and therefore may be a good idea to start an email discussion on it. Plan and YDD have already started in 2011, CD Bethesda has finished their preparations and will start this year, and Rumsram is planning to start later this year. Sabar mentioned that Plan has to cover some 130 elementary schools but we are not fully sure what we will be doing this year. There is no budget line for school activities. Can we continue as done before? What are we expected to do? Martin: Plan's budget includes an own contribution of some Euro 50,000 for school sanitation. Again Martin stressed the need to start a discussion group to avoid that partner NGOs will do different things. Wahyu suggested developing school sanitation criteria and indicators. Martin explained that as children are seen as 'agents of change', activities should include health and hygiene promotion focusing on all five STBM pillars and not just on putting physical infrastructure in place to provide access to sanitation and hygiene facilities. There needs to be a connection between schools and the villages and vice versa. Partner NGOs could start up a discussion

with the Department of Education (PPO) to understand their on-going activities and future plans in relation to hygiene promotion at schools. Wayhu suggested that Pam initiates the discussion among the partner NGOs so that we get a better understanding of what partner NGOs are already doing or what they want to do. This could then lead to the formulation of goals/objectives, indicators and a combined plan of action. It was decided to start the discussions so that a decision can be taken during the 2nd quarterly programme meeting.

Topics to be included in June meeting agenda:

- Follow up of MTR
- Generic monitoring system: Go or no go decision
- School sanitation: how to proceed
- Sanitation marketing: how to proceed
- Water supply: how to proceed

Workshop evaluation (17.15-17.30)

At the end of the three-day meeting a simple evaluation was carried out by the participants, with the following results.

| |  |  |  | Totals |
|-------------------------------------|---|--|---|-------------|
| Overall impression / feeling | 10 | 2 | - | 12 |
| Agenda (meeting topics) | 9 | 3 | - | 12 |
| Field visit | 12 | - | - | 12 |
| Totals | 31 | 5 | - | 36 |
| <i>In percentages</i> | 86% | 14% | 0% | 100% |

Wrap up by Martin (17.30-17.45)

Everybody appears to be happy, partly due to the excellent organisation by our host Plan Indonesia. There is work to do for all of us, but we are on the right track particularly where this relates to implementing STBM.

Martin welcomed the six new faces. Good to see that the old guards and the new faces got along so well. With this kind of atmosphere we can accomplish a lot even though our donor things that we are too ambitious. After this meeting we all have our own work to do but also a number of new or additional tasks such as the knowledge management related activities. Do not hesitate to contact Pam.

Thank you very much for your participation in the meeting and have a safe return journey.

Appendix 1: Original meeting schedule

| Day | Timing | Meeting Topics | What |
|-----------------------------|-------------|--|--|
| Monday 26 March | 08.00-18.00 | Arrival of Participants | Travel to Soe and registration in Hotel Gaja Mada |
| | 18.00-20.00 | Diner | |
| | 20.00-20.15 | Welcome | Opening words by Martin |
| | 20.15-20.30 | Presentation new SHAW partner | Introduction of YMP by Martin Short presentation by YMP of their work in Lombok |
| | 20.30-21.00 | Agenda Timor Workshop | Presentation of the Agenda Logistics and agreements during this meeting Comments and expectations of the SHAW partners |
| Tuesday 27 March | 08.30-09.00 | Introduction on the Meeting Topics | Martin: General Erick: Monitoring Pam: Writing & Sharing, and Media |
| | 09.00-09.30 | Update on Developments from Jakarta | Yusmaidy will give an overview of all aspects discussed over the last 6 months by the Pokja AMPL and the STBM secretariat |
| | 09.30-10.30 | Presentation by 2 partners | Presentations on progress made up to 29 Feb 2012, and updated planning for 2012 each 15 min presentations and 0.5 hour discussion |
| | 10.30-10.45 | Coffee Break | |
| | 10.45-12.30 | Presentation by 2 partners | Presentations on progress made up to 29 Feb 2012, and updated planning for 2012 each 15 min presentations and 1 hour discussion |
| | 12.30-13.30 | Lunch | |
| | 13.30-15.30 | Result and Process Monitoring | Erick and Yusmaidy: EB: Review of monitoring systems and practices: <ul style="list-style-type: none"> ▪ Conclusions and lessons learnt ▪ Recommendations for a generic model Yus: Ideas about a process monitoring system Discussions |
| | 15.30-16.00 | Tea Break | |
| | 16.00-18.00 | Discussion about Generic Monitoring system | Discussion and agreement on what and when monitoring needs to take place, and how it needs to be done. When necessary this discussion is continued in the evening. |
| | 18.00-19.30 | Diner | |

| Day | Timing | Meeting Topics | What |
|-------------------------------|-----------------------|---|--|
| | 19.30- 21.00 | <ol style="list-style-type: none"> 1. Update on Information and Media used by partners 2. Short slideshow | <ol style="list-style-type: none"> 1. Each partner explains what kind of material (modules/guidelines/media, etc.) has been developed 2. Short silent show of issues related to STBM and quality |
| Wednesday 28 March | Morning and Afternoon | Field Visit (2 villages) | A Field visit will be organised by PLAN to show villages where STBM (Certification) has been reached, with a possibility to speak to local communities |
| | Evening | Preparation of Presentations | Review and analysis of the information and impression obtained during the visit: 2 groups: one outputs/quantitative, one outcomes: qualitative |
| Thursday 29 March | 08.30-10.00 | Field Visit Presentations | Two groups will present their review and analysis Plenary discussion with clear markers as to what is successful and what is still weak, and needs support |
| | 10.00-10.30 | Coffee Break | |
| | 10.30-12.30 | Knowledge Management: Sharing and Writing | What to share and write about for internal and external audiences External information required How to share effectively: including computer/internet tools |
| | 12.30-13.30 | Lunch | |
| | 13.30-15.30 | Announcements and Issues and Planning | Announcement and list with issues that require follow up Follow-up and planning next period (Q2) |
| | 15.30-18.00 | Parking Lot issues | Main priorities and points of discussion by the partners and others |
| | 18.00-19.30 | Diner | |
| | 19.30-21.30 | Open Space | |
| Friday 30 March | Whole day | Travel back | |

Appendix 2: List of participants

| Nr | Name | Organisation | Email address |
|----|---------------------|-------------------|--|
| 1 | Ishak Matarihi | Rumsram | kasumasa_biak@yahoo.com |
| 2 | Dewi Utari | CD-Bethesda | dewisoemarsono12@gmail.com ⁹ |
| 3 | Bayu Selaadji | CD-Bethesda | bayuselaadji@yahoo.com |
| 4 | Sabaruddin | Plan Indonesia | Sabaruddin.Sabaruddin@plan-international.org |
| 5 | Wahyu Triwahyudi | Plan Indonesia | Wahyu.Triwahyudi@plan-international.org |
| 6 | Christina Aristanti | Yayasan Dian Desa | christina@arecop.org |
| 7 | Yoseph Manek | Yayasan Dian Desa | ?? |
| 8 | Raphael Sena | Yayasan Dian Desa | ?? |
| 9 | Susana Helena | YMP | e_peduli@yahoo.com |
| 10 | Nur Sakinah | YMP | noer_sakinah@yahoo.co.id |
| 11 | Martin Keijzer | SHAW | Martin.Keijzer@Simavi.nl |
| 12 | Pam Minnigh | SHAW | minnigh@cbn.net.id |
| 13 | Yusmaidy | SHAW | yusmaidy@ampl.or.id |
| 14 | Erick Baetings | IRC | baetings@irc.nl |

⁹ New email address since 9 April 2012.

Appendix 3: Size of data collection and data entries

| | | | | | 2011 | | | 2012 | | | | | | 2012 | | | | | | | |
|------------------------|----------------|----------------|-------------|----------------|----------------|-----------------------|--------------------------------|-----------------|-----------------------|--------------------------------|---------------------------------|-----------------------|--------------------------------|------------------------|-----------------------|--------------------------------|---------------------------|-----------------------|--------------------------------|--------------|--------------|
| Kode Kampung | Nama Kampung | Jumla Dusun | Jumla KK | Jumlah Jiwa | OLD - Monthly | | | OLD - 3-monthly | | | OLD 3-monthly w/ Repr. Sampling | | | NEW - OUTPUT - Monthly | | | NEW - OUTCOME - 3-monthly | | | | |
| | | | | | Sample size | No of data entries | Annual # of data entries | Sample size | No of data entries | Annual # of data entries | Sample size | No of data entries | Annual # of data entries | Sample size | No of data entries | Annual # of data entries | Sample size | No of data entries | Annual # of data entries | | |
| | | | | | | House | | | House | | | House | | | Desa | | | Desa | | Desa | |
| 01 | Sawai | 3 | 95 | 400 | 100% | 1,615 | 19,380 | 25% | 404 | 1,615 | 76 | 80% | 1,292 | 5,168 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 02 | Aman | 4 | 52 | 227 | 100% | 884 | 10,608 | 25% | 221 | 884 | 48 | 92% | 816 | 3,264 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 03 | Komboi | 2 | 65 | 325 | 100% | 1,105 | 13,260 | 25% | 276 | 1,105 | 56 | 86% | 952 | 3,808 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 04 | Diano | 2 | 73 | 320 | 100% | 1,241 | 14,892 | 25% | 310 | 1,241 | 62 | 85% | 1,054 | 4,216 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 05 | Yeruboi | 2 | 79 | 365 | 100% | 1,343 | 16,116 | 25% | 336 | 1,343 | 66 | 84% | 1,122 | 4,488 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 06 | Amoi | 3 | 116 | 548 | 100% | 1,972 | 23,664 | 25% | 493 | 1,972 | 92 | 79% | 1,564 | 6,256 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 07 | Karuiberik | 3 | 86 | 400 | 100% | 1,462 | 17,544 | 25% | 366 | 1,462 | 73 | 85% | 1,241 | 4,964 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 08 | Inswanbesi | 2 | 68 | 383 | 100% | 1,156 | 13,872 | 25% | 289 | 1,156 | 59 | 87% | 1,003 | 4,012 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 09 | Koyomi | 2 | 48 | 253 | 100% | 816 | 9,792 | 25% | 204 | 816 | 44 | 92% | 748 | 2,992 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 10 | Wasani | 3 | 71 | 295 | 100% | 1,207 | 14,484 | 25% | 302 | 1,207 | 62 | 87% | 1,054 | 4,216 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 11 | Marur | 2 | 78 | 353 | 100% | 1,326 | 15,912 | 25% | 332 | 1,326 | 66 | 85% | 1,122 | 4,488 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 12 | Inyobi | 2 | 47 | 174 | 100% | 799 | 9,588 | 25% | 200 | 799 | 44 | 94% | 748 | 2,992 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 13 | Inswanbesi Sup | 2 | 39 | 187 | 100% | 663 | 7,956 | 25% | 166 | 663 | 36 | 92% | 612 | 2,448 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| 14 | Makuker | 2 | 69 | 301 | 100% | 1,173 | 14,076 | 25% | 293 | 1,173 | 59 | 86% | 1,003 | 4,012 | 100% | 10 | 120 | 100% | 35 | 140 | 260 |
| JUMLA KECAMATAN | | 34 | 986 | 4,531 | 100% | 16,762 | 201,144 | 25% | 4,191 | 16,762 | 843 | 85% | 14,331 | 57,324 | 100% | 140 | 1,680 | 100% | 490 | 1,960 | 3,640 |
| | | | | | | | 100% | | | | | | 28% | | | | | | 1.8% | | |