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AMP The Alliance for Malaria Prevention

Expanding the ownership and use of mosquito nets

ALLIANCE FOR MALARIA PREVENTION (AMP) 360-DEGREE EVALUATION OUTCOMES AND REFLECTIONS FOR THE FUTURE

AMP is a partnership of more than 40 entities, including government, business, faith-based and humanitarian organizations. Its main goal is to expand the ownership and use of insecticide-treated nets (ITNs), with a focus on three areas:

- Coordination of partners engaged in ITN scale-up and continuous distribution with an emphasis on advocating for support for countries
- Provision of updated operational guidance and better practices
- Provision of in-country and distance technical assistance

Given the importance of the technical assistance role of AMP, as well as the way that its quality reflects on the reputation of all partners engaged in ITN scale-up within the AMP partnership, in August 2017, the AMP Core Group agreed during the annual Core Group meeting to undertake a 360-degree evaluation to assess satisfaction with, and progress of, its operational guidance and technical assistance (TA) provision. It was intended to gather perspectives and opinions of country recipients, donors, partners and AMP technical assistance providers, i.e. to elicit fact and opinion from countries who had received technical assistance, from providers of technical assistance themselves and from donors and implementing partners. The intention was to get an understanding of how AMP is perceived and to seek suggestions and support from members of the partnership to address recommendations received across target audiences.

In October 2017, the 11 TA providers actively under contract at that time were sent a mandatory survey, of which 10 responded. This was followed by a survey of the countries in receipt of TA during 2016 and 2017. Of these, there were 16 responses from 13 countries. Approximately 10 donors and implementing partners were requested to participate; unfortunately, there were insufficient responses from those sources to include in the results.

2017: AMP contributed to:

- Successful support for the distribution of over 68 million ITNs
- 21 countries supported through 52 in-country missions and distance support
- Estimated 1,736,856 lives saved over a three-year ITN lifespan¹

2018: AMP contributed to:

- Successful support for the distribution of over 123 million ITNs to their targeted recipients in Sub-Saharan Africa and beyond
- 14 countries supported through 41 in-country missions and distance support
- Estimated 3,141,666 lives saved over a three-year ITN lifespan¹

1. Figures based on the (Lengeler Study) Cochrane Review that states for every 1,000 children sleeping under an ITN, 5.5 lives will be saved each year at 70 per cent net usage.



RESPONSES FROM COUNTRIES IN RECEIPT OF TA



The evaluation survey included 13 questions, of which there was a combination of quantitative, qualitative and mixed questions. Countries were asked to comment on terms of reference and their expectations of technical assistance, timeliness of the missions and support given. Further, they were asked about their satisfaction with the TA provided, and their satisfaction with guidance, documentation and tools received from AMP pre-, during and post-mission. Finally, they were asked to make recommendations about what AMP might do to improve its work.

Results were generally very positive, with complete answers given to questions. Uniform conclusions are impossible, since missions are unique and the TA provision different in each case.

The highest scores were for TA provision (4.67) and AMP guidance (4.8) during a mission. Scores in general were high. Even the lowest (for timeliness) scored more than four. As with timeliness of the mission, most questions received mixed responses. For example, some reported that timing was good, while others noted that too little time was given and that more continuous support (in-country/distance) would be necessary.

Satisfaction with AMP guidance, toolkits, etc. received during mission Average Score: 4.8



Satisfaction with TA provided during mission Average Score: 4.67



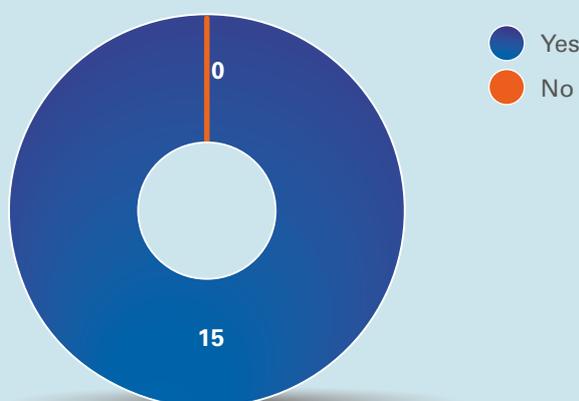
Note: Scale is one to five, where one is worst and five is best

Although there were mixed responses to most questions, it should be noted that satisfaction with the services provided by AMP and the TA providers remains high overall.

The following themes emerged:

- TA consultants are selected based on their experience and the terms of reference (TOR) provided by the country's National Malaria Control or Elimination Programme, and as such are able to meet the needs of the country
- TA providers ensure that TORs are followed fully
- AMP guidance and tools provide clear directions to countries
- Of all main areas where AMP provided TA, social and behaviour change communication (SBCC) is most cited for more TA support and better operational guidance
- Length of a TA mission and the role of AMP during a mission is sometimes not clear to a country (or to TA providers)

Was support received within the TOR?



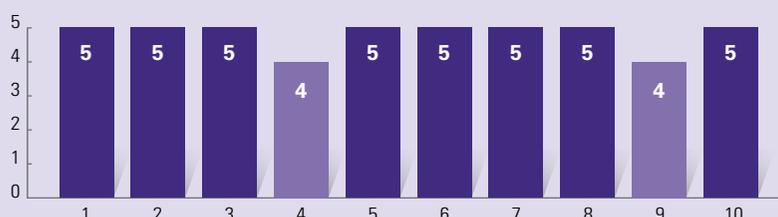
Recommendations included early planning of activities between a country and AMP, support for monitoring and evaluation of a campaign and the need for capacity-building within a country. If distance support is provided in the future, it should be organized with clear deliverables and timelines. A clear recommendation was that funding for TA missions should be a priority with donors.

RESPONSES FROM TECHNICAL ASSISTANCE PROVIDERS

The evaluation survey for the TA providers included 14 questions, of which there was a combination of quantitative, qualitative and mixed questions similar to the country survey. Providers were asked to offer an opinion and make suggestions for improvements. The questions requested opinions regarding personal satisfaction with their missions, and satisfaction with training, tools and documents, as well as main challenges found when working in different countries.

Personal Satisfaction

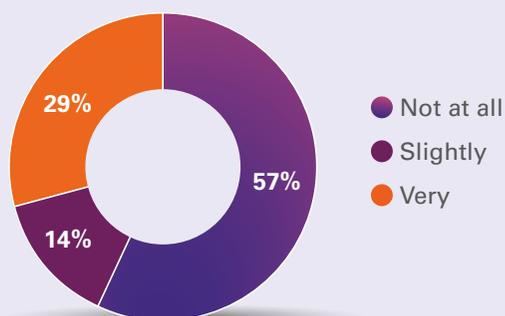
Average: 4.80



In general, TA providers are satisfied with their work, and are happy with the sharing of the latest documents and tools and with technical and administrative support and guidance.

Some TA providers expressed concerns about physical security when on mission and the need for additional and regular training. From the mission point of view, TA providers highlighted the need to enhance country coordination prior to a mission, the need for key players in the country to be available during the mission and the fact that there are sometimes insufficient staff in the country's team to oversee a mass distribution campaign. This led to situations where the TA providers were being expected to take on the work of those human resources that should have been put in place when the country undertook their planning and budgeting for the mass campaign.

How much is physical security an issue/concern?



Support from AMP was generally appreciated, particularly administrative support (a top score of 5), but better management of country case studies, documents and other resources will give TA providers a better knowledge base to use and adapt to country-specific contexts.

One of the key issues raised by the TA providers was related to knowledge management. This requires improvement to ensure that all TA providers have access to previous reports and documents, which would allow for improvement and innovation in approaches to various campaign phases. There is a need for a more centralized information-sharing platform among the TA providers. Additionally, in advance of, or during missions, TA providers often experience problems with accessing documents from previous campaigns, which indicates a need for countries to improve their own knowledge management and archiving of campaign documents.

While there was a call for more standardization with documents and tools, there was also a comment that non-standardization enriched communication between AMP TA providers, and that being able to work broadly and independently expands the TA providers' knowledge base and confidence in giving valuable support.



CROSS-CUTTING THEMES BETWEEN COUNTRIES AND TA PROVIDERS

The following themes emerged, though perspectives differed:

- > **Distance support.** The effectiveness of distance support has varied and is, in part, a reflection of the relationship between the country and the TA provider. Good distance support also requires appropriate connectivity tools (Internet, cell phone), the ready availability of people in the country team, and their ability to provide timely inputs on documents produced. Long-term distance support, when funding is available, is not as effective and is better replaced with in-country missions where face-to-face interactions and resolution of issues are possible. When and where distance support is provided in the future, it should be organized with clear deliverables and timelines, and the in-country focal point(s) should be clearly identified.
- > **Role of TA providers.** There is a conflict between “doing” and “supporting” in terms of defining whether AMP TA providers are in-country to replace human resources or to support those in place in national programmes/implementing partners. Beginning in 2011, the RBM guidance for countries for Global Fund grant-making has included a recommendation to ensure sufficient human resources are in place, including a national campaign focal point. This recommendation has not been consistently followed by countries. In the future, it will be important for countries and AMP to agree on the objectives and role of the TA providers prior to mission deployment.
- > **Structure of the mission/terms of reference.** Referring to the role of the TA provider above, it is important to define the scope of the TA provider, specify the counterpart(s) with whom they will be working and establish a work plan to ensure that the mission terms of reference can be achieved. There is often a conflict of agenda in-country that leads to key people being unavailable, thus creating a situation where mission objectives cannot be achieved, and distance support is required. Realistic terms of reference – based on the country request, the TA provider skill set and the timing of the missions – need to be agreed well in advance and any changes during the mission should be communicated and approved by the country and AMP coordination team.

AMP ACTION TO ADDRESS THE ISSUES RAISED IN THE 360-DEGREE EVALUATION

The AMP Core Group reviewed and welcomed the initial findings of the evaluation from TA providers that were presented to them in February 2018 and the final results at the AMP August 2018 Core Group meeting. It is to be noted that some of the issues that were raised had previously been internally identified.

Considering the results of the evaluation, the AMP Core Group has been implementing or is planning the following:

- > AMP TA provider training was organized in January 2018, with funding from VectorWorks (under The United States President’s Malaria Initiative), with a focus on updating the TA providers on new guidance for universal coverage with ITNs, as well as continuous distribution channels. This opportunity was used to review the results from the TA providers’ 360-degree evaluation.
- > A Google-share site has been established for the AMP TA providers to upload documents to the appropriate country folders to ensure better sharing of resources between TA providers.
- > A regional level training for countries (Francophone and Anglophone/Lusophone) planning mass campaigns in 2019—2020 was organized in November 2018 with funding from the Roll Back Malaria Partnership (Country/Regional Support Partner Committee) and The United States President’s Malaria Initiative (through VectorWorks and Population Services International (PSI)).
- > Clear terms of reference between countries and AMP have been agreed in advance of country support missions (though the issue around in-country focal points has not yet been completely addressed, nor have the comments concerning distance support).

Johns Hopkins University/CCP





REFLECTIONS FOR THE FUTURE

Since the completion of the AMP 360-degree evaluation, the funding for AMP has moved under the Roll Back Malaria Partnership to End Malaria, which is a system that was not evaluated in this process.

While AMP is pleased to know that satisfaction with their services is generally high with both TA providers and countries, it must not be complacent. As future activities AMP should consider:

- > Further analysis of the 360-degree evaluation results and assessing which areas are the highest priority for improvement
- > Reinforcing its procedures in terms of having agreed terms of reference and any supporting documents in advance of TA in-country missions
- > An updated 360-degree evaluation, online to facilitate participation, and which should be externally contracted, to look at the perspectives of the countries, donors, implementing partners and TA providers, to assess if issues arising have been successfully addressed and to continue to identify areas for improvement
- > Ensuring funding support for regular briefing of TA providers in line with updated guidance and common problems arising from country delivery of ITNs through mass and continuous distribution channels
- > Determining a better way of sharing updated guidance with countries and implementing partners to reduce the need for in-country technical assistance

AMP intends to continue to provide the best service possible, as and when required, to expand the ownership and use of ITNs wherever they are needed throughout the world.

AMP CONTACTS

To join the weekly AMP conference call each Wednesday at 10:00 AM Eastern time please use the following numbers:

Dial in numbers:

USA toll-free: 888-808-6929

International dial in number: +1-213-787-0529

Access code: 3904916

To contact AMP or join an AMP working group please e-mail:

allianceformalariaprevention@gmail.com

For further information please go to the AMP website:

www.allianceformalariaprevention.com