EXTERNAL EVALUATION - END OF PROJECT EVALUATION TANZANIA – FIRST AID

PROJECT CODE: FIRST AID 2017-2021 – 2017-15-TZ-DGD
DATE OF EVALUATION: JANUARY-MAY 2022
EVALUATOR(S): KEY AID CONSULTING (INFO@KEYAIDCONSULTING.COM)
EVALUATION MANAGEMENT TEAM (EMT):
- BRC-FL: AMBRE PARISSE (PROJECT MANAGER), ELKE WEYENBERGH (FIRST AID FOCAL POINT), DIDIER VAN AERT (HEAD OF INTERNATIONAL OPERATIONS), YOUSRI EL ADAK (EVALUATION MANAGER)
- TRCS: KHERI ISSA (FA COORDINATOR), HILARY NGUDE (HEALTH DIRECTOR)

BACKGROUND INFORMATION
The evaluation is part of the programme 2017-2021 of the BRC-FL International Cooperation department financed by the Belgian Development Cooperation (DGD). The evaluation is focusing on the relevance, effectiveness, contribution, efficacy and sustainability of the First Aid (FA) program in Tanzania.

SUMMARY OF MANAGEMENT RESPONSE
BRC-Fl and TRCS for the larger part agrees with the recommendations of the consultant. They all aim to achieve an increased efficiency, relevant, effectiveness or sustainability therefore increasing the impact of future interventions. Key actions will be implemented by TRCS in collaboration with BRC-FL in the AP22-26 and in other projects financed by BRC-FL (such as DP4). A cross cutting theme that link several key action is the improvement of the database and the adaptation of key policies which will be the first priorities of the evaluation management team.

MANAGEMENT RESPONSE TABLE

Recommendation 1: Develop a volunteer retention policy used to identify and harnesses opportunities for volunteers to grow within the organization.					
Management response: ☐ **Partially accepted**	**Response rationale:** The FA training is already part of the retention strategy of the TRCS. It allows for volunteers to become FA volunteers, then trainers and also potentially have access to other opportunities. Additionally, the trainers are involved in some FA development activities such as translation of materials, development of IEC materials, etc. However, the opportunity to retain volunteers through FA could be even more exploited.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
1.1 Include the FA retention strategies to the global TRCS retention strategy document		Q3 2023	TRCS		
1.2 Ensure board approval and internal dissemination of retention strategy		Q3 2023	TRCS		
1.3 Update the database to include information on the volunteers contact details, deployments (link to Disaster response department), number of trainings provided, etc. in order to provide specific opportunities to active volunteers/trainers		Q3 2022	TRCS		
1.4 Put an objective system in place to identify the competent FA volunteers and FA trainers.		Q3 2022	TRCS		

Recommendation 2: Formation of Peer Exchange Groups.					
Management response: ☐ **Partially accepted**	**Response rationale:** Using participatory peer engagement through practice sessions will increase the quality of the trainers/volunteers' skills, will allow for exchange of knowledge and experience and would also boost volunteers' commitment to the organization. It can also act as a peer support modality for volunteers active in complex response. However, these practice times should be available for all FA volunteers and not the action team specifically.				
Key action(s)		**Deadline**	**Responsible**	**Tracking**	
				Status	**Comments**
2.1 Set out intentions and objectives of peer exchange groups		Q1 2023	TRCS		
2.2 Find a way to sustainably organise peer exchange groups		Q1 2023	TRCS		

2.3 Recruit members and facilitate first sessions	Q2 2023	TRCS		
2.4 Monitoring of relevance and need for potential support peer exchange groups	Continuous	TRCS		

Recommendation 3: Management and optimization of volunteer databases.				
Management response: ☐ **Accepted**	**Response rationale:** The FA database is currently of good quality but not comprehensive nor easy to use/update as it is currently only accessible to the FA coordinator. Having a joint database the Disaster response department would also allow for efficiency in times of response and for growth opportunities for the well active volunteers. As the FA department increases in size managing its data becomes more and more critical and complex therefore in need for optimization. This is the DbyD (devolution for development) principle, providing more access and decision making room to the branches to allow to more timely action.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**
3.1 Digitalize the database to make it web based	Q4 2023	TRCS		
3.3 Increase accessibility of the database to the branches for some features (upload reports, see volunteers in their region, etc.)	Q4 2023	TRCS		
3.4 Capacity building of TRCS on the General Data Protection Regulation directive and adaptation of its directives to the reality of Tanzania (with a specific focus on volunteers/beneficiaries information management)	Q4 2023	TRCS		
3.5 Add in future project agreement a clause to advise our implementing partner to follow the General Data Protection Regulation directive	Q2 2022	BRC-FI		

Recommendation 4: Strike a balance between enough trainers and not too many trainers to reach training quotas.				
Management response: ☐ **Accepted**	**Response rationale:** The objective of TRCS is to have at least 4 trainers FA volunteers in each ward of the country. As the number of wards is over 3000, it definitely means that the number of trainers needs to be increased. However, as the speed of execution of the plan is unclear we need to make sure that the increase of trainers is proportional to the increase of FA trainings to avoid some trainers not being active. Regular reviews of training forecasts and trainings per trainers will allow for the optimal balance to be found.			
Key action(s)	**Deadline**	**Responsible**	**Tracking**	
			Status	**Comments**

				Tracking	
4.1 Guidance from BRC-FI to be developed on optimal ratio of trainers/trainees	Q2 2022	TRCS			
4.2 Construct a trainings forecasts document to identify in time the number of potentially missing trainers/equipment	Q3 2022	TRCS			
4.3 A monitoring system of the trainings performed by each branch should be put in place as to reach the target.	Q2 2022	TRCS			
4.4 Quarterly reviews of the database focusing on the number of trainings performed by each trainer, the number of non-active trainers, etc. to identify whether there is a need to increase or not the number of trainers.	Q2 2022	TRCS			

Recommendation 5: Develop a strategic approach to engage with government departments.					
Management response: ☐ **Accepted**	**Response rationale:** In Tanzania, the public health act and the occupational health act by the parliament mentioned that FA trainings of employees are now mandatory for companies. However, the challenge is that the OSHA, the regulatory actor of that rule is currently pushing to do the trainings themselves and discouraging companies to follow the TRCS FA trainings. Therefore, open discussions with the government department will be key.				
Key action(s)	**Deadline**	**Responsible**	**Tracking**		
			Status	**Comments**	
5.1 Engage with the decision making entities and public bodies bringing to light the issue of the regulating actor being the implementor therefore limiting the access to FA trainings to the population and decreasing transparency.	Q2 2022	TRCS			
5.2 Develop a marketing and lobbying strategy (can be applied to other department apart from FA)	Q2 2022	TRCS			
5.3 Increase the capacity of TRCS to meet the government standards in order to engage in partnership	Q4 2026	TRCS			

Recommendation 6: Scaling FABL to volunteer training.	
Management response: ☐ **Accepted**	**Response rationale:**

Key action(s)	Deadline	Responsible	Tracking	
FABL trainings can be scaled up but should only be used if relevant. For examples, characteristics to be taken into account includes the language, the access to mobile devices, the literacy level, internet access, availability of FABL trainers, etc. Therefore, a clear guideline on which modality to use (face to face VS FABL) should be developed.				
			Status	Comments
6.1. Conduct academic research on the effectiveness of the first aid blended learning approach	Q1 2023	BRC-FI		
6.2 Develop a guideline on which modality to use (face-to-face vs blended learning)	Q3 2023	TRCS		
6.3 Raise funding to increase the number of FABL trainers	Q2 2023	TRCS		
6.4 Disseminate the FABL APP to all branches having FABL trainers and the FABL vs BFA guideline	Q3 2023	TRCS		

Recommendation 7: Integrate explicit efforts to encourage the participation of women in FA training as volunteers and trainers.

Management response:	Response rationale:			
☐ **Partially accepted**	TRCS in the course of the FA project already managed to achieve a higher proportion of women participation (47% of women volunteer and 46% of women trainers). However, these efforts should be continued.			

Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
7.1 Continuous follow-up of the database to make sure the proportion is maintained. If it appears that the proportion is decreasing focus-groups discussions or other means should be used to understand what are the obstacles to access.	Continuous (on quarterly basis)	TRCS + BRC-FI		
7.2 Develop specific actions linked to the potentially identified obstacles to access.	Continuous (on quarterly basis)	TRCS		

Recommendation 8: Synergize the ToT and volunteer training calendar.

Management response:	Response rationale:
☐ **Accepted**	This modality showed to be successful in another project financed by DGD through BRC-FL. This should be formalized as a must-do practice.

Key action(s)	Deadline	Responsible	Tracking	
			Status	Comments
8.1 Update the FA policy to include the practice training as mandatory to become a FA trainer.	Q3 2022	TRCS		
8.2 Make sure that there are enough master trainers so that the TOT practice part can be mentored by a master trainer (and not a senior trainer only)	Q4 2022	TRCS		
8.3 Organize participatory discussions with first aid trainers to co-develop an operations calendar	Continuous	TRCS		