

# Appendix E

## Technical notes & recommendations: Part 4

### Partner Organisations (POs)

#### Resource fit

- Review resources required during the pilot with organisation staff, and plan how (and whether) these can be mobilised in future
- Ensure fieldworkers have adequate (paid) time allocated for STEP alongside other work
- Fieldworkers should be salaried employees
- Budget adequate financial resources for field visits, including transport, subsistence, airtime and incidental expenses
- Ensure fieldworkers have safe and reliable transport for field visits
- Budget and plan for resources to cover child and family needs identified, including assistive devices, epilepsy medication and IGA's.
- Support PO's to make decisions about which needs they will address, and support fieldworkers to navigate difficult conversations with families around resource constraints

#### Management support

- Engage management from the outset and include them in training. Management buy-in is essential for STEP success, and this needs investment.

### Strategic Partner Organisations (SPOs)

- The SPO role in STEP may not be best filled by existing (CEP) SPO's. The SPO should be willing and able to provide PO and fieldworker support in STEP implementation (ideally including coaching and facilitating training). They should also be in a position to develop national and regional resource networkers (including for services such as assistive device supply and repair), and build support for children with ND's and their families on a broader scale. It is helpful for the SPO also to be a STEP implementing organisation.
- The SPO role should be clearly defined in each setting, including its relation to other stakeholders (e.g. where the main country SPO is not the lead organisation for STEP).

### Local and regional support networks

- Peer support networks between STEP fieldworkers should be built through creating opportunities for them to interact (e.g. coming together for training, shared problem-solving and sharing successes).

### Interfaces between organisations

- LF staff would benefit from more time in the field. Remote communication is not adequate in itself, and developing face-to-face relationships with African partners is needed to build trust and relational basis on both sides. Exposure to the realities of the project context will help LF staff make more informed decisions and arrangements.
- The role of the STEP coordinator remains essential, but one person can't be expected to work across four countries. Ideally each country should have a designated full-time coordinator. His/her role should include coaching, facilitating training, working with management, and liaising between involved stakeholders. Excellent relational and organisational skills are needed, as well as strong fieldwork experience working with children with ND's and their families.

- LF must bear in mind how their decisions and actions affect the interface between PO's and communities, and the ways in which they may unintentionally place these relationships at risk. Since this is often unpredictable and/or invisible from a distance, close communication and consultation between LF and local staff is needed. While LF of course has the right to make major decisions about the project, how this is done is often almost as important as the decision made. Processes of consultation and listening, ample warning of upcoming changes and being guided by partners in how changes are implemented, all need to be incorporated.