

**PHASE Worldwide and
PHASE Nepal:
Using beneficiary feedback
mechanisms in practice to
improve project outcomes**

**UK Aid Direct Learning Workshop
Kathmandu, Nepal
26 September 2018**



**How beneficiaries (and other stakeholders)
were incorporated in our
UK Aid Direct Project**

1. Created a indicative budget and project proposal and secured funding from UK Aid Direct
2. Involved MannionDaniels and Department for International Development (DFID), who reviewed and commented on project proposal, log frame, and budget
3. Informal group and individual discussions in the community on the proposed project
4. Government Ward Level Meeting (mixture of formal and informal) to discuss project design and desired outcomes
5. Focus group discussions with targeted beneficiaries: mothers (focused on nutrition) and female farmers (focused on improving agricultural outputs)
6. Participatory Rural Appraisal (PRA) on a constant basis as PHASE Nepal staff are located in project areas
7. Took this revised project plan to the Social Welfare Council for approval
8. Redesigning the log frame and budget according to baseline survey – project was slightly changed.

The reality of beneficiary feedback mechanisms (BFM) within PHASE

- **Embedded** - BFM is not treated as a reactive process, but a process that is embedded within the organisation and project cycles, from start to finish
- **Natural Process** - BFM is a natural process within PHASE. Our approach to development and placing of staff in project areas allows us to continually interact with beneficiaries
- **People Centred Approach** – it's acknowledged by PHASE that when working in areas of extreme poverty and low literacy, informal talks and meetings are most effective in collecting feedback

Methods of BFM

- Farmer Groups
- Female Community Health Volunteers
- Informal interaction



**What does a BFM process look like at
PHASE?**

A comment raised in a Farmer's Group is noted in the Chair Person's record book

Chair Person shares with JTA and/or Social Mobiliser during home visit/informal interaction.

JTA and/or Social Mobiliser informs other JTA's and Social Mobiliser in project area to assess the comment and visit the person making the comment.

JTA to share with District Coordinator and/or Health Supervisor who will talk with local government

Then District Coordinator and/or Health Supervisor will contact appropriate person either in KTM office or during visit to project

KTM office will talk with Grant holder (Skype and Emails)

Grant holder talks with MannionDaniels during Q reporting stage (Emails and SMILE Reporting)

MannionDaniels agree change and PWW informs PN that change has been approved

PWW confirms approved change to PN and PN initiate change to project and informs the Farmer's Groups to disseminate news





Example of Adapting activities for successful outcomes

- **Agricultural project** – aim of increasing livelihood and improving nutrition
- **Surplus of tomatoes** – risk of demotivating farmers / not improving levels of nutrition
- **Farming Group BFM** – JTA notified KTM central office which led to additional activities
- **Access to Market** – PN negotiated and created a link between community and local shopkeepers – organic vegetables and an income for small-scale farmers
- **Diversifying Crops** – PN added activities which diversified crops being grown

Adopting participatory video BFM