



## HUMANITARIAN INNOVATION FUND

### Final Report for Diffusion Funding

*Please try not to exceed 5 pages (Arial, 12pts) excluding attachments*

<b>Organisation Name</b>	RedR UK
<b>Project Title</b>	<b>KnowledgePoint: Crowdsourcing Humanitarian Expertise</b>
<b>Partner(s)</b>	WaterAid, Practical Action, Engineer Aid, International Research Centre (IRC)
<b>Problem Addressed / Thematic Focus</b>	Improving the KnowledgePoint platform and increasing its visibility within the wider humanitarian system
<b>Location</b>	Global
<b>Start Date</b>	1 <sup>st</sup> June 2017
<b>End Date</b>	30 <sup>th</sup> November 2017
<b>Total Funding</b>	£47,319
<b>Total Spent</b>	£47,400
<b>Reporting Period</b>	<b>1<sup>st</sup> June- 30<sup>th</sup> November 2017</b>
<b>Type of Innovation</b>	KnowledgePoint is an online information-sharing platform for humanitarians, enabling aid workers from around the world to ask and answer technical questions to enable humanitarian action.
<b>Project Impact Summary</b>	KnowledgePoint is a more secure, fit-for-purpose platform which is more accessible to users and agencies and is increasingly recognised as a complimentary source of humanitarian advice and support. <i>[Some evidence to support this is presented in our gantt chart attached and it will continue to be collected on into the future.]</i>



## ACTIVITIES CARRIED OUT

1. Describe all the activities carried out. Please attach a workplan or log frame, if these were used.

1. Review of the application code and architecture and writing of code patches to improve KnowledgePoint's base support platform.
2. Detailed documentation of the application code and architecture.
3. Security audit and implementation of security improvements.
4. Test application for mobile devices and fix layout or appearance issues.
5. Carry out user experience testing sessions and applied suggested improvements.
6. Fix bugs related to emails and notifications and improve overall email layout and strategy.
7. Add gamification modules with reputation, rewards and badges.
8. Have a team of content writers increase the website activity over the project cycle.
9. Increase social media and online presence.
10. Increase promotional resources and marketing materials.
11. Attend conferences
12. Networking with INGOs.

A logframe is attached showing the indicators and results for each of these activities.

2. If you have made changes or amendments to the planned activities and objectives that have NOT been detailed in an *Agreement Amendment Form*, please list them here.

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## ACHIEVEMENTS

3. Has the diffusion been successful?

- Completely successful
- Significantly successful
- Partially successful
- Completely unsuccessful

*Please explain further:*

The majority of the indicators were met or exceeded but the delay in the final launch of the platform has meant that the full impact of the project has not yet been measured.



## MAJOR OBSTACLES

4. Please list the three most significant obstacles faced during the project and describe how they affected the planned activities and results.

Obstacle	Impact of Obstacle
1. Identification of a coding modification, whilst detailing the platform architecture, that was required before further changes could be made.	Delayed the launch of the revised platform and therefore implementation of the code patches and bug fixes. This delayed the remaining project activities including carrying out final bug fixing and announcements to promote the new platform.

5. Please indicate what steps were taken to address these obstacles and whether the solutions were effective.

Solution	Effective?
1. The required coding change was essential to implement for functionality and longer-term sustainability of the platform. Although this meant a delay in the platform launch it was given priority and the coders were instructed to prioritise this.	Yes

## AUDIENCE IMPACTED

6. Indicate the audiences, including affected population as well as the humanitarians, that have been targeted by the diffusion project and describe how their behaviour may have been impacted.

Target audiences for this diffusion project have been those working with limited access to technical resources in the field and are either:

1. Individual users (typically humanitarian practitioners) both placing questions and placing answers on the platform
2. NGOs or agencies using the platform as an internal or external knowledge management tool

Individual users of the KnowledgePoint site increased steadily throughout the project duration. A case study is attached from one user which gives an indication of the impact that individual questions and answers can have.

There was an increased interest from agencies to use the KnowledgePoint platform as part of their knowledge management programmes. The project has strengthened understanding of how the KnowledgePoint platform can be used, either by

individuals within an organisation, by individual projects to provide technical support or as an agency wide knowledge management tool.

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### **OPTIONAL: PARTNERSHIPS AND COLLABORATION**

*If you received HIF funding with partners or collaborators, please answer questions 7 and 8.*

**7.** How and why did the partnership change during the course of the project? The KnowledgePoint collaboration strengthened during the course of the project. This funding enabled a project team to focus on the day to day issues with the platform allowing the KnowledgePoint Board to focus attention on longer term strategy and sustainable operations for the future. All partners have committed to supporting the ongoing project both financially and with their internal resources.

**8.** Are there plans to continue your partnership, either while continuing this innovation or on other projects?

- Yes, with this innovation
- Yes, with another project
- Maybe
- No

*Please describe further:*

RedR UK, WaterAid and Practical Action are continuing to seek collaborative funding to provide ongoing funding for marketing and future technical improvements of the KnowledgePoint platform.

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### **NEXT STEPS**

**9.** Is the project or innovation now to be replicated or scaled up?

- Yes, we will scale up in the same or similar context
- Yes, we will scale up within our organisation (including running more pilots or trials)
- Yes, we will replicate the innovation/project in another context or country
- Yes, the innovation/project will be replicated or scaled up by another organisation or stakeholder
- No

**If you answered yes to question 9, please answer 9b:**

**9b.** What model are you pursuing to scale up or sustain your innovation?

- Applying for more donor funding
- Selling the innovation or patent



- Cost recovery (for example, selling your service or being paid as a consultant to implement the innovation)
- Innovation to be taken up by organisation or government as a standard and included in ongoing planning and core funding by them
- Other\_\_\_Inclusion in project as knowledge management and recruitment of additional partners

*Please describe further:*

This highly effective tool, connecting field operatives to a wider technical support network, will be included as part of large projects, and budgeted accordingly.

An additional partner for the KnowledgePoint Board has been identified during the HIF funded project. This will allow secure resourcing of project staff to support day to day operations of the platform.

Future developments to the platform functionality and ongoing marketing will require additional funding. Further grants are being sought by the KnowledgePoint Board to support these two ongoing initiatives.

### ACHIEVEMENTS AND CHALLENGES

APPENDIX 1 includes a template to record any changes made to your original objectives or outputs. Please complete this table to record any agreed or proposed changes.

#### 1. Please describe further if the project is experiencing any particular challenges.

Challenge	How are you addressing this challenge?
1. Increasing reach to individual users	Ongoing marketing campaigns and promotion alongside other RedR UK, WaterAid and Practical Action projects
2.	
3.	

### INNOVATION AND LEARNING

#### 2. How is the innovation performing against the criteria identified in the project work plan?

See logframe attached.

#### 3. In what ways is your understanding of the innovation changing through the project period?

The need for continuous and ongoing marketing of the platform to fully disseminate it throughout the humanitarian and development sectors.

### METHODOLOGY

4. Is the methodology proving successful in collecting data and producing credible evidence on the performance of the innovation? If not, what steps are being taken to address this?

Yes. See logframe attached.

5. What adjustments have or will need to be made to the methodology during the course of the project? Why are these needed and what are their implications?

N/A

## DISSEMINATION AND UP-TAKE

6. How is the project being shared with others (e.g. events, publications, media, and informal interactions)?

- 2017 WEDC conference presentation and HIF case study
- Upcoming Capacity for Humanity conference in Feb 2018, Arusha, Tanzania
- DfID/PwC Humanitarian Technology event
- Global WASH Cluster annual meeting
- RedR UK Urban Conference in Oct 2017.
- RedR UK website blog and email to RedR Membership network.
- RedR UK, WaterAid and Practical Action staff presentations and networks, including the Sphere Project, Water for People, RWSN and Disaster Ready.

## APPENDIX 1. WORKPLAN CHANGES

If you would like to make significant changes to your project, then you **must** submit an *Agreement Amendment Form* to HIF for discussion before these changes are undertaken.

If there are changes that have **already** occurred in your project workplan - or there are changes that you wish to **propose** - that you do not think will require an Agreement Amendment form, then please record them in the tables on the next page. These are changes that will impact the results, milestones or objectives you set out in your original workplan, but do not affect the location, methodology or evidence-building and do not change the budget by more than 15%.

***If there are no changes to your project workplan since your application, OR if you have included all changes in an Agreement Amendment form, you do not need to fill in this section.***

Please use Table 1 for completed changes and Table 2 for proposed changes. Please copy in all of the principal results, milestones or actions from your original proposal that you wish to change; then record in the next column the changes. Please note it is important that you provide a description of the possible affects these changes will make.



## APPENDIX 2

### Financial Reporting

The full financial report is attached. A summary is given below:

Line		Budget	Spend	Balance	Percentage
A	Personnel	£ 11,087	£ 11,756	- £ 669	106.04 %
B	Consultants	£ 27,750	£ 27,497	£ 253	99.09 %
C	Supplies/Materials	£ 226	£ 239	- £ 13	105.64 %
D	Communications	£ 300	£ 32	£ 268	10.67 %
E	Monitoring & Evaluation	-	-	-	
F	Travel	£ 1,460	£ 1,396	£ 64	95.58 %
G	Other relevant costs	£ 3,400	£ 3,379	£ 21	99.39 %
	<b>TOTAL DIRECT COSTS</b>	<b>£ 44,223</b>	<b>£ 44,283</b>	<b>- £ 60</b>	<b>100.17%</b>
	<b>TOTAL OVERHEAD &amp; ADMIN COSTS</b>	<b>£ 3,095</b>	<b>£ 3,099.83</b>	<b>- £ 11</b>	<b>100.17%</b>
	<b>TOTAL PROJECT COSTS</b>	<b>£ 47,319</b>	<b>£ 47,400</b>	<b>- £ 81</b>	<b>100.17%</b>

The RedR team have undertaken best practice approaches to project finance management, with spending linked closely with project outputs and an effort to ensure efficiencies.

We note that each budget line is within the 15% budget variance listed in our contract. We note an overspend of £669 on Personnel (line A) and a slight overspend on line C, Supplies/Materials, of just £13. These were offset with efficiencies on communications (line D), travel (line F) and other relevant costs (line G).

Monitoring and evaluation work was covered internally by RedR staff and covered under line A, Personnel costs.

As such, the KnowledgePoint HIF project has spent to budget, with a minor £81 overspend.