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# Enhancing the effectiveness of LFAs – Key Principles and Best Practices

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# 1. Best Practices – Country Team / LFA COMMUNICATION

## Country Team Actions



1. Clearly communicate expectations to LFA for each deliverable, including in-country missions – refer to slide 7.
2. Provide timely and constructive feedback to LFAs on quality of deliverables.
3. Copy/include LFA consistently in relevant communications with in-country stakeholders so that the LFA can add maximum value when providing recommendations to the Country Team.
4. Share with LFA mission reports with key action points and responsible actors, and relevant info that the Country Team might have from other sources which might not be known to the LFA.
5. Participate in LFA-PR de-briefs for critical LFA services to have timely information on key issues.

## LFA Actions



1. Proactively provide timely updates to Country Team when important issues are uncovered and/or agreed timelines shift.
2. LFA reports: provide executive summary and prioritize findings drawing the Country Team's attention to the most critical ones.
3. Ensure open lines of communication between LFA experts and Country Team technical specialists.
4. Ensure all LFA experts are up-to-date and kept in the loop on key discussions, e.g. service planning and scoping and Country Team requirements.

## Country Team & LFA Actions



1. Agree ahead of time on preferred communication methods and styles.
2. Schedule regular calls between full LFA team and Country Team to ensure everyone is on the same page.
3. Facilitate direct communication between LFA experts and Country Team Specialists.
4. Facilitate communication by making use of available tools/social media (e.g., whatsapp, webex, MS Teams etc.)

## 2. Best Practices – LFA Service Planning



### Country Team Actions

1. Involve LFA early and in all stages of planning of critical activities/processes, such as grant making.
2. Inform LFA of changes to service schedule with adequate notice to ensure LFA expert availability.
3. Timely planning of Country Team missions and sharing of agenda in advance with all key actors, including clarify expected role of LFA during mission.



### LFA ACTIONS

1. Proactively input and make suggestions on annual LFA service scheduling.
2. Include the relevant LFA experts in discussion with Country Team on planning and scoping LFA services.
3. Ensure LFA expert availability coincides with the deliverables' timelines.
4. Proactively plan and track timeliness of submission of LFA deliverables and alert Country Team of any potential delays before they occur.
5. Country Team mission planning: proactively suggest agenda items and highlight pertinent matters for Country Team to address/be aware of during missions (provide briefing note if necessary)



### Country Team & LFA Actions

1. Collaborate on creating a yearly work-plan and re-visit implementation/required changes to the plan regularly.
2. Collaborate and agree on clear and relevant TORs/ scope of work before each deliverable/mission.
3. For missions: discuss talking points and key issues to address ahead of time

### 3. Common challenges LFAs may face and potential solutions

#### CHALLENGES

- Expectations vary across Country Teams
- Country context – politics, security, etc.
- Expectations/scope of service vs LoE
- Scope creep
- Tight timelines
- Availability and quality of data

#### POSSIBLE SOLUTIONS

- Proactively clarify expectations related to ways of working, deliverables and deadlines. Agree on TORs prior to commencing services.
- Open & continuous dialogue between CCM & Country Team & partners with LFA being informed
- Agree with the Country Team on TORs & LoE prior to commencing services
- Create clear TORs and notify Country Team as soon as its apparent that additional work may be needed
- Proactive planning and coordination between all relevant parties, timely communication on expectations and feasibility of meeting timeline
- Flag issues early to Country Team

### 3. Common Challenges – cont'd



#### CHALLENGES



Checklist & tools too broad in scope/not always relevant to specific context



Focused portfolios - limited interactions with stakeholders leads to limited country context



Conflict of interest



Additional expertise needed to address specific technical issues, e.g. laboratory equipment, sustainability and transition



Need for more training on Global Fund requirements



#### POSSIBLE SOLUTIONS

Tailor tools, where possible and relevant



Country Team to include LFAs in communications. Potentially agree on some LoE to allow LFA staying up-to-date



Proactively engage with LFA Coordination team and Country Team to explore what is possible and what is not



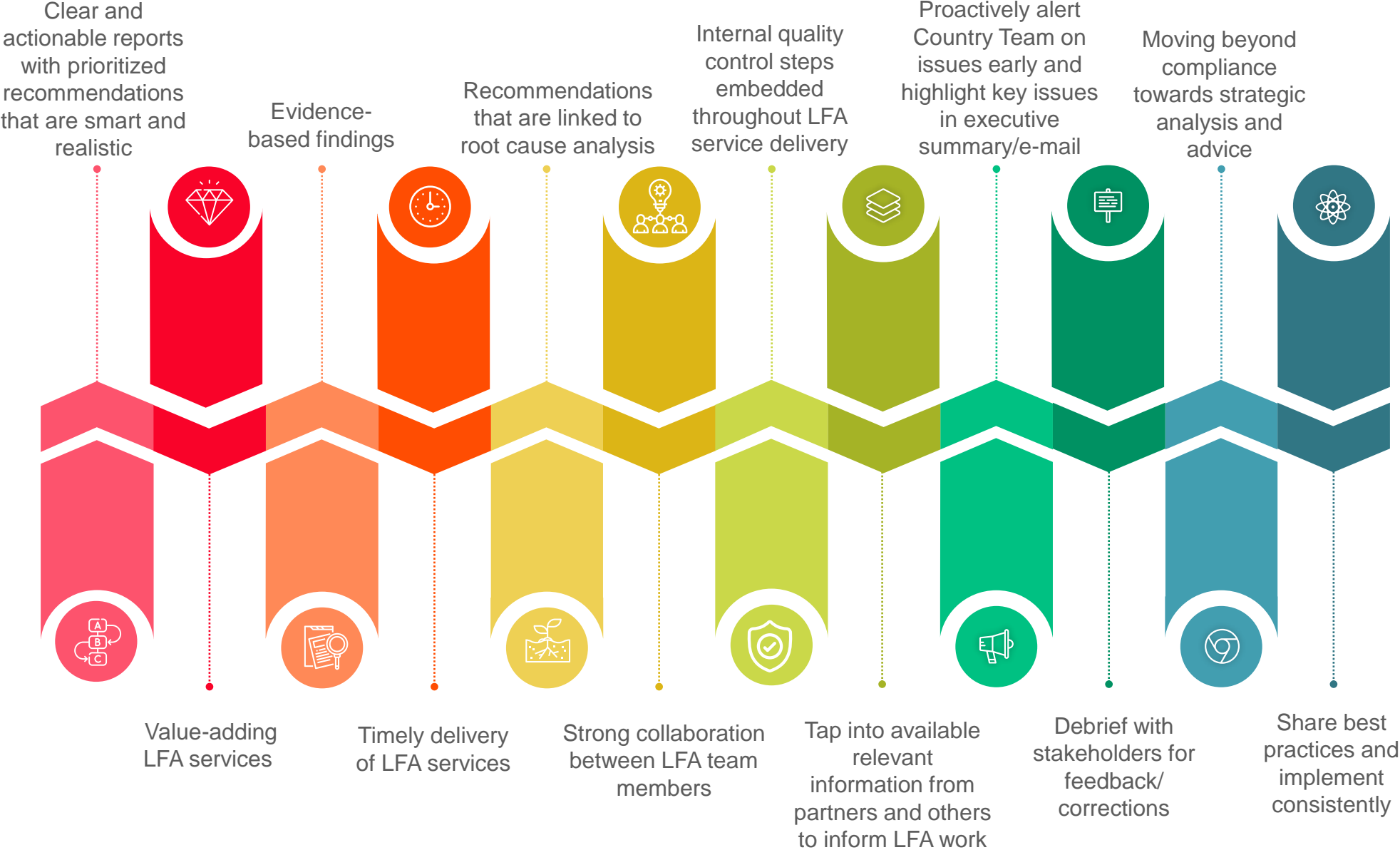
Discuss with Country Team potential gaps in expertise and how to address them. Keep an eye on Global Fund available resources on this topic



Use guidelines and documents available on [Global Fund website](#), in-person trainings, peer-to-peer coaching, create forums to exchange best practices & lessons learnt



# 4. Key Global Fund Expectations of LFA Service Delivery



# 5. The A to Z of conducting an LFA review of a PUDR – a best practice example

