



Online Communities

Best practices

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The online community (OC) feature provides socialprotection.org members with the opportunity to create and administer an OC. An OC is a designated public or private online space for knowledge exchange and engagement among members dedicated to a particular social protection topic. OCs can contribute to generating visibility on a topic or institution and establishing a community of practice.

OCs have various features to support member engagement. For example, the discussion feature allows members to engage in fruitful debates. The files feature allows members to upload and organise important documents into categories using the adaptable community pages tool. OCs can also be used to strengthen internal networks through the shared calendar feature. The announcement tool permits community administrators to communicate updates to all members.

We have observed how OC administrators and members use the OC features and the challenges they face. We have compiled a list of best practices to guide current and aspiring OC administrators so that they can make the most of their OC's unbounded potential!

1. Best practices

1.1 Concept notes

OCs with well-structured concept notes are the most active and engaged. The production of a concept note involves the development of a descriptive overview of the OC. This descriptive overview should define purpose, responsibilities and a corresponding engagement strategy. This overview serves to guide present and future OC administrators in their activities while allowing prospective members to determine their interest in joining the OC.

We recommend that the concept notes address the following three components:

a) **Overview:** Provide a brief overview of the OC's chosen topic, as well as its historical and conceptual background. A description of the administrator's institution and activities in the field is also encouraged, along with other relevant efforts.

b) **Purpose:** Defining why the community exists is key to effectively coordinating efforts and determining future activities. You should clearly state the role of members and administrators. Most importantly, state why this community is relevant and how it will function.

c) **Engagement strategy:** Establishing a clear engagement strategy for the community's development is fundamental to a functional OC. A **timeline of activities**, depending on the anticipated active duration of OC, is highly recommended. These activities could include webinars, group meetings, discussions, blog posts, delivery of a joint publication, etc. Additionally, the strategy should define the channels for identifying and inviting **new members**. Strategic planning allows administrators to *identify future challenges and possibilities* while inspiring members to *consistently engage* with the OC, preventing it from becoming a dormant content repository.

For examples of concept notes, please see the **Appendix, Annex 1 and 2**.

1.2 Populating your OC

In preparation for the launch of your OC, you should begin populating it with content and inviting members.

- **Members**

To optimise your dissemination strategy, create a *mailing list* of individuals to invite to become members. We highly recommend that community administrators send invitations through their *personal email account*. This increases the likelihood of members joining the OC. An example of an **invitation** can be found in the **Appendix, Annex 3**.

- **Content**

Upload key **documents** related to the community's theme, create a **banner** and develop the OC's **written description**. The description should clearly state the overview of the community, its timeline of activities and objectives. Please see **Annex 4** for guidance. The documents targeted exclusively to the community's members should be added through the 'Files' feature. Materials uploaded in this area are primarily working documents, meant to be shared only with community participants. Concerning non-private documents and/or other resources, we recommend administrators organise them as Community pages.

- **Community pages area:** this feature allows administrators to organise content by categorizing OCs resources into topics. The usage of this tool is especially recommended to organise documents and to list webinars and important readings. We highly recommend that documents that are public and interesting not only for the community but to socialprotection.org's audience should also be shared in the platform's public database. (See **Annex 5 and 6**).

- **Creating Working Groups**

This feature allows for communities that are working with interrelated topics or working areas to better organise their group. This functionality allows for different working groups to be created and linked to a “main community”. The group can have its own members and cannot be accessed by users who are not members of the main community.

- **Launching the OC**

Once the OC is populated with members and content, community administrators can host an **introductory webinar** to explain the objectives and provide members with guidance on how to engage with the OC’s features. The socialprotection.org team can support in conducting the webinar.

1.3 Privacy settings

The definition of the OC’s privacy settings should cater to its objectives. Options include: private; semi-private, public, and open. Depending on the privacy setting of the community, its content will only be accessible to members of the community. To create or share content within a community, all members must be logged in and be a member of the community itself.

1. **Private:** This option is recommended for those who seek to foster **private working groups**. Members can only join the OC **by invite**. Therefore, the OC does not display a ‘Join’ button on its homepage.

- Private communities require *consistent active input* from administrators to generate member engagement.
- Determining membership requires planning (mailing list).

- Members need to have a clear understanding of why they are invited, what they must contribute, what the ultimate objectives of the OC are, and the anticipated timeline of activities.
- This must be accompanied by clear *guidance* on how to engage with the OC's features to capitalise on member engagement and generate momentum.

2. **Semi-private:** Members can join the community upon **approval of the administrators**. The 'Join' button will appear on the OC's main page. socialprotection.org members will *only be granted access to the OC once their membership request is approved by the OC's administrator(s)*.

- Semi-private communities must define who is eligible to join.
- The conditions for membership eligibility must be displayed in the OC description.
- OC administrators must consistently check in via the OC administrative interface to approve or reject membership requests. To do so, click on "Manage Community" and then on "Members".

3. **Public:** This option allows members to join the OC **without administrator approval** – the 'Join' button will appear on the OC's homepage. However, the community's contents will not be available until entering the OC.

- As the membership requests of this type of OC do not need to be approved, public OCs are ideal for administrators who do not have available time to constantly check for pending members to approve them.
- Public OCs still require active input from administrators to encourage member engagement.

- A social media campaign to promote the OC is recommended to increase visibility.

4. **Open:** These communities are the only community type that allows non-community members to access its contents. Like public communities, members may join the OC without administrator approval – the 'Join' button will appear on the OC's main page. Members who are not a part of the community cannot take part in any community discussion or share files before joining.

Documents that are not meant for all members of the platform can be categorized as 'private' on the content inclusion form.

1.3.1 Archived communities

Communities that do not have any new inclusions for over a year are considered **inactive**. Communities that are private or semi-private in these circumstances tend to have large numbers of pending members – platform users who are interested in joining the community but have not had their requests to join evaluated. To avoid this situation, and to allow our team to better support active OCs and ensure member engagement, community administrators will be contacted by our team with two options:

1. **Making the community active again.**
2. **Archiving** their OC, which will entail not allowing new members to join, while still preserving the community's content for consultation. In this case, the join button will be removed from the community's main page, and a brief disclaimer will be included in the description, warning members that this community is no longer active.

1.3.2 Hidden communities

Hidden communities will only appear to users on the Online Communities list who are members of the community. This privacy setting is usually recommended for internal working groups dealing with sensitive information.

1.4 Engaging with members

The OC **announcements** and **discussions** features support engagement between OC administrators and members:

- **Announcements**

Announcements are messages shared with all OC members. This tool is usually used to advertise new content (job opportunities, calls for papers, publications etc.) or to notify members of any updates (inclusion of a new community page, discussions, webinars, events.). They also provide a means of promoting member participation (**see Annex 7**).

- **Discussions**

The discussion feature is designed to facilitate member debate and knowledge exchange on the OC's topic. Discussion can support the establishment of best practices and networking. Some examples of how best to use this feature can be seen in **Annex 8 and 9**.

1.5 Adding new content

We encourage OC administrators to add new content to their OC regularly (at least every two weeks).

Examples of content:

- OCs that regularly upload new content and announce new **publications** on their dedicated topic tend to have more success.
- Sharing **news** regularly attracts a higher level of engagement and establishes it as a reference in its field.

- Relevant **events** and webinars are not only useful to members but demonstrate that the OC is aware of the latest happenings and is a source of important information.
- We also recommend varying content inclusions: **multimedia**, such as videos, recordings, and podcasts, can assist in creating a more dynamic environment.

Administrators are encouraged to stimulate and guide members in contributing their own content to the OC. The introductory webinar and OC description provide opportunities to highlight content contributions. The announcement and discussion tools are useful in connecting with members and fuelling their participation.

1.6 Hosting internal meetings

Hosting OC meetings is an effective way of fostering the community and garnering engagement. This can be achieved using socialprotection.org's webinar feature. For example, we recommend an OC to be launched with an accompanying **introductory webinar**. This provides an occasion for community members to become acquainted, understand the OC's purpose and timeline of activities, and determine what role they can play as the community develops. An example of an internal webinar can be found [here](#).

Conducting regular internal meetings helps to maintain an active and interesting OC. It also demonstrates the commitment of the OC administrators to the success and fruitfulness of collaboration and engagement. We recommend hosting a meeting every month (you equally want to avoid overburdening or spamming members). The

meeting should have value: launching and discussing a new publication or promoting an event that members have the potential to participate in are examples of best practice in this regard.

1.7 Webinars

Webinars are a powerful tool to attract new members and engage existing ones. This involves hosting webinars, both internal and external, regularly or conducting a webinar series. We highly recommend creating a frequently updated community resource dedicated to compiling all webinars the community was involved in, along with other related materials, such as webinar recordings. Those can be embedded on the community resource for easier access, blog summaries and related publications. **Webinar series** have proved to be highly successful in generating OC membership while providing great utility in consolidating webinar outputs (webinar recording, webinar Q&A, presentations, and blog summary) and related materials (publications, news, events). A description of a webinar series concept note can be found in **Annex 10**. The discussion tool can support subsequent debate and Q&A, as demonstrated in **Annex 11**.

2. Final remarks

The best practices demonstrate how committed, active, and consistent OC administration is the key to a successful community! This requires establishing a strategy before the OC launches: a prospective member mailing list, a descriptive written overview, a clearly defined purpose and objectives, a timeline of activities, and a strategy of member engagement are all essentials. The privacy settings and permissions need to be determined to support these

considerations. If there are multiple OC administrators, they must commit to diligently communicating and collaborating with each other.

Regularly engaging with members following launch and effectively executing the engagement strategy allows a community of practitioners and content to be consolidated, for a truly enriching knowledge exchange experience for all. We encourage OC administrators to take full advantage of the range of interactive features and tools available.

3. Appendix

Annex 1 – Concept Note

Concept note for the Community of Practice on South-South Cooperation for Children

Community of Practice on SSC for Children (CoP-SSC4C) hosted in the SocialProtection.org platform

A proposal prepared by Martha Santos, Programme Manager, South-South and horizontal cooperation, UNICEF, February 6, 2018.

In February 2018, UNICEF initiated the creation of a Community of Practice on South-South Cooperation for Children (CoP-SSC4C), to be hosted on socialprotection.org. The proposal is for the CoP-SSC4C to be co-sponsored by UNICEF and the IPC-IG and potentially, the UN Office for SSC (UNOSSC).

Overview:

South-South Cooperation, a concept elaborated in the 1978 Buenos Aires Plan of Action (BAPA) on Technical Cooperation amongst Developing Countries and further affirmed in the 2009 Nairobi

Outcome Document, is a powerful and low-cost tool that increases global access to development solutions successfully implemented in settings commonly shared by countries in the global South and emerging economies. Many of these countries achieved MDG targets through creative, home-grown solutions that can be adapted to countries facing similar challenges. Learning from the experience of countries that have recently undergone the same development trajectory is one of the cornerstones of SSC. Triangular Cooperation underlined that SSC is a complement to the traditional model of delivering development assistance, not its replacement.

Many UNICEF offices have successfully promoted SSC initiatives, and partners all over the world have supported SSC for the benefit of children, but the global development community is yet to fully leverage the power of SSC for children's rights and welfare. In UNICEF, efforts were made to address this, in particular, the UNICEF Guidance Note on SSC and horizontal cooperation released in July 2017 addressed the lack of clarity as to how SSC and triangular cooperation can best be supported to advance development goals for children. The review of 2017 UNICEF Country Office Annual Reports (COARs) reflected the baseline in the organisation, and among other things, the analysis highlighted the need for a more strategic corporate engagement. The compendium of ten examples, published in January 2018, showcased how UNICEF promotes SSC for Children, and linked to the GN, a package of services will be available to UNICEF field offices providing tools and support in the implementation and monitoring of different SSC modalities.

The creation of a Community of Practice on SSC for Children builds on existing work and seeks to bring together SSC practitioners on SSC from different thematic areas to promote global learning and exchange on SSC for Children.

Purpose:

The primary purpose of the CoP-SSC4C is to bring together SSC practitioners specialised in promoting children's rights and welfare across different areas and from different parts of the world and provide them with a space to connect, interact, share good practices and challenges, and more importantly, to contribute towards fully capitalising the power of SSC to improve the lives of children and their families.

It will function as a repository of good and promising practices on demonstrating how SSC delivered results for children; incubation of ideas on how best to harness the power of SSC for children's welfare, especially the most vulnerable; and as a global platform to bring colleagues and global development practitioners engaged in SSC... in UNICEF, in the UN, as well as external partners – governments, academia, the private sector and individuals. This is the first step to creating a global community of practitioners engaged in promoting good practices on children's rights and welfare through SSC and encourage the scaling-up of these practices.

Firm believers that South-South Cooperation is a powerful tool that can contribute to the delivery of the SDGs for children and significantly improve children's welfare, and leave no one behind, will be recruited to join and inspire the CoP-SSC4C as ***champions***. Personalities from governments, UNICEF, UNOSSC, academia, and others will be invited to be the *champions* for the Community.

From the IPC-IG perspective, this will be the first Community of Practice in the socialprotection.org community primarily dedicated to South-South Cooperation. It brings to the Community existing members of socialprotection.org and makes available to the CoP-SSC4C existing mechanisms for communication, regular online meetings and related global networks.

The CoP-SSC4C will be set up by the Administrators once the list of sponsors (founding members) is finalised, and then, in the true spirit of SSC, champions, sponsors and members are expected to support and drive its growth and development organically. In other words, while giving it basic support, the Community priorities and activities will be demand-driven.

Sponsors: UNICEF, the IPC-IG and UNOSSC

Administrators: Martha Santos, Mariana Balboni and S/M from UNOSSC

The 90-day plan

- Processes and activities members will engage in
 - Activities will include global webinars at least 3x per year, online meetings and discussions, review of papers and participation in related events in the socialprotection.org community.
 - Content will include all SSC initiatives that promote children's rights and welfare and contribute towards achieving the 14 SDGs for children.
 - Content will also feature good practices in thematic areas that could be expanded and scaled up through SSC.
 - A pool of experts on SSC for Children will be created in the Community and made available to members and SSC practitioners globally.
 - As this is a public Community, it will promote access to global good practices in promoting children's rights and welfare, especially those that leveraged SSC to achieve at-scale results.

- Methods for identifying, recruiting, and incorporating new members

The three founding member organisations have an existing pool of experts and practitioners working in the areas of SSC, children's rights and welfare, and both SSC and children. They will all be invited

to join the community, to present their work, and to join/lead discussions on interest, relevant and forward-looking topics, under the overarching theme of SSC in delivering the SDGs for children and the Agenda 2030, underlining the call of leaving no one behind.

- Methods and plans for engaging members in the community

Methods and plans for engaging members in the community will follow the principles of SSC. In particular, the Community will respond to demands by members and practitioners of SSC. An annual plan of key activities will be created based on global events and SSC processes that could benefit field offices and practitioners and give them opportunities to engage and contribute.

- Key products of the community and how these will be created

- Existing relevant publications and papers
- Think-pieces and work of members
- Webinars and recording of webinars
- Calls and opinion papers

- Community resources, including financial resources

The resources of the community will be the community itself. In addition, it will seek to create value from the collaboration, collective engagement and discourses.

No special dedicated funding is planned for the CoP-SSC4C.

Calendar 2018:

| Period | Activities |
|----------|--|
| February | Create the Community |
| March | Invite members, set-up the structure of the Community, upload documents, approve management plan |

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| April | Consolidate the establishment of the Community |
| May | Organise the formal launch through a first global webinar on the theme – Best practices on SSC for Children |
| June-July | Consolidation and member-driven activities |
| September | Organise second global webinar on the theme – Children in the BAPA+40 |
| October-December | Consolidation and member-driven activities |

Annex 2 - Concept Note

Concept note for the Gender-Sensitive Social Protection Community

Community and Webinar Series on Gender-sensitive Social Protection

- A collaboration between FAO and IPC-IG - October 29, 2015

Concept Note:

Can social protection contribute to gender equality and women’s empowerment? The latest report produced by UN Women on the “Progress of the World’s Women 2015-2016”, which focused on the economic aspects of gender equality promotion, noted that the growing interest in social protection in developing countries is encouraging, considering that these programmes have a great potential for narrowing the gender gap in income and for redressing women’s socio-economic disadvantage. The same report highlighted some particular cases, such as Mexico’s *Oportunidades/Prospera*

programme, which led to increased investment in productive assets for the female beneficiaries; Brazil's *Bolsa Familia*, which has improved women's access to credit as well as their chances of returning to education; and South Africa's Child Support Grant, which has facilitated women's access to paid employment (UN Women, 2015). As social protection programmes often target women as the designated benefits' recipient, they can serve as enablers of women's economic empowerment – yet, it is important to highlight that only when they are designed and implemented to promote gender equality they can really be truly transformative (de la O Campos, 2015). However, the overall perspective of social protection programmes leads experts to state that, in general, governments still have a long way to go in terms of making social protection programmes gender-sensitive (Thakur, Arnold & Johnson, 2009; Jones & Holmes, 2011).¹

Therefore, gender and social protection - and specifically the theme of *women's economic empowerment* - is a very important and current area of interest for social protection practitioners. A Webinar Series, as well as a related Online Community on the topic, could generate a lot of interest among experts as well as the general public, leading to great opportunities for promoting the work realised in this area. This general theme also links with topics that are very current, such as financial inclusion, graduation, women's empowerment and gender equality in rural areas, etc.

Background on socialprotection.org:

For the past year, IPC has been developing a web platform named "**socialprotection.org**", which has been recently launched and aims

Empowering rural women through social protection. RURAL TRANSFORMATIONS - Technical Papers Series #2. Rome, FAO. February 2016); Jones, N; Holmes, R. (2011). 'If gender 'makes development and economic sense', why is social protection gender-sensitive?', International Conference: "Social Protection for Social Justice" Institute of Development Studies, Brighton, UK. <https://www.instituteofdevelopmentstudies.org/dmfile/JonesHolmes2011PoliticsofgenderandsocialprotectionCSPconferencedraft.pdf> (accessed 21 June 2015); Thakur, R. 'Social Protection' in OECD (2009). *Promoting Pro-Poor Growth: Social Protection*, 167-182. <<http://www.oecd.org/dac/poverty/>> (accessed 1 July 2015); UN Women (2015). *Progress of the World's Women 2015-2016 – Transforming Economies, Realizing Rights*. <http://www.un.org/en/2015/> (accessed 1 July 2015).

to become an important platform to promote knowledge and exchange on social protection issues. The platform offers the following key features:

- i) **Online Communities**, for virtual engagement dedicated to a particular interest area. Within the Online Communities, members may engage in discussion topics (threads), share documents, events and news.
- ii) **Virtual campus**, which serves as a single access point to image-based “How-to” Learning tools (Webinars, Videos, Courses);
- iii) **Learning tools**, which serves as a single access point to text-based and interactive “How-to” Learning tools (documents, slides, online tools).
- iv) **Social Space**, where members can connect with each other, share content with others, etc.

In addition, the platform offers the possibility to disseminate related events and news, and since it will be managed by IPC, it is periodically updated and fed by its knowledge management team, ensuring adequate content and technical quality.

Proposed collaboration:

The collaboration will focus on the creation of the **Gender-sensitive Social Protection Community**, which will be fully dedicated to the dissemination of relevant information, exchange and learning on the topic. FAO and IPC will serve as facilitators and conveners of the discussions.

Initially, the **Gender-sensitive Social Protection Community** will develop two main interrelated activities: (i) **Webinars**, and (ii) **discussion forums**. These two types of activities will be carried out in a way that they ensure a dynamic process and constant exchange and participation from a broad range of stakeholders. The proposed

Webinar Series would begin with a webinar with a more general approach to the subject, presenting an overview/‘state of the art’ of the broad topic of “Gender and Social Protection” and the following webinars would then progressively introduce more complex themes/topics. Within the Online Community, the follow-up on each webinar will be carried out, sharing relevant content, and fostering discussion among participants. **Note:** the structure of the general webinar series as well as the topics/general theme and the stakeholders to be involved are subject to alterations according to the availability/interests of the contacted parties.

The idea is that most discussion forums would be organised before the webinars so that it will allow moderators to shape the specific webinar discussions based on the forum debate. After each forum and webinar, there will be a 2-pager summarising the main discussions and areas where greater discussion/debate is needed.

Suggested Work plan:

The following work plan is suggested to concretise the efforts towards the development of the **Gender-sensitive Social Protection Community**. The plan describes the main activities and calendar of events for a nine-month inception period.

The implementation of the mentioned work plan and the launch of the **Gender-sensitive Social Protection Community** will be carried out with the existing technical capacities both IPC and FAO have. It might also be of interest to both parties to involve other stakeholders which are relevant to the discussions as partners in the initiative. It is expected that upon growing demand, greater capacity and the need to jointly fundraise, additional resources might be necessary.

For the inception period, members from IPC and FAO will be part of the Moderation Team and will meet virtually on a regular basis (at least once a month) to plan activities and agree on roles and

responsibilities for each event. The Moderation Team will also be responsible for developing the 1-2 pagers summaries/compilations of key discussions from both webinars and discussion forums.

Gender and Social Protection Online Community Initial Work plan

| Activity/Tasks Involved | Tentative Date |
|--|-----------------------|
| <p>1. Design of the Online Community (OC)</p> <ul style="list-style-type: none"> • Decision on the creation of a logo and general settings of the OC. • Key documentation to post. <p>2. Preparation for the first webinar</p> <ul style="list-style-type: none"> • Agreeing on panel participants for the launching webinar. • Contacting the panel members for launching webinar. | <p>By March, 2016</p> |
| <p>3. Official launch of the OC with an Intro Webinar and follow-up discussion forum</p> <p><i>Webinar 1 – Overview: gender and social protection</i></p> <p><u>Tentative topics to be addressed:</u> Why does adopting a gender-sensitive perspective in social protection make 'development and economic sense'? Overview of the adoption of a gender perspective on social protection in developing countries and different paradigms (mother/caretaker focus vs. recognition of women's economic roles and needs) and presentation of specific "successful" cases (or paradigms); differentiation between policy/programme levels.</p> | <p>April, 2016</p> |

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| <p><u>Potential Stakeholders to be involved:</u> ODI (Nicola Jones), UN Women, UNICEF (Amber Peterman), IDS (Rachel Sabates-Wheeler); IFPRI (Agnes Quisumbing); World Bank (Caren Grown or Marcus Goldstein)</p> | |
| <p>4. Second webinar and follow-up discussion forum</p> <p><i>Webinar 2 – Social protection and the empowerment of [rural] women in Africa</i></p> <p><u>Tentative topics to be addressed:</u> South-south cooperation on social protection and rural women’s empowerment; particularities of social protection interventions targeted at rural women; particularities of the Sub-Sahara African context in terms of rural women’s economic empowerment (land ownership, agricultural productivity, investments in agriculture and diversification into non-farm businesses; adaptation to climate change etc);</p> <p><u>Potential Stakeholders to be involved:</u> DFID project contacts; Talip Kilic, Paul Winters, Calogero Carletto; IFPRI; Sarah Baird, Ephraim W. Chirwa, Craig McIntosh, Berk Ozler– if the webinar is not focused on rural women; someone from FAO/IFAD/UNWomen on UN Joint Programme on Rural Women’s Economic Empowerment; PtoP/UNICEF can also present something on economic impacts of UCTs and adaptation to climate change.</p> | <p>Late May – Early June 2016</p> |
| <p>5. Third webinar and follow-up discussion forum</p> <p><i>Webinar 3 – Gender-sensitive design in social protection programmes</i></p> | <p>Late July – Early August 2016</p> |

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| <p><u>Tentative topics to be addressed:</u> women as recipients of a social protection programme; women as the targeted beneficiaries; presentation of different programmes and the rationale for having women as recipients or beneficiaries; other aspects of design: participation mechanisms/leadership roles; support to care/reproductive roles – particularly in public works; sensitisation on gender aspects (gender-based violence; co-sharing of fulfilling conditionalities); linkages to economic empowerment programmes (e.g. financial).</p> <p><u>Potential Stakeholders to be involved:</u> Representative from the Mexican Oportunidades programme – recently renamed ‘Prospera’. <u>Sarah Baird, Ephraim W. Chirwa, Craig McIntosh, Berk Ozler</u></p> | |
| <p>6. Fourth webinar and follow-up discussion forum</p> <p><i>Webinar 4 – Social protection and women’s financial inclusion</i></p> <p><u>Tentative topics to be addressed:</u> social protection programmes as an entry point for financial inclusion and for women’s economic empowerment; social protection interventions (cash transfers, microfinance or revolving funds/Village Savings and Loans schemes) and financial inclusion; particularities of the Asian context in terms of women’s economic empowerment.</p> <p><u>Potential Stakeholders to be involved:</u> Contacts in Asia (Indonesia, India); BRAC; Yves Moury (Fundación Capital) and examples of pilots and expansion of saving literacy programmes with CTs in Latin America; Caisses</p> | <p>Late September – Early October 2016</p> |

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| <p>de Résilience (FAO-Niger) o Cajas Rurales (FAO-Nicaragua); Care (VSLs Malawi).</p> | |
| <p>7. Fifth webinar and follow-up discussion forum</p> <p><i>Webinar 5 - Gender-sensitive evaluations in social protection – measuring women’s economic empowerment</i></p> <p><u>Tentative topics to be addressed:</u> economic empowerment as a concept to be measured; presentation of case studies and the methodologies employed in gender-sensitive evaluations; presentations of cases where gender indicators were considered from the beginning of the programme; factors to be considered in measuring women’s economic empowerment in different settings/areas; social protection interventions and impacts on women’s economic decision-making; discuss a minimum set of indicators on gender and women’s empowerment for evaluation of SP programmes.</p> <p><u>Potential Stakeholders to be involved:</u> UN Women (Shravanti Reddy)/UNEG, Marco Segone, Florencia Tateossian; Asela Kalugampitiya; CoP NEC Gender and M&E; OAS (The <i>Comisión Interamericana de Mujeres</i> (CIM) has a very interesting work in the region); Eval Partners (NEC partner. Katerina Stolyarenko is a good contact); Gender and Evaluation (http://gendereval.ning.com/ an online community with more than 1500 members - Rituu B Nanda or Asela Kalugampitiya could be contacted by IPC); NGOs J-PAL and/or Innovations for Poverty Action; Case studies in Rwanda and Malawi</p> | <p>Late November 2016</p> |

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| (FAO) using a mixed-methods methodology (quant/qual) | |
| 8. Sixth webinar live in Rome – Workshop on gender-sensitive social protection Policymakers and agencies are invited to explore opportunities for South-South Cooperation in the area. | 2017 |

Measurement of Progress/“Success”:

The following will be the main indicators of measuring the collaboration success:

- **Expansion of the total number of webinar participants** throughout the project’s implementation
- **Registered participants in the Community** reach more than 200 by the last webinar.
- **Lessons/greater knowledge on gender and social protection**, which will be measured through a survey at the beginning and by the end of the inception period.
- **Fostering a global community of practice on gender-sensitive social protection** and identifying opportunities for South-South cooperation (SSC) with joint country-level support from FAO and IPC. The webinars will build on a global workshop organised jointly by FAO/IPC on gender-sensitive social protection in 2017.

Concrete products:

- 1 Summary per webinar/discussion forum.
- 1-2 pagers on the key discussions and exchanges from webinars/discussion forums.

Additional issues to discuss:

- Engagement of other development partners (strategy, vision).
- Engagement of civil society.
- Clarity on roles and responsibilities.
- Planning the first event. Contacting speakers.

Annex 3 – Invitation from future members

Invitation email from the SPIAC-B Gender Group

“Dear all,

We invite you to join the socialprotection.org Online Community:

SPIAC-B Gender Working Group

About the Online Community:

The community provides a designated online space for the SPIAC-B Gender Group to exchange, collaborate, learn about gender-responsive social protection, and undertake joint action.

What is its purpose?

The long-term vision for the group is to encourage change in social protection practices globally, influencing our own and other agencies and national governments to scale up gender-responsive social protection.

The purpose of the group is to work together to achieve this vision – shifting global practices on gender-responsive social protection. The group will act as a coalition to drive change in social protection design, implementation, monitoring and evaluation and financing.

Why join?

The online community offers a common portal to share ideas, collaborate and identify opportunities for joint working to achieve this vision – gender-responsive social protection. It will give us various online features and tools to facilitate joint work, allowing community members to start discussions, and share documents and resources. We can also use it to organise webinars and online meetings. This is a collaborative space. The online community is a closed group to allow us to develop our plans and activities. Please follow the link to join the SPIAC-B Gender Group online community.

How to become a member:

To join the community, follow these 3 simple steps:

1. [Become a member of socialprotection.org](#)
2. Access the SPIAC-B Gender Group
3. Click on “Join!”

Annex 4 – Community description

Description of the Social Registries and integrated MISs for social protection Community

“This online community provides a platform for members to learn from each other’s experiences designing and implementing ‘[Social Registries](#)’ (also known as ‘Single Registries’, ‘Unified Databases’, ‘Poverty Databases’, etc) and [other approaches to integrating data and information management for Social Protection](#) that support the delivery of social protection programs.

The community was catalysed by the Australian Department of Foreign Affairs and Trade (DFAT) workshop in Jakarta, March 2015, on the topic. Discussions are based on the pioneering paper by Valentina Barca and Richard Chirchir, "Single registries and integrated MISs: De-mystifying data and information management concepts" - which is now published in a much-improved new version: 'Integrating Data and Information Management for Social protection: definitions, trends and best practice'.

Within this community page, we have created a repository of useful information on this under-researched topic, including practical documents and guidance on the following topics (feel free to **add to these!**):

1. Country 'case studies'- what have others done? Including historical evolution and main steps involved in setting up an Integrated System for Information Management
2. Key tools and set-up for governance and management (including manuals, data sharing agreements and MoUs, ToRs, etc)
3. Operationalising and implementing the system:
 - approaches and tools for data collection/consolidation and updating
 - transforming data into information – and getting that data used (reporting, etc)
 - linking and integrating datasets (with and without national ID)
4. Targeting households for multiple programmes based on a 'Social Registry'
5. Technology: hardware and software, backup and security, data transfer

The moderators for this community are Valentina Barca and Richard Chirchir, but **we are hoping the content will primarily be driven by members! Please add comments, share your experience and any practical documents that may be useful to other countries...** you could do this within existing discussions or by creating your own new discussion. We look forward to your input!

Who can be member of this community?

The community is open to anyone who has a professional interest in this topic.

What kind of contribution can I make on this page?

- You can put forward any relevant questions, either to Valentina Barca and Richard Chirchir, or to a particular member of the community, or to all members of the community.
- You can respond to questions made by others or make comments based on your own experience.
- You can tell the community about what is going on in your country on this topic.
- You can post any other experience or opinion that you think would be interesting for others.
- You can post relevant 'how to' documents, or other publications.

Community principles

- Members are encouraged to debate and dissent, but please avoid making personal attacks. Please use constructive and focused arguments.
- The community will promote respect for other people's views and beliefs.
- Any content that is offensive or threatening will not be published.
- Irrelevant content will not be published."

Annex 5 - Categorising and organising content

Community resources on the SPIAC-B Gender Group (list of pages available)

Community Resources



About the Gender Group

Gender Group Meetings

Lifecycle vulnerabilities and social protection

Informal work and social protection

Financing social protection


Gender-Responsive Delivery of social protection

Gender Group Work Plan

Calendar of Events to CSW

Annex 6 – Categorising and organising content

Community page on the Social Protection in the Middle East and North Africa region (MENA)



Social Protection in the Middle East and North Africa region (MENA) Actions ▾


| | | | | | | | |
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Community Pages ^

- IPC-IG and UNICEF MENARO research reports
- Webinars
- Additional literature

Related Communities ▾

Community Administrators ▾

Additional literature Edit

1. General background literature - Social Protection for Children

UNICEF. 2012. *Integrated Social Protection Systems. Enhancing equity for children.* New York: United Nations Children's Fund. New York: United Nations Children's Fund.

UNICEF and the Global Coalition to End Child Poverty. 2017. *A world free from child poverty. A guide to the tasks to achieve the vision.* New York: United Nations Children's Fund and the Global Coalition to End Child Poverty.

ILO. 2015. "Social protection for children: key policy trends and statistics." *Social protection policy paper* No. 14. Geneva: International Labour Organization.

Sanfilippo, M., C. de Neubourg and B. Martorano. 2012. "The Impact of Social Protection on Children: A review of the literature". Working Paper 2012-06. Florence: UNICEF Office of Research.

Tebaldi, R., A. Esser, and A.D. Davidsen. 2017. "Promoting child- and gender-sensitive outcomes in cash transfer programmes: a review of different strategies in programme administration." *Research Brief 61.* Brasilia: International Policy Centre for Inclusive Growth.

Annex 7 - Announcements

Announcement from the CoP SSC4C

UNICEF Angola promoting south-south and triangular cooperation between water utilities to improving and expanding service to the most in need

Submitted by Tomas LOPEZ DE ... on Wed, 25/04/2018 - 17:17

The consortium of public water operators Vitens Evides International (VEI) from The Netherlands and FIPAG from Mozambique has been awarded a 1-year Water Operators' Partnership (WOP, www.gwopa.org), as a south-south and triangular technical cooperation agreement to supporting the provincial public water operator in the capital Ondjiva (Cunene province), South-Angola, bordering Namibia, to improving its performance and service delivery to the population, in line with SDG6.

In the Cunene the WOP VEI/FIPAG was awarded with will build on the results of 11 years of technical assistance from VEI to FIPAG, now deploying the most talented FIPAG employees in Angola and working together with the Angola counterpart as partners. This WOP provides VEI and FIPAG staff the opportunity to bring to Angola the 11-years experience and capacities gained in improving water and sanitation services in Mozambique.

Further details in: <https://www.linkedin.com/pulse/partnership-between-angolan-international...>

Comments

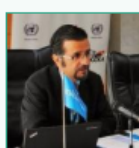


Submitted by Maja Nihlmark on Wed, 25/04/2018 - 17:39

Dear Tomas, many thanks for sharing this with the Community! The upcoming thematic webinar on WASH on May 24 will provide further opportunities to discuss how SSC methodologies can be used in the WASH sector to achieve results for children. Look forward to continuing the conversation!

Maja Nihlmark

[delete](#) [edit](#) [reply](#)



Submitted by Tomas LOPEZ DE ... on Wed, 25/04/2018 - 18:05

Dear Maja, pleasure is mine, to be part of this wealthy SSC community. Thanks very much for spreading the news and supporting initiatives like this for results that matter for children. Warmest regards from Angola. Tomas

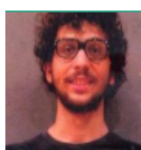
Tomas LOPEZ
DE ...

Annex 8 – Discussions

Discussion on the Social Protection for Employment – Community (SPEC) Community

Malaysia's government plans to introduce unemployment benefits including allowances and support for training, a move that will help protect workers but has drawn fire from employers over growing costs. The program was voted into law in the lower house of Malaysia's Parliament at the end of October, and will start as early as next year. The detail news is here: <http://socialprotection.org/learn/news/malaysia-offer-unemployment-insur...>

Comments



Submitted by *Vinicius Ferreira* on Mon, 08/01/2018 - 15:08

**Vinicius
Ferreira**

Attachments:
 human ca...

Building and protecting human capital has been shown as a good strategy to build safety nets. The most recent global economic crisis highlighted the importance of good social safety nets for reducing poverty and vulnerability. Countries with effective safety net programs used them to respond to the crises, while countries without such programs had to rely on ad hoc and less-effective responses. Then, I ask you to provide experiences where you have implemented CCT focused on promote human development and what observations you might have done about the relationship between SP and human development. What have you observed as an outcome? Is this investment more productive?

delete edit reply



**Fazley Elahi
Mahmud**

Submitted by *Fazley Elahi Mahmud* on Tue, 09/01/2018 - 08:56

Dear Vinicius, thanks for putting the above question and sharing the World Bank publication - Productive Role of Social Protection. I have published the original link of the document in the documents section of SPEC. I would encourage other members of the community to respond to your question and share experiences on social protection for human development.

delete edit reply

Annex 9 - Discussions

Discussion on the Ambassador's Programme Online Community

Submitted by Ashleigh Kate S... on Fri, 18/09/2015 - 15:08

We encourage Ambassadors to introduce themselves to fellow Ambassadors! The aim is to enhance collaboration and engagement among all the Ambassadors!

[Add new comment](#)

Comments



Mishaal
Shahzad

Submitted by Mishaal Shahzad on Wed, 20/07/2016 - 10:47

Back in School I was the president of Debating club and have remained monitor of my class. I have done O/A levels in Humanities and completed BS*Social Sciences* with major in media studies.

I have earned many certificates starting from health sciences certificate from Swansea Uni, Communication Skills Certificate from Gower College Swansea and am currently enrolled in a number of social sciences courses which are online based from International Universities . Side by side I am working for United Nations and have been a content writer since 4 years. I have done Internship at Aurat foundation USAID project, magazine as writer and researcher and Youth Council as Founder and representative of Education for poor children.

Annex 10 – Webinar series description

Webinar series description from the Benefit Package Design for Universal Health Coverage Community

Many emerging and developing countries currently engage in reforms aiming at better financial protection of their population through **Universal Health Coverage (UHC)**. Reforming the way national health care is organised and financed has profound implications for **equity**. Moreover, we know that health-related financial shocks are one of the major causes of the impoverishment of vulnerable population groups. Preventing such shocks has a direct effect on **poverty prevention and alleviation**.

National systems providing public services, no matter rich or poor, are always under **budget constraints** resulting in the dilemma to balance financial protection of patients versus financial sustainability of

national health funds. Therefore, it is critical to manage the cost of healthcare provision and ensure the most **efficient spending** of scarce resources.

Consequently, a carefully established **Benefit Package** is key to ensure service access for patients. Equally, decisions about size and depth of benefits have a direct implication on the financial sustainability of UHC schemes.

Policymakers are required to make **systematic decisions** in view of balancing treatment benefits and the cost. Many countries striving for UHC face the challenge to **establish a transparent and efficient decision-making process** which in turn creates large inefficiencies and access barriers to patients.

Globally, there are however, systematic **best practices** emerging to handle the respective challenges. Several countries have developed tools and methods which provide great improvements in terms of resources and service access. What is lacking so far, is an **exchange of those emerging solutions** around the globe which could help countries to benefit from each other, avoid mistakes and progress faster with their national systems.

In response to multiple requests voiced across continents, the objectives of the global exchange series are:

1. Provide a **peer-to-peer platform** for policymakers and practitioners to share experiences on decision making for their benefit packages.
2. Specifically discuss challenges and **transmit international best practices** related to:
 - Governance: Key system functions, mandates and interactions

- Process: the flow from regulatory, to scientific reviews, economic analysis, health technology assessments (HTA), pricing negotiations, costing/adjusting of reimbursement tariffs, monitoring of usage
- Linkage to Provider Payment system and overall financial sustainability control

3. Co-produce knowledge products and hands-on tools which can be adapted to specific country contexts.

The GIZ program "Global Alliances for Social Protection" of German Development Cooperation promotes dialogue and exchange of learning about social protection among emerging and interested countries in Latin America, Asia and Africa.

We aim to bring together **policymakers and practitioners** of national agencies (respective ministries, implementing institutions) responsible for decision making and financing of benefit packages.

- The recording of the **first session** of the series held on 26 October 2017, called "*Benefit Package Design for Universal Health Coverage: A framework for systematic decision making on pharmaceuticals, country experiences and global best practices*" can be accessed [here](#), the slide presentation [here](#) and the concept note [here](#).
- The **second webinar** of the series, "*Benefit Package Design for Universal Health Coverage: The case of Indonesia*", was broadcasted on 16 January 2018, and you can watch the recording [here](#) and access the slide presentation [here](#).

Annex 11 – Q&A's

Q&A session on the Social Protection in the Middle East and North Africa region (MENA) Community

Dear members,

during the [webinar](#) 'Changes in the provision of social protection in MENA since the Arab uprisings' with Rana Jawad and Markus Loewe, held on 11 June 2018, we received a number of great questions and comments. Please find the responses from Rana and Markus below. Feel free to comment!

Comment #1 - We have not seen the World Bank supporting a universal social protection approach, only means-tested schemes (*from Pascal Annycke*)

Markus: *As I said in the Q&A slot, this is probably true for the operational unit of the World Bank. However, the research and programming units of the World Bank are quite open, if not to say in favour of a basic income grant. One of its main protagonists is Martin Ravallion who has for long been director of the research department at the World Bank. And at the same time, many governments have developed impressive talents in blaming international organisations such as the World Bank for the flaws of their reform programmes. It is true that the World Bank and the IMF have repeatedly lobbied in the MENA region and elsewhere for replacing subsidies by direct cash transfers. But they have definitely not told MENA governments to invest just a few per cent of previous subsidy spending into cash transfer programmes such as the government of Egypt did. In fact, the World Bank has recently criticized Morocco and Egypt for the low budgets and poor targeting quality of their respective social assistance programmes.*

If you have any doubts regarding this material or the topics here discussed, please message us at contact@socialprotection.org