



# Annual Report 2017

[socialprotection.org](http://socialprotection.org)



[socialprotection.org](http://socialprotection.org)



# Acknowledgements



Over the past two years [socialprotection.org](https://socialprotection.org) has shown considerable growth, becoming a reference for practitioners, policymakers and researchers in the field of social protection. This is thanks to the engagement of our users, members, stakeholders and partners who have been instrumental to the development of the platform, and to whom we would like to express our heartfelt thanks. Their active involvement has seen the emergence and consolidation of a community of social protection practitioners. This involvement represents the foundation in realising the platform's mission of supporting knowledge exchange and capacity building on social protection around the world.

The development of [socialprotection.org](https://socialprotection.org) could not have been achieved without the support of our funders: the Australian Department of Foreign Affairs and Trade (DFAT), and the *Deutsche Gesellschaft für Internationale Zusammenarbeit* (GIZ) GmbH, on behalf of the German Federal Ministry of Economic Development and Cooperation (BMZ), to whom we extend our sincere gratitude.

We also acknowledge the support of the United Nations Development Working Group of the G20 and the Social Protection Inter-Agency Cooperation Board (SPIAC-B), as well as the International Policy Centre for Inclusive Growth of the United Nations Development Programme in Brazil (IPC-IG/UNDP Brazil), for developing and hosting the platform.



# Introduction



socialprotection.org was inspired by the will to provide social protection practitioners, policymakers and researchers with the most comprehensive and up-to-date content on the topic, and encourage networking and engagement. Following the creation of a prototype of the platform in 2012, DFAT championed the further development of the project at the end of 2013.

An official agreement between the IPC-IG and DFAT was signed in January 2014, to develop the prototype. On 12 September 2015, socialprotection.org was launched on the United Nations International Day for South-South Cooperation, and over the past two years the platform has enjoyed considerable progress. In December 2015, GIZ joined DFAT in funding the development of the platform.

Today, the platform directs access to a range of social protection related content from individuals, bilateral and multilateral cooperation agencies, non-governmental organisations, research centres, government bodies and academia from around the world. Thanks to its interactive features, members can share and connect with each other.

Since its launch, socialprotection.org has brought together more than 2,400 members and provided access to over 2,900 publications. It has organised 42 webinars in cooperation with numerous partners, and hosts 31 multi-language Online Communities. In the past 12 months, it has developed a brand new Virtual Campus, hosting self-paced and instructor-led e-courses, a new Blog area that has published more than 60 posts, an improved Stakeholders page and a relaunched Programme Profile section.

This second anniversary of the platform presents an opportunity to highlight the collaborative progress achieved by the socialprotection.org team, its partners, members and funders. To this end, this Annual Report provides an overview of socialprotection.org's achievements, features, content, communications strategy, and outreach and engagement activities, with a focus on the period from September 2016 to August 2017. It also presents the way forward for the platform, highlighting future developments and challenges.

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International Policy Centre for Inclusive Growth

[ipc@ipc-undp.org](mailto:ipc@ipc-undp.org) ■ [www.ipcig.org](http://www.ipcig.org)

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This publication is available online at [www.ipcig.org](http://www.ipcig.org).

# Summary

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# 1.

## The role of social protection in the development agenda

Social protection can be understood as a set of policies and programmes aimed at supporting individuals and families to deal with vulnerabilities throughout their life cycle and become more resilient to crises and shocks. It favours social inclusion and the building of human and social capital through income and consumption smoothing, ensuring access to basic goods and services and stimulating inclusive production through the development of capacities, skills, rights and opportunities.

In 2016, the United Nations launched the new Sustainable Development Goals (SDGs) agenda, representing a renewed approach to promoting global development and inclusive growth by tackling global poverty, inequality, gender issues, climate change and other urgent development challenges.

Social protection is reflected in the SDGs, identifying its fundamental role in combatting poverty and reducing inequalities. Social protection systems feature prominently in SDG Goal 1 — End poverty in all its forms everywhere and 1.3 — Implement nationally appropriate social protection systems and measures for all, including social protection floors, and to achieve substantial coverage of the poor and the vulnerable by 2030.

Other leading global stakeholders are on-board with championing social protection policies and programmes. The World Bank and the International Labour Organisation (ILO), with the support of the SPIAC-B members, have committed to using their individual and collective resources and influence to support countries in their move towards providing universal social protection coverage. Their Universal Social Protection Initiative endorses the consensus





Visual News Associates/World Bank (goo.gl/GhGM99)

that social protection is a primary development priority and an essential part of National Development Strategies to achieve inclusive growth and sustainable development with equitable social outcomes.<sup>1</sup>

Universal coverage and access to social protection are recognised as central to ending poverty and boosting shared prosperity by 2030. They also represent the World Bank's twin goals and are at the core of the ILO's mandate. The realisation of universal social protection has also been endorsed in international statements by the African Union (AU), the Association of Southeast Asian Nations (ASEAN), the European Commission,

the G20, and the Organisation for Economic Co-operation and Development (OECD).

Over the past decade, social protection programmes have been introduced in many developing countries to tackle poverty and inequality. Today, nearly 30 low- and middle-income countries (LICs and MICs) have universal social protection programmes in place, and over 100 countries are scaling-up their social protection programmes. In this context, [socialprotection.org](http://socialprotection.org) aims to become a key instrument in fostering knowledge exchange and capacity building on social protection, to support these initiatives and the development agenda at large.

1. Sources: The World Bank Group and ILO Universal Social Protection Initiative (ILO 2016). Accessible: <[http://www.ilo.org/global/topics/social-security/WCMS\\_378991/lang--en/index.htm](http://www.ilo.org/global/topics/social-security/WCMS_378991/lang--en/index.htm)>.

# 2.

## Second year achievements

Over the past year [socialprotection.org](https://socialprotection.org) has amassed some 1,000 new members from around the world, almost doubling the total to more than 2,400 individuals. Our members come from a diverse range of countries: Sub-Saharan Africa (30,5 per cent), Europe and Central Asia (21,6 per cent), and Latin America and the Caribbean (21 per cent) are the most highly represented regions. The platform directs access to over 2,900 publications, with the majority having been published between 2014 and 2017, reflecting a commitment to showcasing the latest content in the social protection arena.

We have also organised an impressive number of webinars, from 15 in the first year to 27 in the second year. We have therefore organised 42 webinars in total, together with partner institutions, featuring a broad range of expert panellists. Over 2,700 individuals have attended in total, representing 128 countries. Webinars are the primary means of generating active knowledge-sharing and engagement among the platform's audience.

This year we have seen the consolidation and continuation of the platform's various [Webinar Series](#). The [Interagency Social Protection Assessments \(ISPA\) Tool Webinar Series](#) has featured six webinars, in both English and Spanish, exploring how to use the tool in various contexts, to ensure the delivery of quality social protection systems. The [Brazil Learning Initiative for a World Without Poverty \(WWP\) Webinar Series](#) has featured five webinars, sharing insights into Brazil's conditional cash transfer programmes, evaluation mechanisms, and approach to information dissemination. [HelpAge International](#) and the [IPC-IG's Fiscal space for social protection: knowledge sharing initiative Webinar Series](#), has proved especially popular among audiences over the past three webinars of the series.

Of the platform's active [Online Communities](#), [Oxford Policy Management \(OPM\)](#) and the [United Nations Children's Fund's \(UNICEF\) Social Protection in humanitarian, fragile and risk-prone contexts](#)

## socialprotection.org in numbers

September

# 2016

**+ 1,400**  
members  
**+ 2,000**  
publications  
**15**  
webinars

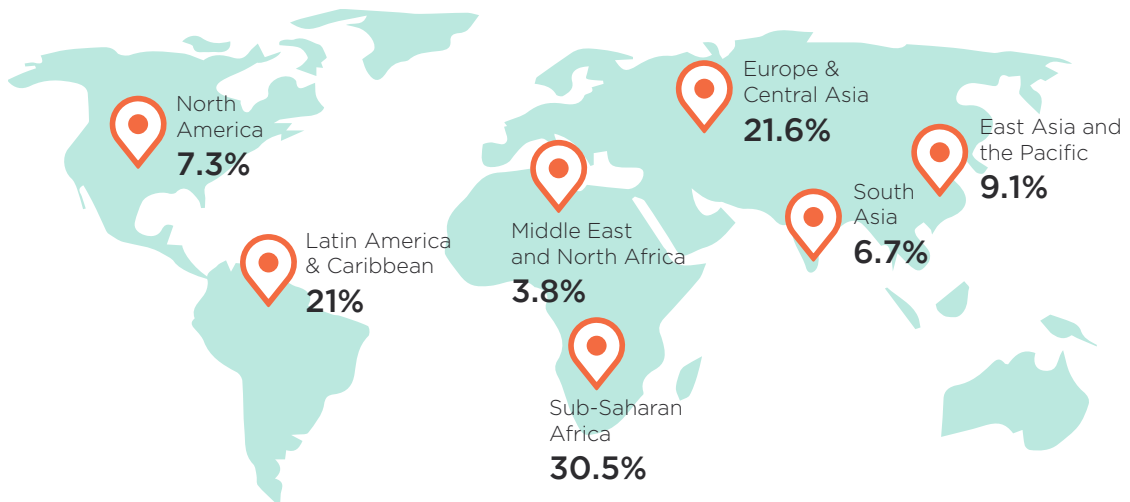


**+ 2,400**  
members  
**+ 2,900**  
publications  
**42**  
webinars

September

# 2017

## Members from around the world



## Updates



**31** Online Communities



from **692** to **2,251** followers in one year



from **648** to **1,275** followers in one year



**+ 680** stakeholders



**2,052** newsletter subscribers

## New features



**Blog - 67 posts** since February 2017



**New Virtual Campus** (hosting self-paced and instructor-led e-courses)



**New Stakeholders page**



**New Programme Profile page**



Sarah Farhat/World Bank (goo.gl/0vYtLaS)

Online Community features prominently, with 65 members. The success of the Community can be attributed to the corresponding Social Protection in humanitarian, fragile and risk-prone contexts Webinar Series, which has featured four highly attended webinars. Likewise, DFAT and GIZ’s Social Protection for Employment – Community (SPEC), with 95 members, has proven hugely successful thanks, in part, to the corresponding Linking Social Protection to Sustainable Employment Webinar Series, which has showcased the experiences of the Philippines and Bangladesh.

The platform has also seen a considerable expansion in its social media reach and engagement. Facebook has reached over 2,200 followers, more than tripling the 692 followers we had in August 2016. The platform’s Twitter account has also

increased its followers substantially, jumping from 648 in August 2016, to over 1,200 by August 2017.

### HIGHLIGHTS

This past year saw the development of new features and the updating of existing ones:

- A notification system has been introduced that alerts members via e-mail to new content on the platform. This is especially useful to the Online Communities members have joined, as they are alerted when new comments, documents and events are posted.
- A new administrative interface now allows the [socialprotection.org](http://socialprotection.org) team to extract data corresponding to the platform’s features



and content. It supports streamlined and accurate knowledge management as well as ease of engagement with the platform's members.

- The exciting new Blog feature presents short-form written content, addressing a wide range of topics related to social protection, in multiple languages. The Blog currently showcases contributions from platform members, submissions from invited experts, posts by [socialprotection.org](https://socialprotection.org) Ambassadors, as well as webinar summaries produced by the [socialprotection.org](https://socialprotection.org) team.
- The new homepage now features the platform's latest content, and is updated twice a week. Each of the four action-tabs includes a drop-down menu, linking to its respective features.
- The Virtual Campus has been re-launched, and now features self-paced and instructor-led courses offered by a range of organisations. Students and experts in the field of social protection can register for and participate in tailored online courses. An integrated *Moodle* based learning management system was also launched to host e-courses that can be elaborated in partnership with stakeholders.
- The platform has been translated and will soon be made available in French.
- Users are now able to discover more on social protection programmes from around the world, under the massively expanded Programme Profile section. The Stakeholders and Members searches have also been considerably expanded and updated.

# 3.

## Content

Over the past year [socialprotection.org](https://socialprotection.org) has enjoyed considerable progress. We will now present some highlights pertaining to the platform's content, from its three main areas: Discover, Connect and Learn.

Throughout the platform, content is categorised according to our tailored social protection taxonomy. 'Social protection programmes', 'social protection topics', and 'cross-cutting areas' represent the core categories by which content is classified across the platform.

Each category is divided into comprehensive sub-categories. Therefore, the increase in content and proportion of content that has emerged over the past year according to these sub-categories provides insights into the key issue areas of the social protection community, as well as areas that require greater attention.

### DISCOVER

The Discover area allows users to search the platform's various databases. The Publications

area directs access to the documents of partner sites and member uploads. The Programmes area provides insight into individual social protection programmes from around the world. The Members area allows one to search among the platform's registered members. The Stakeholders area allows one to search institutions that are directly or indirectly related to social protection, and view their content.

### > PUBLICATIONS

[socialprotection.org](https://socialprotection.org) currently hosts 2,919 publications. 31 per cent of this content has been uploaded by members. The Publications search is a key feature of the platform, hosting the majority of content.

Publications are relatively evenly distributed among sub-Saharan Africa (28 per cent), Latin America & Caribbean (25 per cent), and South and East Asia (21 per cent), thus representing much of the developing world. Kenya and Zambia are the most represented African countries, while India, Indonesia and Brazil are highly represented in their respective regions.

## REGIONAL COVERAGE OF PUBLICATIONS<sup>2</sup>

Region	Number of publications
Global	696
Sub-Saharan Africa	803
Latin America & Caribbean	727
East Asia & Pacific	385
South Asia	262
Europe & Central Asia	142
Middle East & North Africa	108
North America	23

## MOST REPRESENTED SOCIAL PROTECTION PROGRAMMES<sup>2</sup>

Social protection programme	Number of publications
Social assistance	1,600
Social transfers (general, in-kind and cash transfers)	1,197
Subsidies	177
Social insurance	674
Old age pension	284
Health insurance	183
Labour market /public works/productive inclusion programmes	525
Training	129
Cash for work	77

The majority of the publications classified by social protection programmes are related to 'social assistance' (61 per cent), of which 75 per cent refer to 'social transfers'.

26 per cent of the publications refer to 'social insurance', and 20 per cent to 'labour market programmes/public works/productive inclusion'.

2. The categories that publications are organised into are not mutually exclusive, meaning that one publication can refer to more than one region.

## MOST REPRESENTED SOCIAL PROTECTION TOPICS<sup>3</sup>

Social protection topic	Number of publications
Coverage	837
Programme design and implementation	807
Targeting	750
Financing social protection	715
Social protection systems	682
Governance	592
Monitoring and evaluation	508
Payment/delivery of benefits	410
Level of benefits	340
Social protection definition and features	294

The most represented social protection topics are 'coverage' and 'financing social protection', with 31 per cent each, closely followed by

'targeting' and 'programme design and implementation', each representing around 28 per cent.

## MOST REPRESENTED CROSS-CUTTING AREAS<sup>3</sup>

Cross-cutting area	Number of publications
Poverty	1,299
Labour market (child labour, informality, labour allocation, unemployment)	765
Risk and vulnerability	686
Health (child, maternal, HIV)	655
Social inclusion	565
Education	519
Food security	446
Inequality	398
Gender	354
Income generating activities and asset accumulation	331

3. The categories publications are organised into are not mutually exclusive, meaning that one publication can belong to multiple categories at the same time.



The most prominent cross-cutting area is ‘poverty’ (54 per cent), followed by ‘labour market’ (33 per cent), ‘risk and vulnerability’ (28 per cent) – which increased significantly this past year – and ‘health’ (27 per cent).

Regarding language, most of our publications are in English (87 per cent), while seven per cent are in French and five per cent in Spanish. These numbers should become more evenly distributed once the platform is translated into other languages. There are also a few publications

in Arabic, Bahasa, German, Portuguese and Turkish.

## > PROGRAMMES

The Programmes feature allows users to search through profiles of social protection programmes from around the world. Each programme is presented in a table format, displaying key information, such as the objectives, targeting method, coverage and programme expenditure.

## REGIONAL COVERAGE OF PROGRAMME PROFILES

Region	Number of profiles
Sub-Saharan Africa	110
Middle East & North Africa	13
Latin America & Caribbean	1

There are a total of 124 programme profiles on the platform. One is from Mexico while the rest are from African countries: 89 per cent are from sub-Saharan Africa and 11 per cent are from the Middle East & North Africa. These profiles were produced in 2015-

2016, based on content from the publication, ‘Social protection in Africa: inventory of non-contributory programmes’. Presently, the socialprotection.org team is in the process of compiling Asian programme profiles, with the support of DFAT.

## MOST REPRESENTED PROGRAMME PROFILES BY TYPE<sup>4</sup>

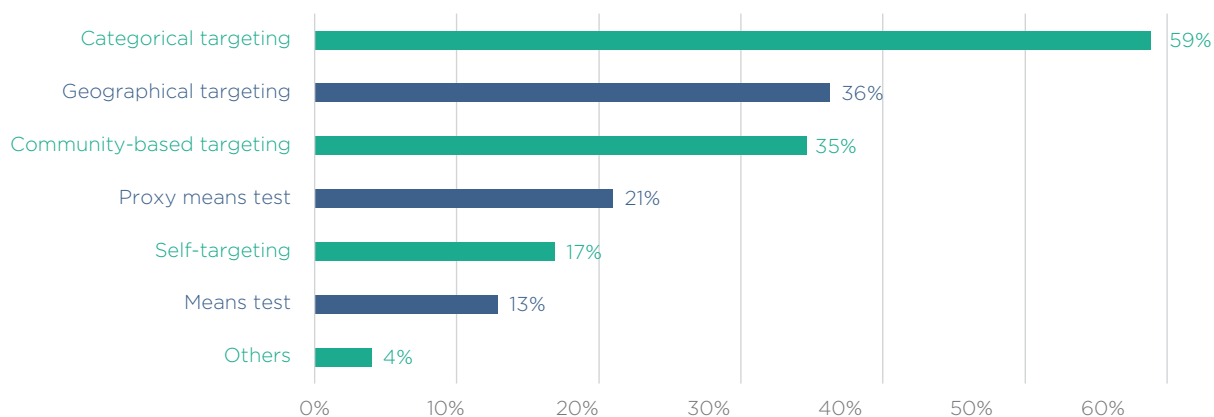
Cross-cutting area	Number of publications
Social assistance	103
Social transfers	94
Cash transfers (conditional and unconditional cash transfers)	75
In kind transfers (conditional and unconditional in-kind transfers)	21
Subsidies	12
Social support services	7
Labour market programs	30
Cash for work	21
Training	10
Social insurance	3
Microfinance	2

4. The categories that programmes are organised into are not mutually exclusive, meaning that one programme can belong to multiple categories at the same time.

Most of the programme profiles are classified as 'social assistance' (83 per cent), of which 91 per cent are 'social transfers', 12 per cent are 'subsidies', and 7 per cent are 'social support services'. Of the total number of programmes related to 'social transfers', 80 per cent are 'cash transfers'

(conditional and unconditional) and 22 per cent are 'in-kind transfers' (conditional and unconditional). Note that the categories of classification are not mutually exclusive, meaning that, for example, one programme can be classified as both a cash transfer and in-kind transfer.

### PROGRAMME PROFILES BY TARGETING METHOD<sup>5</sup>

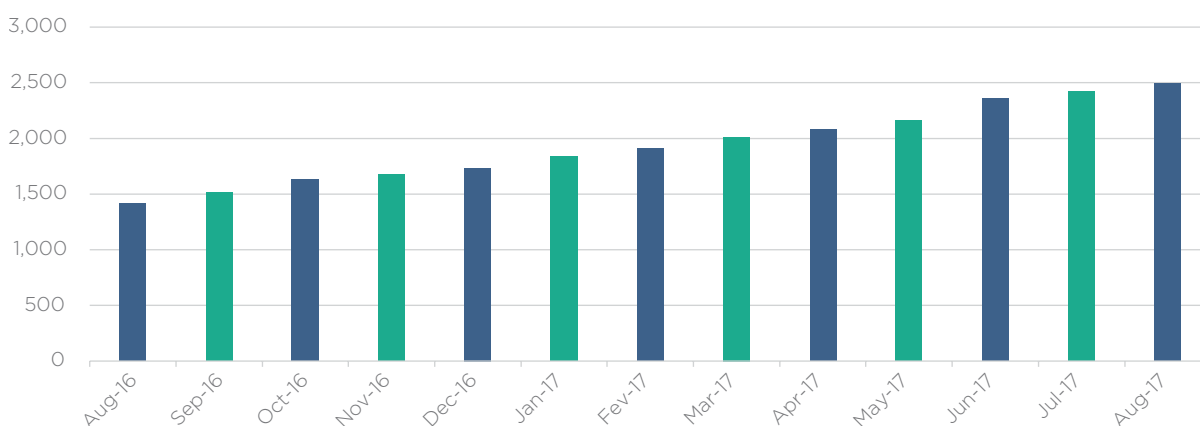


Among the programme profiles included on the platform, the most common targeting method is 'categorical targeting' (59 per cent), followed by 'geographical targeting' (36 per cent) and 'community-based targeting' (35 per cent).

### > MEMBERS

The number of new socialprotection.org members has consistently increased over the past year. Since the platform's launch, it has attracted more than 2,400 specialised and dedicated members from all around the world.

### NUMBER OF REGISTERED MEMBERS

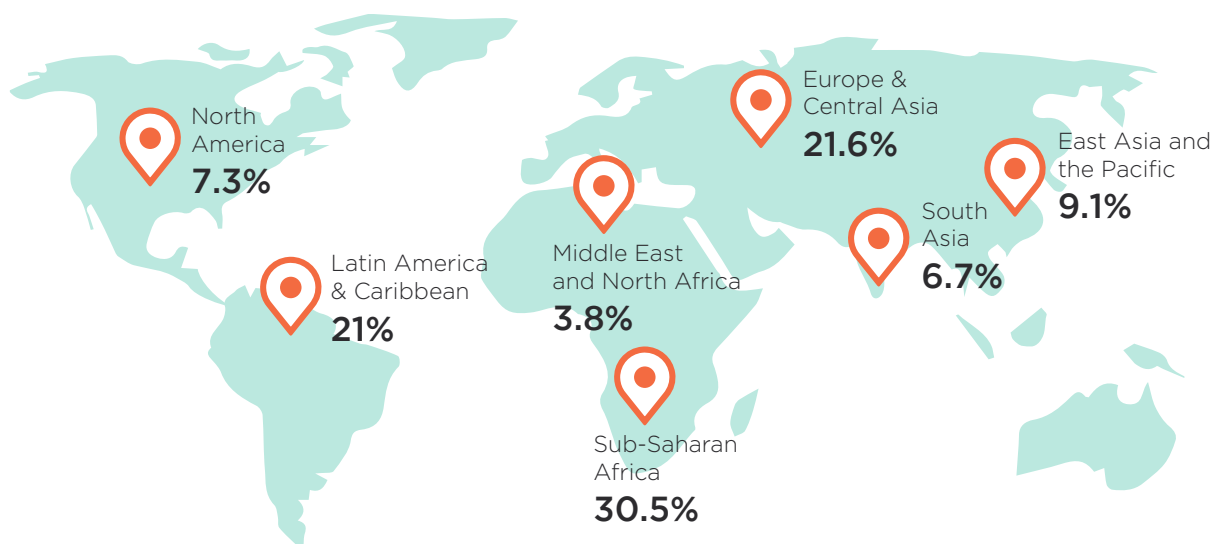


5. The categories publications are organised into are not mutually exclusive, meaning that one publication can belong to multiple categories at the same time.

Over the past 12 months, growth in membership has been substantial: from 1,416 in the beginning of September 2016, to 2,495 registered members by 31 August 2017. This is thanks to a proactive

and comprehensive communications strategy, as well as the support and collaboration of partner institutions who promote the platform among their networks.

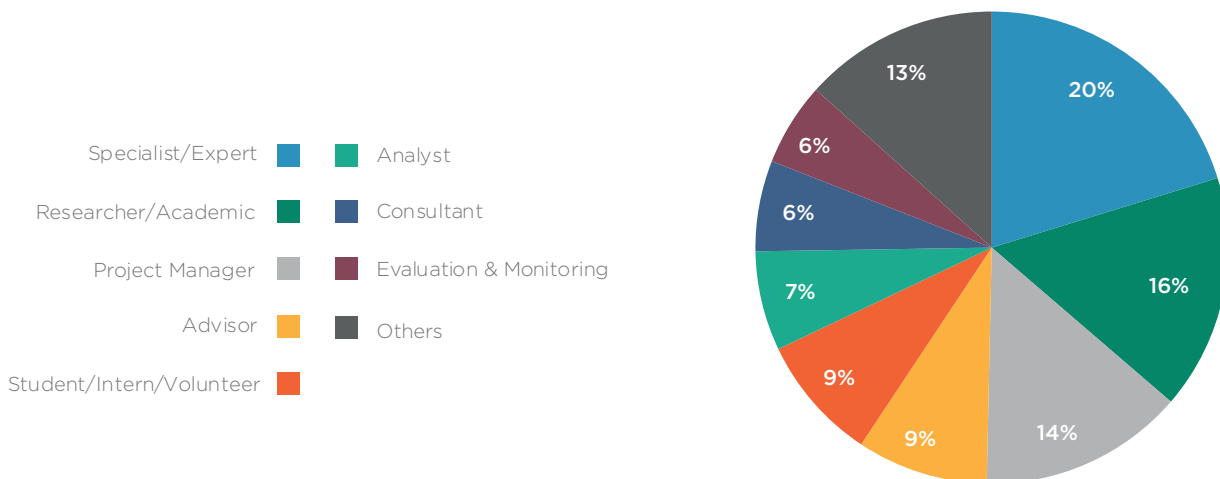
### WHERE DO MEMBERS COME FROM?



socialprotection.org aims to have equal regional representation among its members. Accordingly, it has initiated tailored regional communication strategies, primarily focusing on sub-Saharan Africa and Asia. 30,5 per cent of members are from Sub-Saharan Africa, 21,6 per cent are from Europe and Central Asia, 21 per cent

are from Latin America and the Caribbean, 9,1 per cent are from East Asia and the Pacific, 7,3 per cent are from North America, and 6,7 per cent are from South Asia. The substantial representation of African members supports fruitful knowledge sharing between LICs and MICs, meeting a primary objective of the platform.

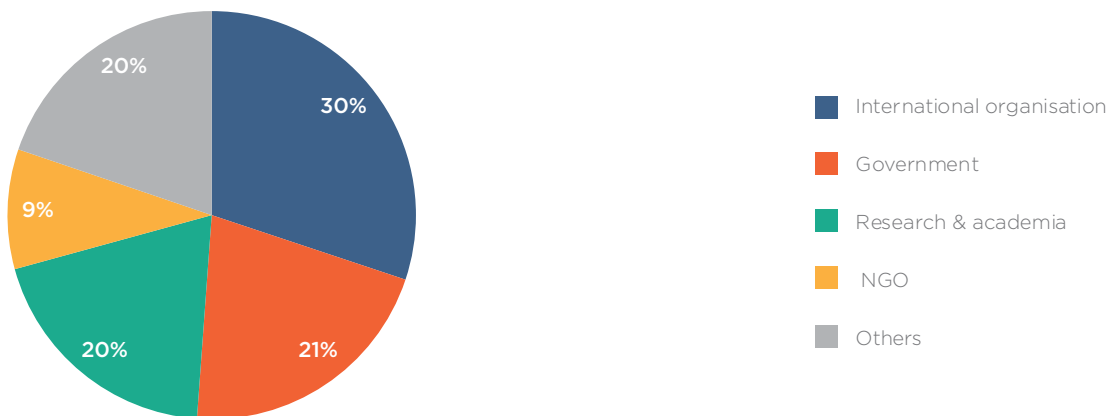
### WHAT ARE THE PROFESSIONAL POSITIONS OF SOCIALPROTECTION.ORG'S MEMBERS?



The platform is home to members spanning a wide range of professional profiles. This variety is crucial to the platform's knowledge sharing objectives. The more diverse the profiles of the platform's members, the richer knowledge exchange can be.

Most members are 'specialists/experts' (20 per cent), 'researchers/academics' (16 per cent), and 'project managers' (14 per cent). This demonstrates how the platform caters to a variety of users with a range of interests and demands.

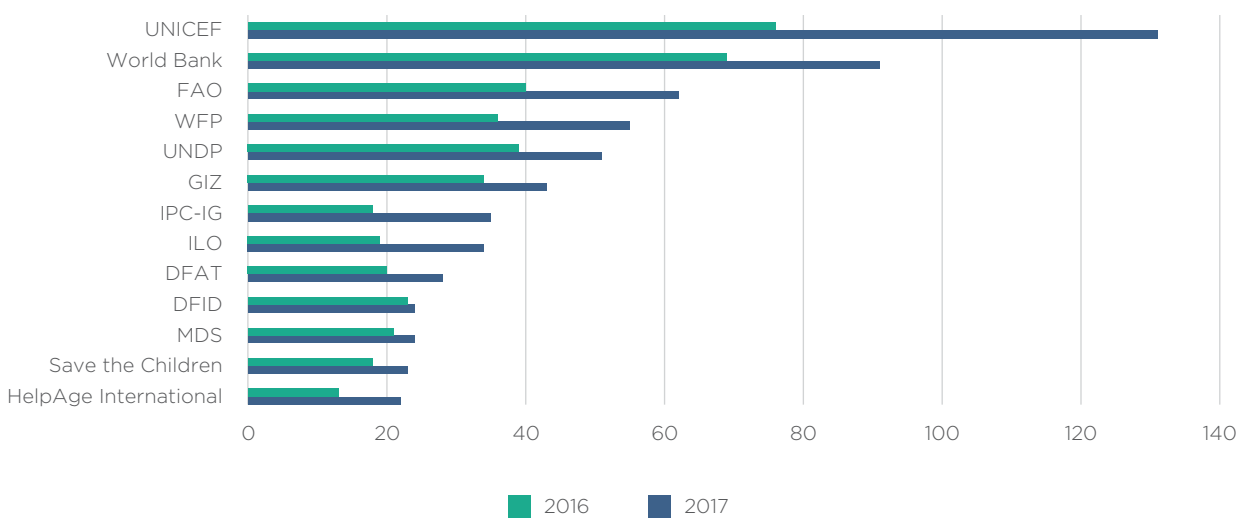
### WHAT INSTITUTIONS DO PLATFORM MEMBERS REPRESENT?



'International organisations', of which many are United Nations organisations, are most highly represented (30 per cent). 'Government' also sees high representation (21 per cent), which is a very positive result, as the socialprotecion.org team has made a deliberate effort to reach and support

policymakers in LICs and MICs. Other important stakeholders are represented, such as 'research/academia' (20 per cent) and 'NGOs' (9 per cent). This stakeholder diversity further reinforces a beneficial knowledge sharing experience among members.

### MOST REPRESENTED INSTITUTIONS



Over the past year there was a considerable increase in the number of members from the

most represented institutions in the platform, which reflects increasing engagement of key

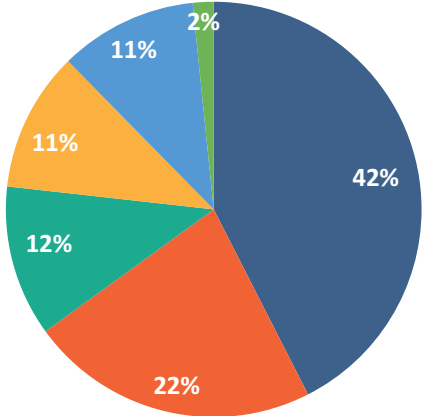
stakeholders. Within a year, we attracted 55 new members from UNICEF, totalling 131; 22 new members from the World Bank Group, totalling 91; and 22 new members from the Food and Agriculture Organization of the United Nations (FAO), totalling 40 members. Other significant members from prominent international organisations are well represented, as shown in the table above. The Brazilian Ministry of Social Development (MDS) is

the most represented government organisation, with 24 members.

> **STAKEHOLDERS**

The platform hosts the profiles of 681 stakeholders, who are either directly or indirectly related to social protection. The majority fall under the category of ‘government’ (42 per cent) or ‘research centres and academia’ (22 per cent).

**STAKEHOLDER TYPE**



Most stakeholders have a regional focus on sub-Saharan Africa (35 per cent) and Latin America & Caribbean (17 per cent). Accordingly, the

socialprotection.org team is working towards including and attracting more stakeholders from the East Asia & Pacific region, as well as South Asia.

**REGIONAL FOCUS<sup>6</sup>**

Region	Number of institutions
Global	241
Sub-Saharan Africa	207
Latin America & Caribbean	113
Middle East & North Africa	52
Europe & Central Asia	44
East Asia & Pacific	31
South Asia	19
North America	7
<b>Total</b>	<b>681</b>

6. The categories that stakeholders are organised into are not mutually exclusive, meaning the same institution may have a focus on more than one region.

'Poverty' (28 per cent), 'health' (26 per cent), 'labour market' (23 per cent) and 'social inclusion' (21 per cent), are the cross-cutting areas that most of the platform's stakeholders address, keeping in mind institutions usually address multiple areas. 'Labour regulation' (31 per cent), 'financing social protection' (20 per cent) and 'monitoring and evaluation' (16 per cent) are their primary social protection topics of interest, particularly in the context of unconditional cash transfer programmes.

## CONNECT

In the Connect area of [socialprotection.org](https://socialprotection.org), users can network publicly with other members of the platform via the Discussion Forum and stay-up-to date on upcoming social protection related events with the Events calendar. Online Communities provide a member-based space for virtual engagement dedicated to an interest area or topic. The Survey feature includes surveys designed by [socialprotection.org](https://socialprotection.org) and its members.

## > ONLINE COMMUNITIES

[socialprotection.org](https://socialprotection.org)'s Online Community feature allows members to create and manage private, semi-private, or public communities, dedicated to particular areas of interest. Some are permanent discussion forums, like the '*Community of Practice on Cash Transfers in Africa/Communauté de Pratique sur les Transferts Sociaux Monétaires en Afrique*', which includes 105 members, or the '*Social Protection for Employment - Community (SPEC)*', with 95 members. Some communities were created for a specific project, like the '*Curso de Monitoria e Avaliação de Políticas de Protecção Social - Maputo*', whose activities took place from February to April 2017.

Over the past year, 12 new Online Communities were created, amounting to 31 in total, of which 12 are currently active. 'Poverty', 'humanitarian, fragile and risk-prone contexts', 'food security and nutrition', 'gender', and 'employment' are the cross-cutting areas most frequently addressed. The majority have a focus on sub-Saharan Africa and Latin America and the Caribbean. 'Programme design and implementation', 'monitoring and evaluation', 'graduation', 'social protection systems', 'cash transfers' and 'governance' are the most popular social protection topics.



## SEPTEMBER 2016 – SEPTEMBER 2017: HIGHLIGHTED ONLINE COMMUNITIES

	Online Community	Organisers	Type	Language	Members
1	<i>Plateforme régionale de la protection Sociale en Afrique de l'Ouest et du Centre</i>	UNICEF, ILO, FAO, WFP, CaLP, Oxfam, Save the Children, ACF	Private working group	French, English	18
2	<i>Visite d'étude sur la protection sociale – République du Mali et République du Congo</i>	The IPC-IG, WB	Event follow up	French	19
3	TRANSFORM Tanzania	The ILO in collaboration with UNICEF, UNDP and the Government of Tanzania	Event follow up	English	17
4	<i>Curso de Monitoria e Avaliação de Políticas de Protecção Social - Maputo</i>	The IPC-IG, OECD	Private working group	Portuguese	35
5	socialprotection.org Ambassadors Programme 2017	socialprotection.org	Private working group	English	46
6	Community of Practice on Cash Transfer in Africa/ <i>Communauté de Pratique sur les Transferts Sociaux Monnaux Mo en Afrique</i>	World Bank	Private working group	English and French	104
7	Social Protection in humanitarian, fragile and risk-prone contexts/ <i>La Protection Sociale dans les contextes de crise humanitaire et situations de risque</i>	Oxford Policy Management (OPM), United Nations Children's Fund (UNICEF)	Webinar series and Event follow up	English and French	65
8	Social Registries and Integrated MISs for Social Protection	DFAT	Webinar series and public dissemination of documents	English	106
9	Gender-Sensitive Social Protection	IPC-IG and FAO	Webinar series	English	72
10	Fiscal space for social protection: knowledge sharing initiative	IPC-IG and HelpAge	Webinar series	English	48
11	Social Protection for Employment – Community (SPEC)	DFAT, GIZ	Event follow up	English	95
12	Country Dialogue on Social Protection	WWP	Webinar series	English	43

## LEARN

The Learn area comprises the Virtual Campus, which facilitates access to webinars, self-paced e-courses and instructor-led e-courses, and Learning Tools, which provide practical guides on social protection policies and programmes. A Glossary is available on social protection and related topics. The News features the latest developments in social protection. The Blog feature provides an open platform for members to share their opinions and insights on social protection topics.

## > WEBINARS

socialprotection.org supports a range of institutions in knowledge sharing through the facilitation of webinars, organised by the platform. The socialprotection.org team provides technical and logistical webinar services, and supports the organisation and dissemination of the events. Webinars can be watched for free, and audience members are able to engage with the panellists. Following the live event,

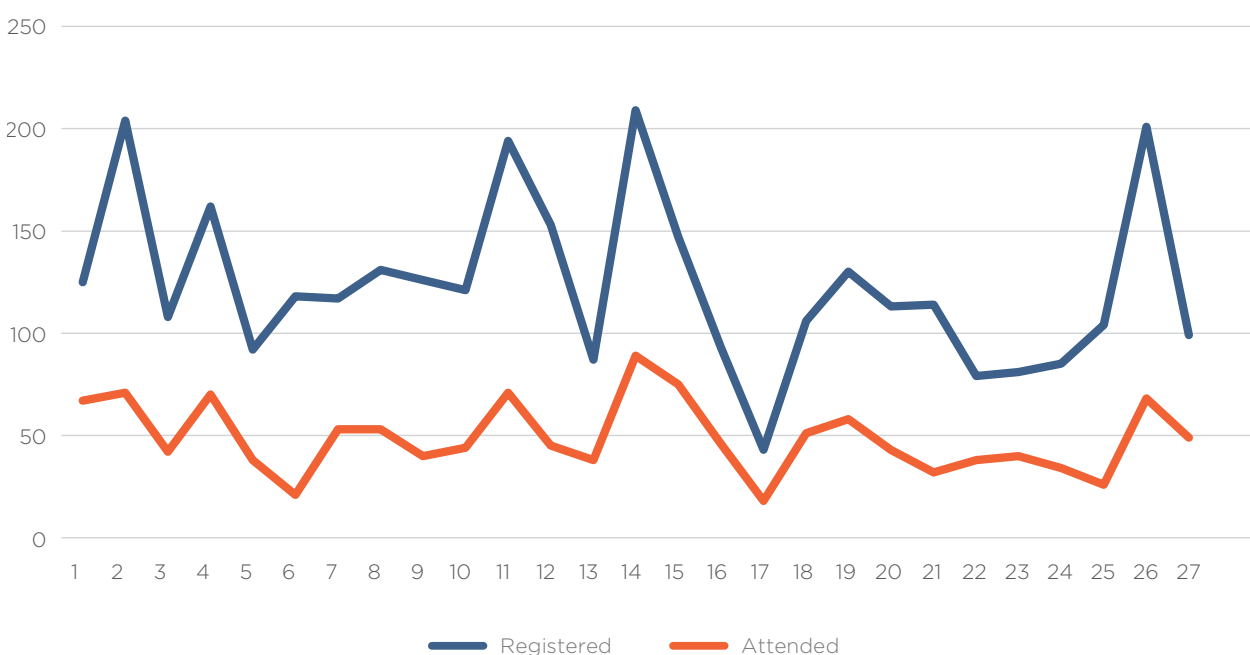
the recording, presentations and webinar summary are made available to all users on the platform.

Many of the webinars form part of a Series, led by the platform's partners. For example, The Brazil Learning Initiative for a World Without Poverty (WWP), the Social Protection for Employment – Community (SPEC), the Food and Agriculture Organization (FAO), HelpAge International, the ISPA Coordination Team and Oxford Policy Management (OPM), are currently in the process of reformulating their existing Webinar Series or creating new ones.

Since September 2016, 27 webinars have been organised by the socialprotection.org team, together with 18 different partner institutions and a broad range of panellists, attracting over 1,300 attendees. Over the past two years, 'poverty', 'social inclusion' and 'gender' have been the cross-cutting areas most frequently addressed, while 'programme design and implementation', with an emphasis on 'financing social protection', has featured as the most prominent topic.

## WEBINAR REGISTRANTS AND ATTENDEES

(numbers corresponding to the webinars listed)





## 1. Assessing Social Protection Payment Delivery of the Productive Social Safety Net Program (PSSN) in Tanzania

28 September 2016

The ISPA Coordination Team

In 2015, the ISPA Coordination team piloted the ISPA Social Protection Payment Delivery Mechanisms Tool in Tanzania. The webinar outlined how the tool aims to provide guidance on implementing a high-quality payment delivery mechanism for the delivery of cash transfers that are primarily targeted at poor and vulnerable populations in developing countries. Check out the webinar's presentation and recording.

**Registrants:** 125 — **Attendees:** 67 — **YouTube views:** 64

### Panellists:

- Luz Rodriguez (Social Protection Consultant, ISPA Coordination Team)
- Muderis Mohammed (Lead Social Protection Specialist, World Bank Group)
- Ladislaus Joseph Mwamanga (Executive Director, Tanzania Social Action Fund/TASAF)
- Amadeus Kamagenge (Director of Community Support, TASAF)

## 2. Tools for Intersectoral Coordination — How to Integrate Social Policies in Conditional Cash Transfer Programs

29 September 2016

The Brazil Learning Initiative for a World Without Poverty (WWP)

This was the second webinar of the Series, 'The Brazilian Experience on Social Protection Programmes'. The webinar presented the intersectoral coordination policies of social programmes in Brazil, with special attention given to the *Bolsa Familia* Programme and its health and education conditionalities. It also presented the experience of the *Unidos* Colombian Strategy for Overcoming Extreme Poverty in monitoring vulnerable people at the local level. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 204 — **Attendees:** 71 — **YouTube views:** 56

### Panellists:

- Eric Zapatero Larrio (Social Protection specialist for West Africa, World Bank)
- Rodrigo Lofrano (Coordinator of the *Bolsa Familia* Programme's Conditionalities, Department of Conditionalities — Ministry of Social Development, MDS/Brazil)
- Andrea Leon Lopez (Director of Family and Community Support, Department for Social Prosperity, DSP/Colombia)

## 3. Gender Sensitive Social Protection Design: What Works in Asia?

6 October 2016

The IPC-IG and FAO

The webinar was the third webinar of the 'Gender-Sensitive Social Protection Webinar Series'. It explored how a gendered perspective can be integrated into the design phase of social protection interventions. Drawing on examples from the Asian region, the webinar illustrated opportunities and challenges for programmers designing gender-sensitive programmes. Check out the webinar's presentation and recording.

**Registrants:** 108 — **Attendees:** 42 — **YouTube views:** 149

**Panellists:**

- Anna Minj (Director, BRAC)
- Rebecca Holmes (Research Fellow, Social Protection Programme, the Overseas Development Institute, ODI)
- Deepta Chopra (Research Fellow, the Institute of Development Studies/IDS)

#### **4. Fiscal Space for Social Protection: Social compacts for sustainable financing of social protection systems**

**28 October 2016**

**The IPC-IG and HelpAge International**

This webinar was the third of the 'Fiscal Space for Social Protection Webinar Series'. It addressed the interconnectivity between social compacts and fiscal space. It therefore presented a selection of issues for policymakers and other stakeholders to take into consideration when considering the design and implementation of social protection policy. Check out the webinar's presentation and recording.

**Registrants:** 162 — **Attendees:** 70 — **YouTube views:** 121

**Panellists:**

- Armando Barrientos (Professor in Poverty and Social Justice, University of Manchester)
- Michael Herrmann (Senior Adviser on Population and Economics, United Nations Population Fund, UNFPA)
- Daniel Horn (Economic Advisor on Social Protection, HelpAge International)

#### **5. The ISPA Tool: Assessing the Quality of Social Protection Payment Delivery Mechanisms**

**7 September 2016**

**The ISPA Coordination Team**

This webinar was the first in a five-part Series presenting the use of the ISPA tools in effective assessment, design, implementation and delivery of national social protection mechanisms. The importance of the ISPA tool as a social protection payment delivery mechanism was discussed, taking a comprehensive look at its core elements, key actors and main objectives. Check out the webinar's presentation and recording.

**Registrants:** 92 — **Attendees:** 38 — **YouTube views:** 140

**Panellists:**

- Matthew Hobson (Sr. Social Protection Specialist, World Bank Group)
- Laura Rawlings (Lead Social Protection Specialist, World Bank Group)
- Caroline Pulver (Consultant)
- Harish Natarajan (Lead Financial Sector Specialist, World Bank Group)

**6. Sustainable Livelihood Program (SLP) of Philippines: Linking Cash Transfer to Sustainable Livelihood Development**

**18 November 2016**  
**SPEC, DFAT and GIZ**

This was the first webinar of the Series, and focused on the experience of the Philippines, and its Sustainable Livelihood Program (SLP). It addressed the interaction between social protection and creating sustainable livelihoods. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 118 — **Attendees:** 21 — **YouTube views:** 596

**Panellists:**

- Alfrey P. Gulla (Project Development Officer IV, Sustainable Livelihood Program — National Program Management Office, Department of Social Welfare and Development, Philippine Government)
- Nassreena Sampaco-Baddiri (Country Director, Innovations for Poverty Action, Philippines)
- Lisa Hannigan (Director, Poverty and Social Transfers Section, Department of Foreign Affairs and Trade — DFAT, Australian Government)

**7. *Protección social y la inclusión financiera de las mujeres en la agricultura familiar***

(Social protection and the financial inclusion of women in family agriculture)

**30 November 2016**  
**The IPC-IG and FAO**

This Spanish webinar was a part of the 'Gender Sensitive Social Protection Webinar Series', and focused on how social protection programmes can provide an entry point for financial inclusion for women involved in agriculture. It also addressed some of the tools developed by Latin American governments to increase the synergies between social protection and financial inclusion, and the actors utilising these tools. The effect these strategies have had on the economic status of rural women was also discussed. Check out the webinar's presentation and recording.

**Registrants:** 117 — **Attendees:** 53 — **YouTube views:** 68

**Panellists:**

- Paola Bustamante (*ex-Ministra de Desarrollo e Inclusión Social del Perú*)
- Magdalena Mayorga (*Asesora de la Presidencia del Directorio de BanEcuador B.P.*)
- Soledad Parada (FAORLC)
- Ana Paula de la O Campos (*Asesora del Programa Estratégico para la Reducción de la Pobreza Rural — FAO-Sede*)





## 8. *Protection sociale et renforcement de l'agriculture familiale*

(Social Protection and Strengthening of Family Farming)

1 December 2016

### The Brazil Learning Initiative for a World Without Poverty (WWP)

This French language webinar was the third in the 'The Brazilian Experience on Social Protection Programmes Series'. This webinar presented policies to overcome barriers to the production and marketing of family farming in Senegal and Brazil. The webinar also discussed the potential of Brazil to be a reference to African countries in family farming approaches. It showed the link between social protection and family farming, as well as evidence of how they can be mutually reinforced. [Check out the webinar's presentation and recording.](#)

**Registrants:** 131 — **Attendees:** 53 — **YouTube views:** 78

#### Panellists:

- M. Amadou Kanar Diop (*Délégation Générale à la Protection Sociale et à la Solidarité Nationale/Présidence de la République du Sénégal*)
- Darana Souza (*Organisation des Nations Unies pour l'alimentation et l'agriculture, FAO*)
- Mario Gyoeri (*International Policy Centre for Inclusive Growth, IPC-IG*)

## 9. Gender sensitive social protection in the Caribbean

12 December 2016

### The IPC-IG and FAO

This was the fifth webinar in the 'Gender-Sensitive Social Protection Webinar Series'. It explored the role of conditional cash transfers and other social protection programmes in addressing the needs of rural women. It presented examples from Latin America and the Caribbean, and their impact in addressing the needs of female farmers. It concluded by discussing potential next steps to help increase coverage and include a more gender-sensitive design. [Check out the One Pager of the webinar, as well as its recording and presentations.](#)

**Registrants:** 126 — **Attendees:** 40 — **YouTube views:** 108

#### Panellists:

- Bénédicte Leroy de la Brière (Lead Economist, Gender Cross-Cutting Solutions Area, World Bank Group)
- Mario Esteban Sosa (Social Innovation Analyst, Technical Directorate of Social Policies Coordination, Dominican Republic)
- Raquel Tebaldi (Research Assistant, IPC-IG)

## 10. Constituency Building and Fiscal Space for Social Protection – Navigating Political Space

26 January 2017

### The IPC-IG and HelpAge International

This was the final webinar of the 'Fiscal Space for Social Protection Series'. The webinar brought together macro-approaches and first-hand experience to discuss the impacts of the political and fiscal climate and

popular mobilisation on the development of social protection programmes around the world. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 121 — **Attendees:** 44 — **YouTube views:** 76

**Panellists:**

- Dr. Jeremy Seekings (Interim Director of the Institute for Democracy, Citizenship and Public Policy in Africa, South Africa)
- Ms. Aura Sevilla (Project coordinator at the Coalition of Services for the Elderly, Philippines)
- Dr. Daniel Horn (Economic Advisor on Social Protection, HelpAge International)

## **11. Social Protection Investment Case - the example of Uganda**

**31 January 2017**

**UNICEF, Uganda's Ministry of Gender, Labour and Social Development, and the Economic Policy Research Institute (EPRI)**

The webinar focused on the case of Uganda to demonstrate that social protection investment not only ensures human rights, but also contributes to inclusive social development and equitable economic growth, thereby addressing persistent poverty, vulnerability and inequality. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 194 — **Attendees:** 71 — **YouTube views:** 100

**Panellists:**

- Michael Samson (Director of Research, Economic Policy Research Institute)
- Diego Angemi (Chief of Social Policy, UNICEF Uganda)
- Pamela Dale (Social Policy Specialist, UNICEF Regional Office for Eastern and Southern Africa)

## **12. BRAC's Ultra-Poor Graduation Approach: Evidence, Innovations and Intersection with Social Protection**

**7 February 2017**

**DFAT, GIZ and BRAC**

BRAC's graduation programmes comprise carefully calibrated and sequenced interventions combined into a 24-month programme. In this webinar, which is part of the 'Linking Social Protection to Sustainable Employment Series', BRAC unpacked the approach, the growing body of evidence behind the intervention and various international adaptations. Graduation approaches hold tremendous potential as an integrated complement to social protection programming. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 153 — **Attendees:** 96 — **YouTube views:** 251

**Panellists:**

- Sadna Samaranayake (Senior Advisor, BRAC Ultra-Poor Advocacy and Advisory Services)
- Michael Samson (Director of Research, Economic Policy Research Institute — EPRI, South Africa)
- Sally-Anne Vincent (Deputy High Commissioner, Australian High Commission, Dhaka)

### 13. Old age social protection in an ageing Asia: current trends and future directions

16 February 2017

HelpAge International and the United Nations Population Fund (UNFPA)

The webinar discussed a report that revealed datasets on work, family and social protection, to assess the extent to which the elderly can rely on these three key sources of income, using five countries as case studies: Bangladesh, Nepal, the Philippines, Thailand and Vietnam. It focused on the contribution of new tax-financed social pension schemes, which have become increasingly common across the Asian region. Check out the summary of the webinar, as well its recording and presentations.

**Registrants:** 87 — **Attendees:** 38 — **YouTube views:** 95

#### Panellists:

- Charles Knox-Vydmanov (Social Protection Policy Adviser, HelpAge International)
- Lisa Hannigan (Director, Poverty and Social Transfers, Department of Foreign Affairs and Trade Australia — DFAT)
- Professor Bazlul Haque Khondker (Department of Economics, University of Dhaka)
- Daniel Horn (Economic Adviser, HelpAge International)

### 14. *Diseño e implementación de sistemas de monitoreo y evaluación: Los casos de Brasil y México*

(The design and implementation of monitoring and evaluation systems: The cases of Brazil and Mexico)

23 February 2017

The Brazil Learning Initiative for a World Without Poverty (WWP)

This Spanish language webinar, which is part of the 'Country Dialogue on Social Protection Series', where is shared the experiences of new monitoring and evaluation (M&E) social policies. Using Brazil and Mexico as examples, this study examined the persistent challenges in the process of developing a legal framework that would promote an M&E system, the key questions when planning and implementing such evaluations, and how to discuss all the possibilities and limitations of this process. Check out the summary of the webinar, as well its recording and presentations.

**Registrants:** 209 — **Attendees:** 88 — **YouTube views:** 102

#### Panellists:

- Thania de la Garza (*Directora General Adjunta de Evaluación, Consejo Nacional de Evaluación de la Política de Desarrollo Social — CONEVAL, México*)
- Vitor Azevedo Pereira (*Director de Evaluación de la Secretaria de Evaluación y Gestión de la Información, Ministerio de Desarrollo Social — MDS, Brasil*)
- Cláudia Baddini (*Experta senior de Protección Social del Banco Mundial, Brasil*)

### 15. From policy commitments to effective implementation of gender-sensitive social protection programmes

2 March 2017

The IPC-IG and FAO



This webinar was the final webinar of the 'Gender-Sensitive Social Protection Webinar Series'. It discussed what gender-sensitive social protection could look like, and what scope there is for its effective implementation. It also introduced a new capacity development tool developed by FAO to guide social protection practitioners on how to integrate gender into cash transfers and public works. It went on to address the feasibility of implementing gender-sensitive social protection programmes in the context of current policy environments, particularly in Latin America. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 147 — **Attendees:** 80 — **YouTube views:** 68

**Panellists:**

- Prof. Maxine Molyneux (UCL Institute of the Americas)
- Maja Gavrilovic (Social Protection Specialist, Social Protection and Gender Team, FAO)
- Pamela Pozarny (Senior Rural Sociologist and Senior Researcher, FAO)
- Raquel Tebaldi (Research Assistant, IPC-IG)

## **16. ISPA tools and their role to support countries to produce well-informed, rapid diagnostics of their social protection systems**

**9 March 2017**

**The ISPA Coordination Team**

This webinar, which is part of a *Series*, presented the ISPA tools. They provide a unified set of definitions, outcome metrics and performance criteria that allow countries to identify strengths and weaknesses of social protection systems and programmes. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 93 — **Attendees:** 46 — **YouTube views:** 93

**Panelist:** Veronika Wodsak (ISPA Coordination Team ILO, Geneva)

## **17. El rol de las herramientas ISPA para apoyar a los países a producir diagnósticos rápidos de sus Sistemas de Protección Social**

(The role of ISPA tools to support countries in producing rapid diagnostics of their Social Protection Systems)

**16 March 2017**

**The ISPA Coordination Team**

This Spanish language webinar, which is part of a *Series*, presented the ISPA tools. It offers a set of definitions, performance measurement systems, and performance indicators that provide a framework for analysis so that countries can identify the weaknesses and strengths of their programs and social protection systems. Rapid diagnostics provide governments with policy recommendations, based on best international practices. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 43 — **Attendees:** 21 — **YouTube views:** 47

**Panellist:** Luz Stella Rodriguez (*Grupo Coordinador de ISPA, Banco Mundial*).

## 18. Shock-responsive social protection in practice: experiences in Pakistan and the Philippines

23 March 2017

Oxford Policy Management (OPM)

This webinar was the third in the 'Shock-responsive Social Protection Series', which shared the case study findings from research conducted in Pakistan and the Philippines. Both countries have been experimenting with building on their social protection system to provide effective disaster response. They face different challenges and opportunities that provide important lessons for countries in similar contexts. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 106 — **Attendees:** 58 — **YouTube views:** 146

### Panellists:

- Gabrielle Smith (International Development Consultant)
- Carol Watson (International Development Consultant)
- Valentina Barca (Consultant, Poverty and Social Protection, Oxford Policy Management)

## 19. Protección social reactiva frente a emergencias en América Latina y el Caribe: Las experiencias de Ecuador y Guatemala

(Reactive social protection facing emergencies in Latin America and the Caribbean: The experiences of Ecuador and Guatemala)

30 March 2017

Oxford Policy Management (OPM) and the World Food Programme (WFP)

This webinar, which is part of the 'Shock-responsive Social Protection Series', presented case studies of Ecuador and Guatemala, which offer important lessons about the challenges and opportunities that these governments and their allies face when responding to natural disasters through social protection systems. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 130 — **Attendees:** 61 — **YouTube views:** 108

### Panellists:

- Francesca de Ceglie (Regional Programme Policy Officer, Social Protection, PMA)
- Rodolfo Beazley (*Consultor Senior*, OPM)
- Ana Solórzano (*Consultora*, OPM)

## 20. Chile's Intersectoral Social Protection System and its *Familia* Program

20 April 2017

SPEC, DFAT, GIZ

This webinar, the third organised by SPEC, which is part of the 'Linking Social Protection to Sustainable Employment Series', shared Chile's experience in designing and implementing an integrated social protection system, namely the Inter-Sectoral Social Protection System in relation to its *Familia* program. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 113 — **Attendees:** 43 — **YouTube views:** 84

**Panellists:**

- Mauricio Ríos (Solidarity and Social Investment Fund — FOSIS, Chile)
- Claudio Prim (FOSIS, Chile)
- Simone Cecchini (United Nations Economic Commission for Latin America and the Caribbean — ECLAC, Chile)
- Cecilia Chávez Mendoza (*Deutsche Gesellschaft für Internationale Zusammenarbeit* — GIZ, Peru)

**21. Poverty reduction in the rural sector — What can countries learn from China's experience? Achievements, challenges and the way forward in the context of the Sustainable Development Goals**

**25 May 2017**

**FAO, the International Poverty Reduction Centre in China (IPRCC) and the IPC-IG**

China's experience with rural poverty reduction was largely development-led, inducing economic growth in its poorest regions, and building the self-reliance of rural populations through land reform and rural employment generation. The webinar explored what aspects of the Chinese model, could offer lessons to other countries. It also introduced the experience of China in South-South cooperation for poverty reduction in sub-Saharan Africa and Asia. Check out the summary of the webinar, as well its recording and presentations.

**Registrants:** 114 — **Attendees:** 36 — **YouTube views:** 89

**Panellists:**

- Dr. Tan Weiping (Deputy Director General, IPRCC)
- Dr. Kevin Chen (China Program Leader and Senior Research Fellow, International Food Policy Research Institute)
- Prof. Alain de Janvry (University of California at Berkeley)
- Ms. Ana Paula De la O-Campos (FAO)

**22. Social Protection in East Africa: Harnessing the Future**

**22 June 2017**

**The EU Social Protection Systems Programme (EU-SPS)**

A strategic foresight report examines how long-term demographic, economic and environmental trends are likely to interact in six East African countries over the next 50 years, and the implications for poverty, employment and livelihoods. The report explains how social protection can play a vital role in promoting development in the future. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 79 — **Attendees:** 38 — **YouTube views:** 44

**Panellists:**

- Alexander Pick (OECD Development Centre)
- Flora Myamba (REPOA)
- Fábio Veras Soares (IPC-IG)

### **23. Comment promouvoir des politiques qui tiennent compte de la problématique hommes-femmes? Les exemples du Brésil et du Mali**

(How to promote policies that take into account gender issues? Examples from Brazil and Mali)

29 June 2017

#### **The Brazil Learning Initiative for a World Without Poverty (WWP)**

This French language webinar, the first in the series 'Country Dialogue on Social Protection Series', presented the differing gender approaches of Brazil and Mali. Brazil's approach focuses on the cross-cutting nature of gender issues in public policy; while Mali's approach focuses on policies directly related to the economic empowerment of women. The webinar provided an opportunity to share and reflect on how to implement policies that consider a gendered dimension. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 81 — **Attendees:** 40 — **YouTube views:** 26

#### **Panellists:**

- Ana Julieta Teodoro Cleaver (*Ministère du Plan, du Développement et de la Gestion du Brésil*)
- Tounkara Sophie Soucko (*Secrétaire permanent de la Politique Nationale Genre du ministère de la Promotion de la Femme, de l'Enfant et de la Famille*)
- Bénédicte de la Brière (*Economiste Principale dans le Groupe Genre à la Banque mondiale*)

### **24. Building rapid diagnostics of social protection systems: An introduction to CODI**

6 July 2017

#### **The ISPA Coordination Team**

This webinar, which is part of the 'ISPA Tools Series', featured an introduction to the CODI tool, its modules, key areas and performance criteria. It catered to those interested in knowing about CODI and how it can be useful to guide the rapid diagnostic of a social protection system. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 85 — **Attendees:** 34 — **YouTube views:** 63

#### **Panellists:**

- Veronika Wodsak (Social Security Expert, ILO)
- Luz Rodriguez (Social Protection Specialist, the WB)

### **25. Building rapid diagnostics of social protection systems: the experience of applying CODI in Belize**

13 July 2017

#### **The ISPA Coordination Team**

This webinar, which is part of the 'ISPA Tools Series', was a presentation on the process of initiation, implementation, results, reception and usefulness of a recent application of the ISPA CODI tool in Belize. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 104 — **Attendees:** 26 — **YouTube views:** 41

**Panellists:**

- Ilija Talev (Social Policy Specialist, UNICEF Belize)
- Thomas Otter (Director ECI, International Consultant)
- Almudena Fernandez (Policy Specialist, UNDP)

**26. Lessons for the Universalisation of Health Care in Emerging Economies****27 July 2017****The United Nations Research Institute for Social Development (UNRISD)**

This webinar explored the opportunities and challenges facing developing countries as they seek to expand and universalise their health care systems. It focused on the diverse outcomes seen in selected emerging economies that have pursued universal health care in recent years. It provided a framework for understanding why outcomes differed in the cases of Brazil and China. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 201 — **Attendees:** 68 — **YouTube views:** 70**Panellists:**

- Ilcheong Yi (UNRISD)
- Armando de Negri Filho (World Social Forum on Health and Social Security)
- William Hsiao (Harvard TH Chan School of Public Health)
- Shufang Zhang (The Global Fund)
- Indrajit Roy (Oxford University)
- Kelly Stetter (UNRISD)

**27. *Invertir en la primera infancia: la experiencia de Chile***

(Investing in Early Childhood: The Experience of Chile and Peru)

**24 August 2017****The Brazil Learning Initiative for a World Without Poverty (WWP)**

This Spanish language webinar was the second in the 'Country Dialogue on Social Protection Series'. Early childhood development is increasingly considered one of the most important investments that countries and families can make to help all children enjoy a productive life. It presented the main characteristics of the implementation of early childhood development programmes, based on the experiences of Chile's *Crece Contigo* and *Cuna Más del Perú*. Check out the summary of the webinar, as well as its recording and presentations.

**Registrants:** 99 — **Attendees:** 49 — **YouTube views:** 35**Panellists:**

- Felipe Arriet (*Asesor Técnico del Sistema Crece Contigo, Ministerio de Desarrollo Social de Chile Comentarista*)

- Ely Harasawa (*Especialista en Educación Infantil y colaboradora del Programa Niño Feliz, Ministerio de Desarrollo Social de Brasil*)
- Verónica Silva (*Especialista en Protección Social en la región de América Latina y El Caribe, Grupo del Banco Mundial*)

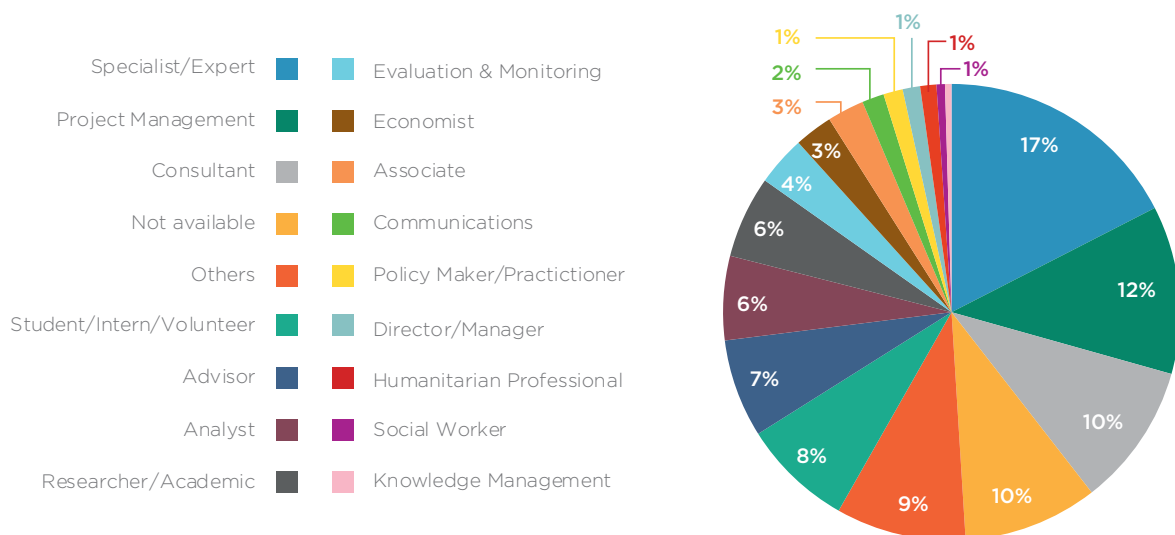
### REGIONAL DISTRIBUTION OF WEBINAR ATTENDEES



Webinar attendees are regionally diverse. Latin America (29 per cent), Europe and Central Asia (25 per cent), and sub-Saharan Africa (19 per cent) account for most of our audience.

The Asian audience is lower, mostly due to time zone constraints. We are working towards catering to, and attracting, more attendees from the Asian region.

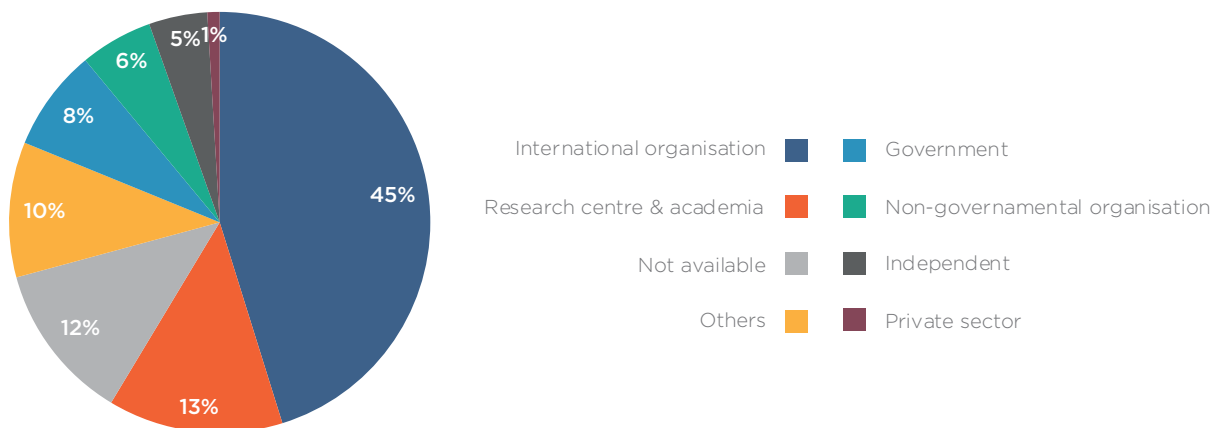
### PROFESSIONAL POSITION OF WEBINAR ATTENDEES



Webinar attendees are mostly 'specialists or experts' (17 per cent) in the field of social protection, 'project managers' (12 per cent), 'consultants' (10 per cent), and 'students/

interns/volunteers' (8 per cent). This reflects the dissemination strategy of the platform, which aims to attract a diverse audience. It also implies that the webinars cater to a range of interest areas.

## ORGANISATION TYPE OF WEBINAR REGISTRANTS



Individuals who register for webinars are mostly from 'international organisations' (45 per cent). This can be attributed to the network of the IPC-IG, as well as the partners who collaborate in webinar production and dissemination. 'Government' registrants also feature prominently (13 per cent).

This is encouraging as the platform aims to attract more policymakers in the field of social protection. 'Research centres and academia' follow, with 12 per cent of registrants. This is promising, as this audience has valuable content to share on the platform.

### COMMENTS FROM WEBINAR ATTENDEES:

**"Thank you very much and congratulations to the authors for this book and their clear explanation of the complexity of this topic."** — *Insights for Lessons for the Universalization of Health Care in Emerging Economies*, 27 July 2017.

**"Many thanks for bringing IPSA tools. I am particularly interested in public works programmes and thus downloaded the matrix and questionnaires from ipsatools.org. My question is "how do we consolidate the details generated from the questionnaires?"** — *Insights for Building rapid diagnostics of social protection systems: the CODI tool*, 6 June 2017.

**"Thanks for very good quality presentations and discussant. Congratulations to all."** — *Insights for Poverty reduction in the rural sector — What can countries learn from China's experience?*, 25 May 2017.

**"Thanks to all for organising and implementing this great webinar!"** — *Insights for Chile's Inter-sectoral Social Protection System and its Familia Program*, 20 April 2017.

**"It's great to hear success stories of linking social protection with productive inclusion programs like SLP."** — *Sustainable Livelihood Program (SLP) of Philippines: Linking Cash Transfer to Sustainable Livelihood Development*, 18 November 2016.

### > E-COURSES

socialprotection.org's Virtual Campus hosts self-paced and instructor lead e-courses,

shared by its stakeholders. It has recently developed and launched a *Moodle*-based platform to host its own e-courses, elaborated with our partners.

## >> FAO'S E-COURSE

The 'Social Protection as a tool for rural poverty reduction' was the first course hosted by [socialprotection.org](http://socialprotection.org) in its new Moodle-based e-learning area. The self-paced e-course was organised by the Regional Initiative of Small-scale Family Farming of FAO's Regional Office for Near East and North Africa (RNE), from 28 June – 13 September 2017. It aimed at building capacity and awareness for experts and policymakers to reduce rural poverty, improve resilience and optimise migration flows through social protection. It was structured into five modules, each consisting of a webinar and various support materials made available online.

## >> TRANSFORM

Another initiative under development is the pilot e-course for the TRANSFORM Training Package. This will be the first e-course the [socialprotection.org](http://socialprotection.org) team develops and hosts in its new Moodle-based e-learning area. The project will adapt the TRANSFORM Training Package into an asynchronous, instructor-led virtual experience.

The "Leadership and Transformation Curriculum on Building and Managing Social Protection Floors in Africa – TRANSFORM" is the product of a large-scale collaboration between various institutions, conducted over several years. Based on a request from the African Union, the work was initiated, led and coordinated by the International Labour Organisation (ILO). The syllabus was designed and tested by a wide group of social protection experts working in Africa. The work was funded through the financial assistance of Irish Aid and EU-SPS/Finland (EU Social Protection Systems Programme, managed by THL – Finland).

The TRANSFORM syllabus is organised in a modular structure, and reflects the key building blocks of a holistic and interdependent social protection system, currently offering eight modules:

1. Selection and identification
2. Legal framework
3. Administration
4. Management information systems (MIS)
5. Governance
6. Financing and financial management
7. Coordination
8. Monitoring and evaluation (M&E)

To broaden access to the TRANSFORM curriculum and allow its information to be easily accessible and widely disseminated, these eight TRANSFORM modules are being adapted into a virtual TRANSFORM e-learning course by IPC-IG, with technical assistance from the ILO and funded by EU – SPS/Finland. It will soon be launched as an asynchronous instructor-led online-course, which will target senior technical professionals who work mostly at management-level social protection administration in their countries.

## > BLOG

The new Blog feature, launched 11 January 2017, has seen the publication of 68 articles up until September 2017, which can be divided into four types of posts:

1. Webinar Series – summaries of each webinar
2. The Ambassadors Programme Series – posts written by the platform's Ambassadors
3. Sponsored Series – posts written by experts in the social protection field
4. Op-ed member blog post submissions



'Conditional cash transfers', 'labour market programmes', and 'social insurance' are the most frequently explored social protection programmes. 'Social protection systems', 'programme design and implementation', and 'governance' are the most popular topics addressed by the blogs. 'Poverty', 'social inclusion', and 'agriculture and rural development' are the most prominent cross-cutting areas, while Latin America & the Caribbean is the region most commonly discussed in the blog posts.

Our most read blogs from the past year:

- Social Assistance Grants for Empowerment (SAGE) Programme in Uganda by Nekesa Winny Akullo

- The Human Right to Adequate Food: Brazil's rights-based development approach by Iris Dias
- Social Protection in India: The Present and the Future (Part 1 of 2) by Amiya Sharma

## SHARE

The Share area allows members to create, upload and share content by adding a publication, programme, stakeholder, online community, forum topic, event, news, webinar, survey, online course or blog post to the platform's interactive database.



Sarah Farhat/World Bank (goo.gl/oYLa5)

# 4.

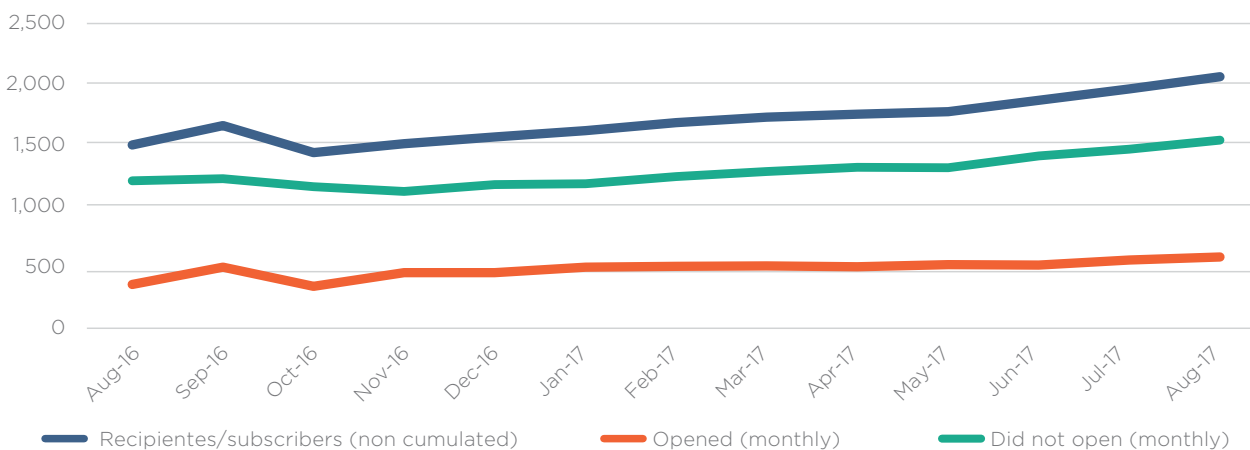
## Communications strategy

socialprotection.org's comprehensive communications strategy includes a monthly newsletter and active Facebook, Twitter, LinkedIn and YouTube social media accounts, which are progressively expanding in reach and engagement. In March 2017, the platform's homepage was redesigned to improve navigation and highlight areas featuring the latest news, content and activities.

### MONTHLY NEWSLETTER

Our monthly newsletter was first launched in December 2016, and has followed every month since. By 31 August 2017, the platform amassed over 2,000 subscribers. Each newsletter is dedicated to a new social protection theme. The latest news, events, upcoming webinars and online courses are featured, among other trends.

### NEWSLETTER SUBSCRIBERS



## PAST NEWSLETTERS

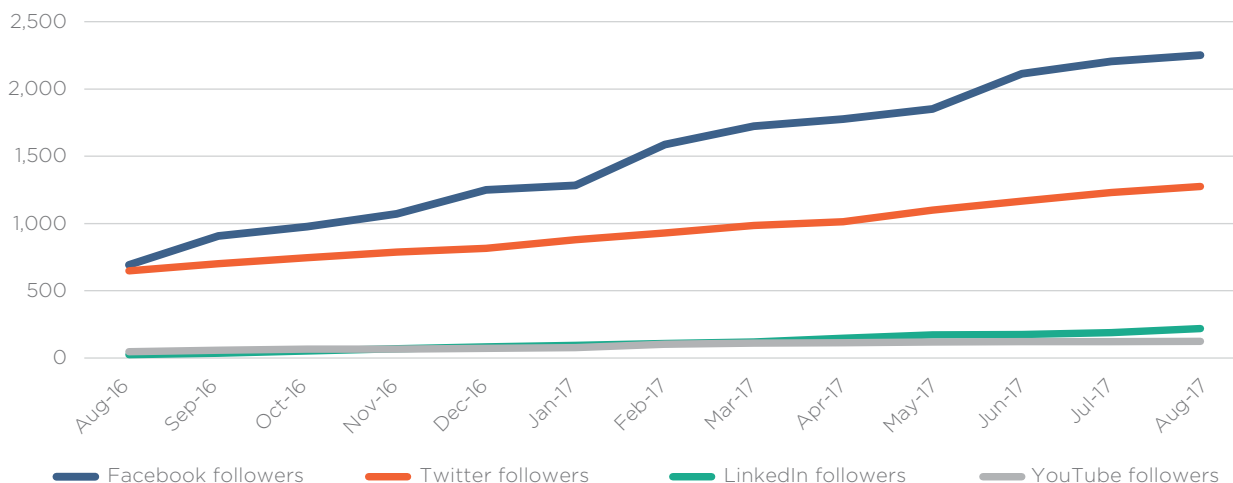
August 2017:	Social Protection and Education
July 2017:	Social Protection and People with Disabilities
June 2017:	World Refugee Day
May 2017:	Social Protection World and Rural Poverty
April 2017:	World Health Day
March 2017:	International Women’s Day
February 2017:	Old Age Pensions
January 2017:	Social Protection and Resilience
December 2016:	International Volunteer Day
November 2016:	Universal Children’s Day
October 2016:	Eradication of Poverty International Day
September 2016:	One Year Anniversary of socialprotection.org

## SOCIAL MEDIA

Social media supports engagement with experts in the field as well as non-specialist audiences. Each social media channel involves a tailored approach to engagement and content promotion. We have developed a calendar to ensure a wide variety of content is presented to the appropriate audience.

During this latest development phase, we began incorporating visual content into our social media outreach. This includes photos, cards and infographics. The objective of our social media activities is to increase awareness about [socialprotection.org](http://socialprotection.org) and its content, while educating our followers on the subject, as well as keeping them updated on the platform’s activities and the latest trends in the arena.

## SOCIAL MEDIA FOLLOWERS



This strategy has shown success, as socialprotection.org's social media channels have seen a steady increase in followers, becoming one of the main sources of access to the platform. Facebook has reached over 2,200 followers, more than doubling the 693 followers we had in September 2016. The platform's Twitter account has also increased its followers substantially, jumping from 648 in September 2016, to over 1,200.

LinkedIn and YouTube are social media channels that we are still establishing a presence on, meaning their development is slower and more passive. socialprotection.org's YouTube channel has 50 uploads and 124 subscribers. The video 'Linking Humanitarian Cash Transfers with Long Term Social Safety Nets' has almost 700 views, making it the most viewed of all the platform's webinar recordings, while the video 'What is socialprotection.org?' has received almost 1,300 views.

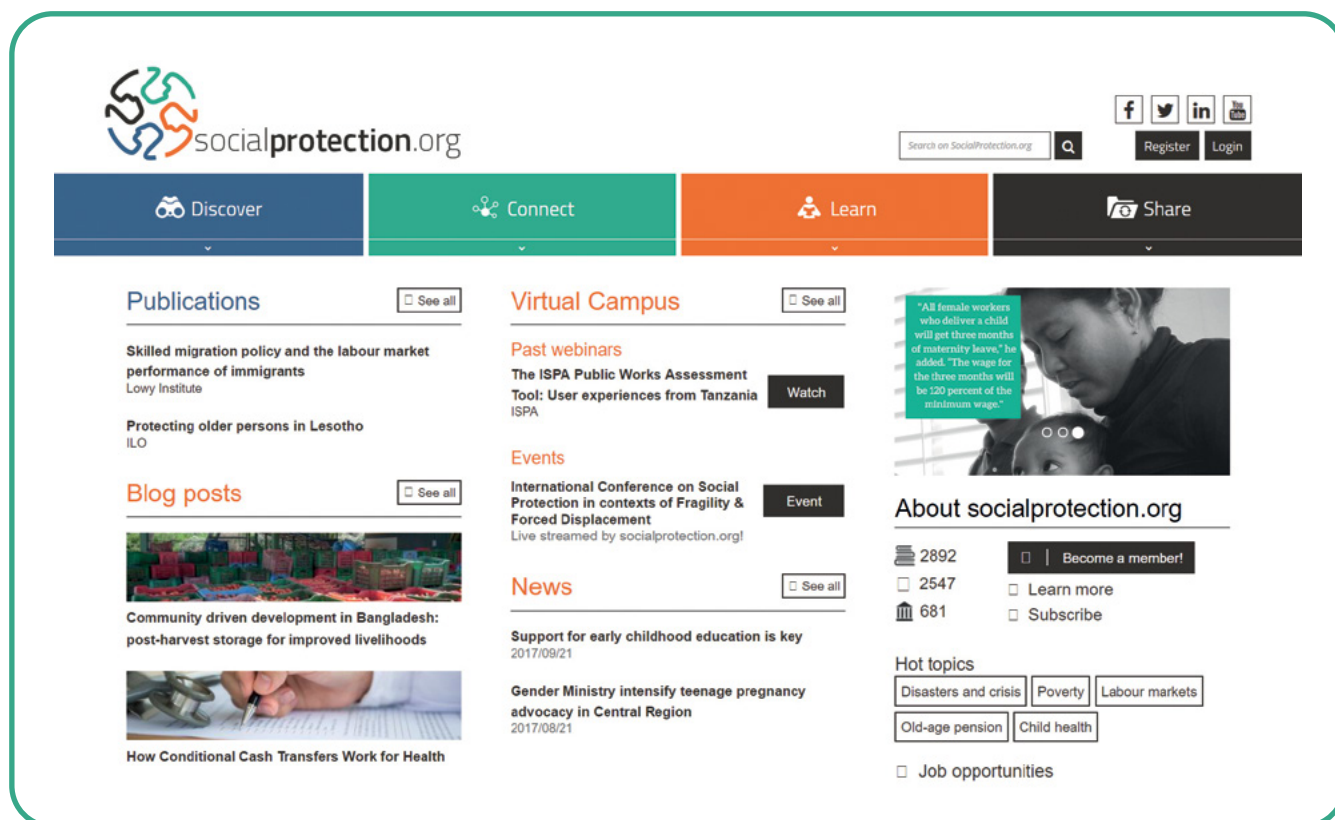
## THE HOMEPAGE

The homepage was overhauled during the latest development phase to provide more

information about the latest content on the platform. The information is updated twice a week to reflect new content uploads, hot topics, recent activities and highlight upcoming events.

Webinars produced in collaboration with other platforms and institutions support engagement with new audiences. The participation of experts in the field also contributes to solidifying relationships in the social protection arena, which in turn supports further engagement with the platform and access to expanded networks.

This interactive page generates far more online traffic compared to the more streamlined design approach employed in the first development phase. This is reflected in the platform's Google Analytics, as content featured on the homepage represents the platform's top downloads. This has proven especially useful in the promotion and dissemination of blog posts, which are a new feature of the platform.



UN Photo/Tobin Jones (googl/oYYLaS)



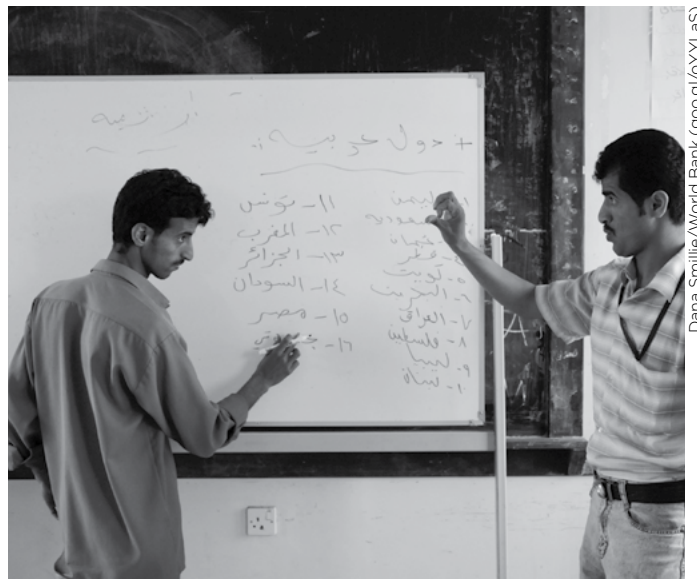
Chor Sokunthea/World Bank (googl/oYYLaS)

UN Photo/Kibae Park (googl/oYYLaS)



Masaru Goto/World Bank (googl/oYYLaS)

A Melody Lee/World Bank (googl/oYYLaS)



Dana Smillie/World Bank (googl/oYYLaS)

# 5.

## Outreach and engagement

Over the past 12 months, three components formed the basis of our outreach and engagement strategy. Members of the [socialprotection.org](https://socialprotection.org) team have participated in nine events for outreach purposes, where they promoted [socialprotection.org](https://socialprotection.org) and its content. The Ambassadors Programme, operated via the United Nations Volunteer website, continues to play a crucial role in generating engagement with users from regions around the world. This year's User Satisfaction Survey allowed the [socialprotection.org](https://socialprotection.org) team to collect feedback from both users and members of the platform, which will be used to guide future developments. These initiatives have therefore supported outreach and engagement with existing and potential users, members and stakeholders of the platform.

### EVENTS

Participation in face-to-face and virtual meetings are part of the platform's knowledge-sharing

and outreach strategy. Over the past year, the [socialprotection.org](https://socialprotection.org) team participated in and/or contributed to the following events:

- **22 September 2016:** Mariana Balboni (IPC-IG Senior Project Officer) and Alicia Spengler (former IPC-IG Senior Project Officer) participated in the **8<sup>th</sup> Social Protection Inter-Agency Cooperation Board (SPAIC-B)**, in New York, the United States. The first year of activities of the platform, as well as its main achievements, were presented.
- **13-14 October 2016:** Fábio Veras Soares (Senior Research Coordinator) and Mariana Balboni attended the **Technical Workshop on Social Protection Assessment Tools and Methodologies**, in the context of the EU Social Protection Systems Programme, in Paris, France. The workshop brought together government officials for a dialogue on social protection assessment tools.

- **18-19 October 2016:** Raquel Tebaldi (IPC-IG Research Assistant) delivered a keynote address titled, “Gender-sensitive social protection systems in Brazil and Africa: Opportunities for South-South Cooperation” at the **Annual SASPEN conference: Agenda 2030 – Comprehensive Social Protection in the SADC**, in Johannesburg, South Africa.
- **31 October – 3 November 2016:** Mariana Balboni attended the **8<sup>th</sup> Annual GSSD Expo 2016** dedicated to the theme “South-South Cooperation: Towards Innovation, a Roadmap for the 2030 Agenda for Sustainable Development”, which took place in Dubai, United Arab Emirates. She delivered the presentation, “Strengthening the institutional capacities of African governments for monitoring the SDGs through SSC”, featuring the results of an IPC-IG research study that was developed using the [socialprotection.org](http://socialprotection.org) tools.
- **27-31 March 2017:** Mariana Balboni participated in the training workshop on the **Leadership and Transformation Curriculum on Building and Managing Social Protection Floors in Africa (TRANSFORM)**, in Dar es Salaam, Tanzania. This recently rolled out training package is being adapted by the [socialprotection.org](http://socialprotection.org) team into an asynchronous instructor-led online-course to be hosted on the new Virtual Campus. There is also a corresponding Transform Tanzania Online Community.
- **24 April 2017:** Mariana Balboni attended the **9<sup>th</sup> Annual Social Protection Inter-Agency Cooperation Board (SPIAC-B)**, which took place as a side event to the African Union’s (AU) Second Meeting of the Specialized Technical Committee on Social Development, Labour and Employment (STC-SDLE-2), Expert and Ministerial Meetings, in Algiers, Algeria. She presented an overview of the platform’s new features and its recent achievements. She also delivered a presentation on [socialprotection.org](http://socialprotection.org)’s activities, focusing on Africa, at the special Joint African Union – SPIAC-B Meeting on Social Protection Coordination and Cooperation in Africa, chaired by the AU.
- **3-4 May 2017:** Raquel Tebaldi delivered a presentation titled “Social assistance for people

with disabilities in Brazil: main debates and current challenges” at the annual **SASPEN Conference: Inclusion, Integration, Transformation – Social Protection for Persons with Disabilities in the SADC**, in Johannesburg, South Africa.

- **29 May 2017:** Mariana Balboni delivered a presentation about [socialprotection.org](http://socialprotection.org) as part of the activities of the **Congo and Mali Study Tour**, in Brasília, Brazil. The main objective of the visit was to encourage knowledge-sharing and reinforce institutional capacities by presenting the Brazilian experience of social protection systems, poverty reduction programmes and the politics of intersectoral coordination to these African delegations.
- **10-19 July 2017:** Mariana Balboni attended, as an observer, the **High Level Political Forum for Sustainable Development**, organised by the United Nations Economic and Social Council (ECOSOC) at the UN Headquarters, in New York, USA. She also participated in the Side Event titled Global partnership on universal social protection: ending poverty by 2030, organised by the governments of Finland and Malawi, the ILO and the World Bank, and co-sponsored by SPIAC-B and the Global Coalition for Social Protection Floors (GCSPF).

## THE AMBASSADORS PROGRAMME

The [socialprotection.org](http://socialprotection.org) Ambassadors Programme is an online volunteer programme, operated via the United Nations Volunteer website. Individuals apply to participate in activities related to providing content, knowledge exchange and networking, as well as their promotion and dissemination. The Programme has a duration of up to six months, with Ambassadors being selected twice a year. Since 2015, we have welcomed 96 Ambassadors from 44 countries.

The Programme was first launched in tandem with the platform in September 2015, leading to the selection of 23 Ambassadors from 20 countries in the first phase, and 33 Ambassadors from 23 countries in the second. The third phase ended on 20 July 2017, and involved the participation of 40 Ambassadors from 23 countries. The fourth phase is currently underway.

Ambassadors actively participate in content sourcing, forum discussions, webinar production, the creation and maintenance of online communities, disseminating and promoting the platform and inviting their networks to engage in social protection knowledge exchange and capacity building within an assigned region. These activities fall under the following three areas, which each Ambassador is assigned to.

1. Content sourcing and upload
2. Knowledge exchange and networking
3. Promotion of the platform

#### > PROGRAMME OBJECTIVES:

- To ensure up-to-date and relevant content concerning the Ambassador's regional or thematic interests are available on the platform.
- To promote and provide opportunities for engagement with [socialprotection.org](http://socialprotection.org)'s interactive features.
- To increase the visibility of [socialprotection.org](http://socialprotection.org) within the Ambassador's network and assigned region.

#### > THIRD PHASE:

The most recent phase of the Ambassadors Programme has been extremely fruitful.

Ambassadors representing a plethora of regions have uploaded a variety of content to the platform. They have also created infographics and cards for use on social media. Eight Ambassadors were selected to write articles for the Blog, which have been submitted in English, French and Spanish, focusing on a wide variety of topics related to social protection around the world. [socialprotection.org](http://socialprotection.org)'s Ambassadors are recognised as foundational contributors to the platform, ensuring its continued growth.

#### USER SATISFACTION SURVEY

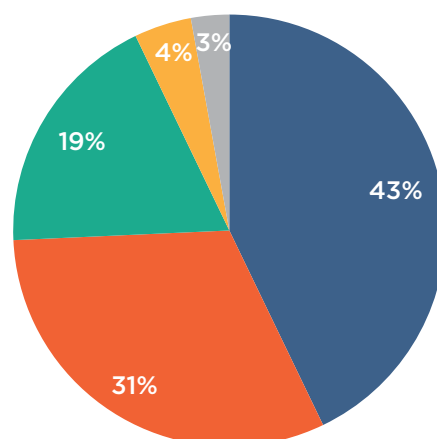
From 5 to 19 June 2017, the [socialprotection.org](http://socialprotection.org) team conducted a user satisfaction survey, to assess the satisfaction of the platform's members and users. The Survey was sent to 6,300 individuals via various channels, including a MailChimp e-mail campaign, the [socialprotection.org](http://socialprotection.org) June 2017 Newsletter, and direct communications to key stakeholders in the social protection field. Seventy people responded to the survey, the majority through the e-mail campaign.

#### > FREQUENCY OF ACCESS

31 per cent of users who answered the survey access the platform regularly (at least once a week), which means that our sample is qualitative. This can be said to reflect the platform catering to social protection practitioners who require specialised content for their regular activities.

#### FREQUENCY OF ACCESS

- Monthly (1-2 times a month) ■
- Regularly (at least once a week) ■
- Quarterly (3-4 times a year) ■
- Only 2-3 times in total ■
- Yearly (1-2 times a year) ■







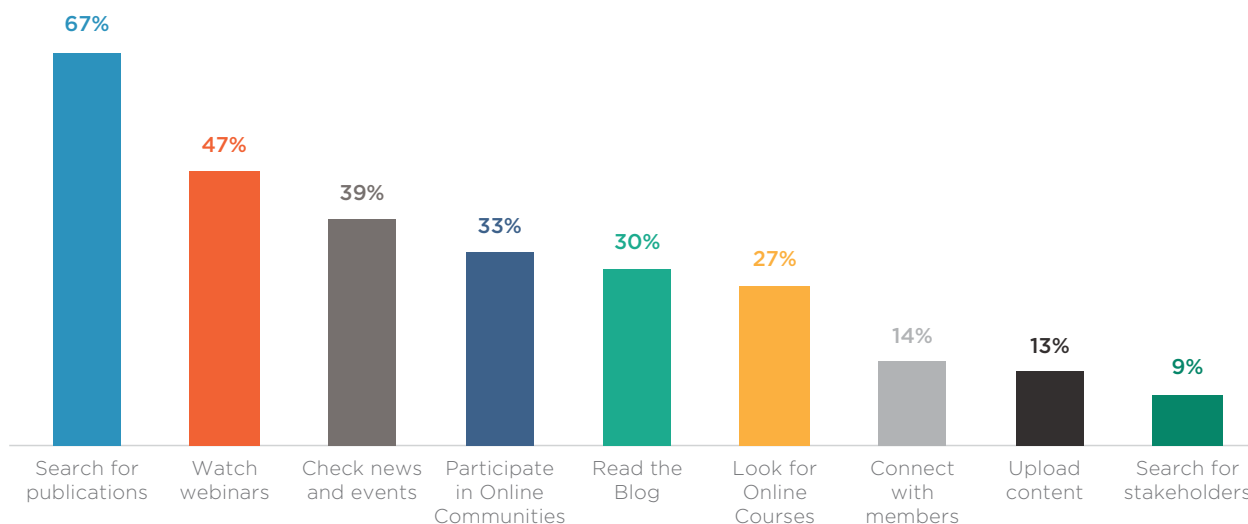
Daniilo Pinzon/World Bank (goo.gl/oYYLaS)

## > PRIMARY REASONS FOR VISITING THE PLATFORM

The Publications search is the feature that attracts most users to the platform according to the survey (67 per cent), followed by 'watching webinars' (47 per cent).

'Checking news and events' is highly appreciated (39 per cent), while the Blog has gained an active audience since its launch (30 per cent). Most respondents (90 per cent) seem to use the platform for their work and research, which implies the intended audience has been effectively targeted.

### PRIMARY REASONS FOR VISITING THE PLATFORM (MULTIPLE ANSWERS)

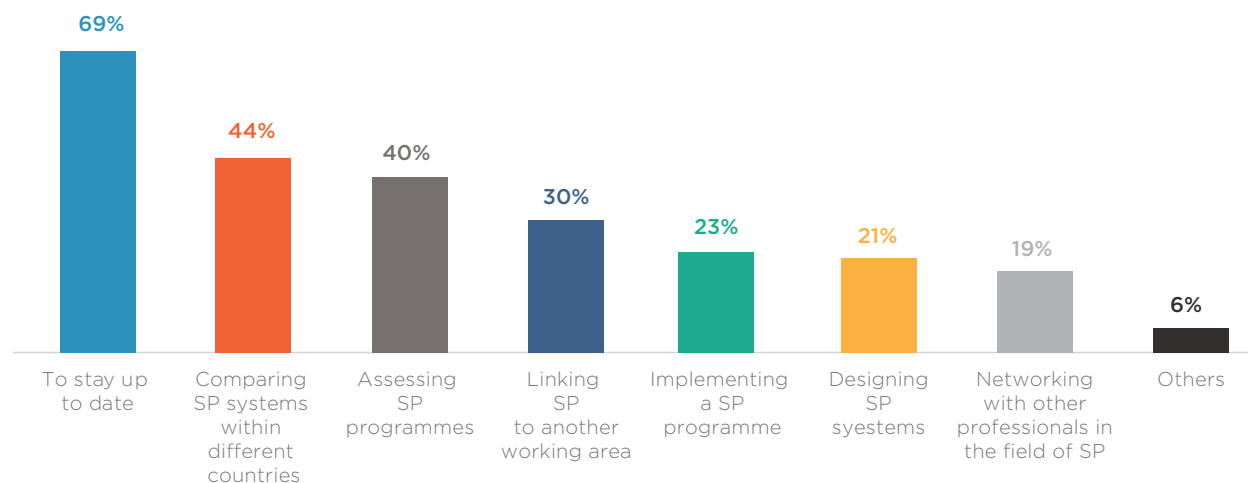


## > PURPOSES FOR USING THE PLATFORM

socialprotection.org is considered a reference in 'staying up-to-date' on social protection matters and is the main purpose of the platform among users (69 per cent), fulfilling its prime objective.

User interest in 'comparing social protection systems within different countries' (44 per cent), and 'assessing social protection programmes' (40 per cent) reflects our strategy of providing content that is globally representative, and expanding our Programme search feature.

### PURPOSES FOR USING THE PLATFORM (MULTIPLE ANSWERS)

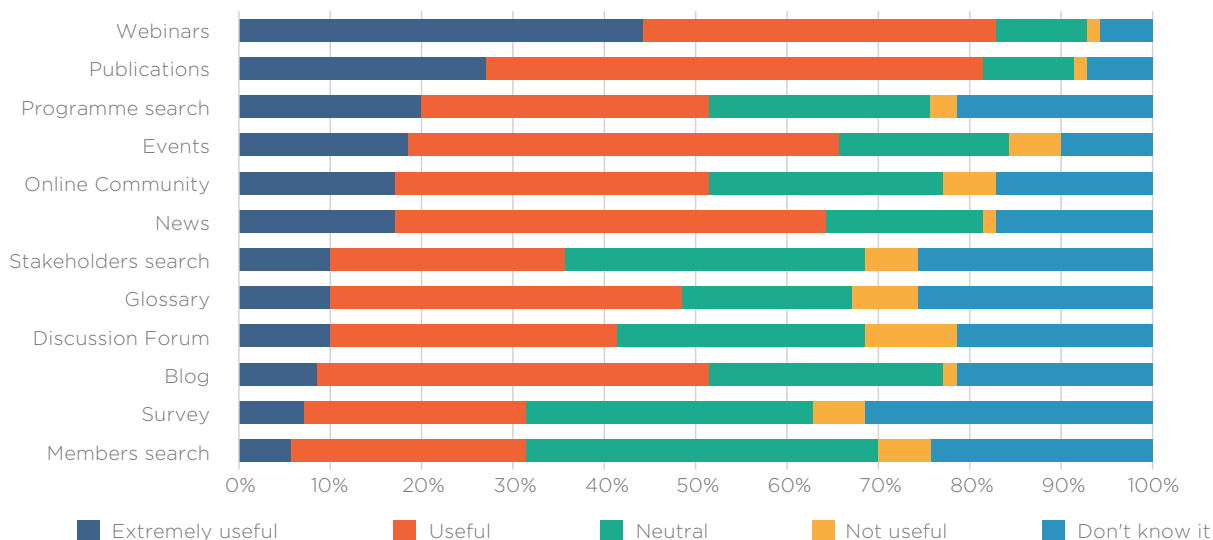


**> RATING OF SOCIALPROTECTION.ORG SERVICES**

Webinars and the Publications Search emerged as the most useful platform features. The Programme Search, Events, Online

Communities and News features also proved popular among respondents. Interestingly, the Blog feature was also highly rated, which is a compelling finding considering its recent introduction (January 2017).

**RATING OF SOCIALPROTECTION.ORG SERVICES**

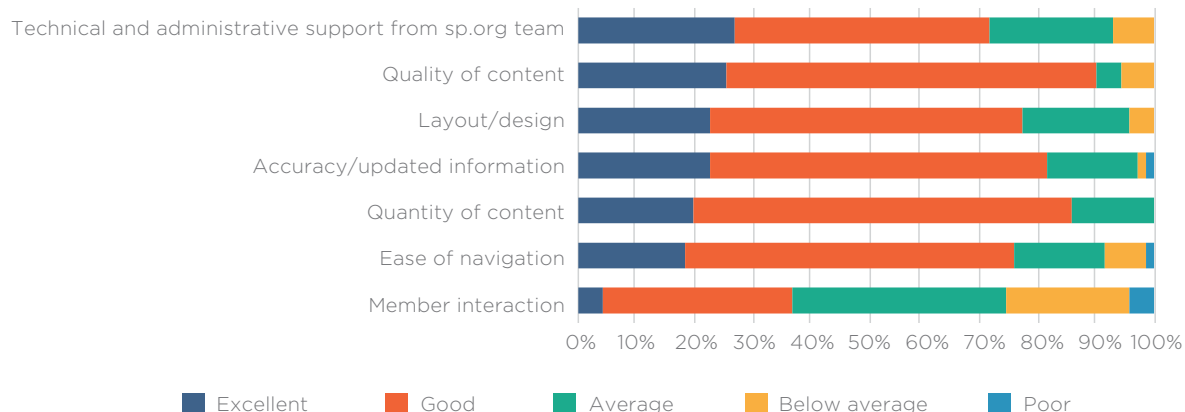


**> RATING OF SOCIALPROTECTION.ORG ATTRIBUTES**

socialprotection.org's attributes are highly rated, particularly the quality of our 'technical and

administrative support' and the 'quality of content' of the platform. 'Member interaction' needs to be improved. The newly integrated notifications system and administrative interface will assist in this considerably.

**RATING OF SOCIALPROTECTION.ORG ATTRIBUTES**

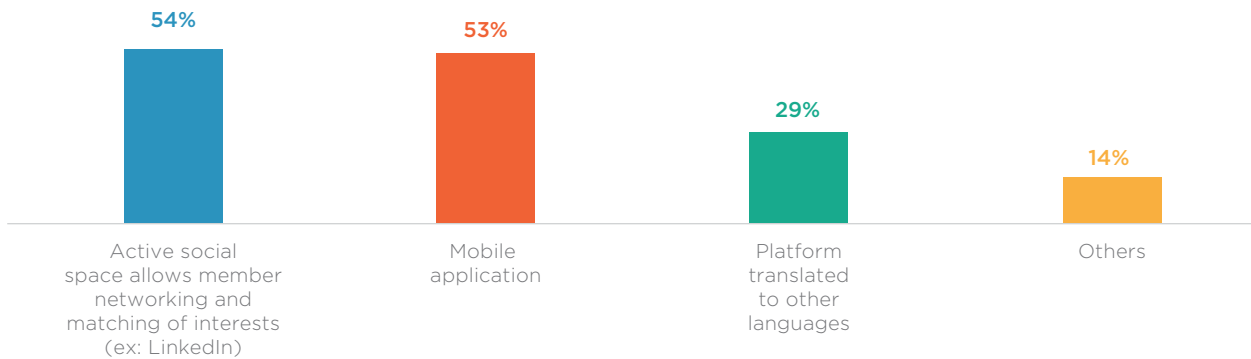


## > INTEREST IN OTHER FEATURES

An 'active social space that allows member networking and matching of interests' is the prime interest (54 per cent) of users in the future development of the platform.

Adapting the platform for 'mobile application' comes in a close second (53 per cent). Having the 'platform translated into other languages' also features prominently (29 per cent), which is positive considering it will be launched in French this year.

### INTEREST IN OTHER FEATURES (MULTIPLE ANSWERS)



Users also submitted 'other' features of interest (14 per cent), including a desire for more Blog content, a social protection project database, and an interactive map of social protection programmes. This feedback will therefore be considered in the future development of the platform.

- Newsletter with all-new publications;
- Project Database (to see which donor-financed projects are implemented and where, etc.);
- Interactive map.

### >> OTHER FEATURES OF INTEREST:

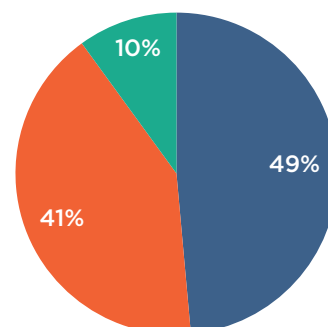
- Ability for Online Community members to interact with one another, with automatic e-mailing, such as the CaLP D-Groups;
- More frequent Blog entries and links to/reposting of other relevant social protection blogs;

### > OVERALL USER SATISFACTION

The quality of the platform's content, technical and administrative support, and ease of use were rated positively among members. Regarding overall satisfaction, 49 per cent of users attested to being 'very satisfied' with the platform.

### OVERALL USER SATISFACTION

- Very satisfied ■
- Somewhat satisfied ■
- Neutral ■





Stephan Gladieu/World Bank (goo.gl/oYYLaS)

#### COMMENTS FROM USERS:

"I just want to say that the platform is gold dust and the only reason I don't use it more is because I'm so rushed with overall work load. My aim is to utilize the members space a lot more and facilitate conversations. You give excellent support. Thank you."

"For me the webinars are the best thing in the Social Protection page and community, please, keep them and improve it."

"Thanks for being a supportive, accommodating and fun team to work with. We are grateful and proud of our collaboration with you!"

"From Latin American countries, we are really interested in using the platform, but the language is a big barrier. Would be great to have the platform in Spanish."

"Many thanks for your work on the site — I refer people to it regularly."

"Time zone challenges for being able to participate in webinars reduce participation opportunities — regional webinars would be helpful."

"What strikes me while I fill out the form is the fact that I do not use it for anything else but the webinars at the moment."

# 6.

## The way forward

### LESSONS LEARNED

The past year involved unique challenges and lessons. In its second year of activities, the [socialprotection.org](https://socialprotection.org) team became more experienced regarding the platform's administration, its features, and—most importantly—meeting the demands of its members and users. With the benefit of this improved perspective, we have a clear path in mind regarding the lessons learned and the way forward.

The platform is increasingly being used by policymakers from LICs and MICs, requiring the translation and provision of content in multiple languages. Currently, policymakers from Africa and Latin America, who are not native English speakers, face a barrier to engage with [socialprotection.org](https://socialprotection.org) and its content. Adaptability and flexibility are also needed when catering to a global audience, along with sensitivity to national and regional specificities, to liaise with partners and adapt the internal workflow. This is especially pertinent when considering time zones to conduct meetings and webinars.

Revising uploaded content and delivering tailored member communications is essential in ensuring the quality of content and maintaining user engagement. Being a member-based platform, there is a need to consistently adapt communications and dissemination strategies and update the data model, to maintain user activity and a growing member base. A priority of the upcoming development phase will be to improve member engagement. This will be supported by an internal data extraction system, allowing for the sorting of member data to support targeted engagement.

Online Communities require administrators to manage activities, upload content and foment discussions. Thus, there is a need to fully discuss these demands with partner institutions when developing an Online Community concept note, to prevent inactivity. This also demands effective and concise guidelines to support new administrators.

The same notion applies to conducting webinars, where effective collaboration between the [socialprotection.org](https://socialprotection.org) team and partners is essential to the success of an event. Therefore, being informed of the demands, and adopting a

strategic and forward-thinking approach is crucial in realising fruitful collaborative initiatives with both Online Communities and Webinars. Accordingly, it is a priority of the [socialprotection.org](https://socialprotection.org) team to develop a range of clear, concise, and user-friendly guidelines corresponding to each of the platform's interactive features that demand the involvement of both members and stakeholders. We also aim to consolidate these guidelines, as well as other supporting materials, under a 'resources' section on the platform.

In the same vein, expanding the platform's interactive features should be accompanied by technical improvements to the internal administrative interface. This ensures the streamlined and efficient functioning of the [socialprotection.org](https://socialprotection.org) team, while ensuring consistent monitoring and evaluation of the content, which in turn supports effective strategic planning. Overall, it is essential to keep in mind that any additional feature demands corresponding training and administration on the part of the [socialprotection.org](https://socialprotection.org) team. Ultimately, human resources are essential in delivering a platform and tools that effectively support members in their knowledge-sharing and capacity-building endeavours.

## FUTURE DEVELOPMENTS

The priorities of the platform evolve according to the needs of its members and stakeholders as well as the capacity and expertise of the [socialprotection.org](https://socialprotection.org) team. It will therefore soon be available in French, and later, in Spanish. New technical developments are also required to improve member engagement and user-friendly functionality. A new social space will be developed to support networking among members, allowing them to share interests and opportunities in new and exciting ways.

Given the challenges in access to technology in developing regions, a mobile application is a recurrent requirement to facilitate access through mobile devices, especially in African countries where smartphone use is widespread.

A more user-friendly administrative interface, which would make it easier for members to manage their own content, should also be prioritised. Finally, the

platform does not allow for monitoring of users' activities, nor identifying the most accessed pages or downloaded content, which hinders effective monitoring and evaluation of engagement and of platform traffic. This will be considered for the next development phase.

In addition to these technical developments, the [socialprotection.org](https://socialprotection.org) team is especially interested in promoting the new Virtual Campus, which now hosts a *Moodle*-based platform, linking to self-paced and instructor-led e-courses. We are very enthusiastic about developing and launching the pilot online course, which will adapt the TRANSFORM Training Package into an asynchronous, instructor-led virtual experience.

## CHALLENGES FOR THE FUTURE

Flexibility and adaptation are the core virtues of [socialprotection.org](https://socialprotection.org). There is a constant need to review and enhance the platform's technical functionalities and features to improve the user experience. A central challenge is therefore to constantly monitor new policy content and trends related to social protection, while responding to the specific demands of stakeholders and members. Global outreach is necessary to cover a diversity of regions and topics, represent different geographical, cultural and language backgrounds and identify relevant ongoing discussions.

The [socialprotection.org](https://socialprotection.org) team is committed to providing access to quality, relevant, accurate, and up-to-date content, as well as increasing user engagement, with a special focus on policymakers from developing countries, as well as members from the Asian region. It is also our priority to maintain an innovative platform with a range of user-friendly tools serving different demands.

Technical development of the platform and engagement with potential new users demands human and financial resources. [socialprotection.org](https://socialprotection.org) has faced limited human resources compared to the expansion of its features and the corresponding growth of its member base worldwide. This is especially pertinent to communications and knowledge management activities. Therefore, a challenge for the platform is to ensure financial support for these and other future developments.







# 7.

## The socialprotection.org team

**Niky Fabiancic**, Director of the International Policy Centre for Inclusive Growth

**Diana Sawyer**, Senior Research Coordinator

**Fábio Veras Soares**, Senior Research Coordinator

**Luis Henrique Paiva**, Senior Research Coordinator

**Rafael Guerreiro Osorio**, Senior Research Coordinator

**Sergei Soares**, Senior Research Coordinator

Andre Lyra, IT Coordinator

Ashleigh Slingsby, Communications Officer

Denise Marinho dos Santos, Senior Communications Officer

Flávia Amaral, Desktop Publishing Assistant

Isabela Martins Machado, Research Assistant

Lucas Fonseca Guimarães, Executive Assistant

Manoel Salles, Assistant Editor

Mariana Balboni, Senior Project Officer

Paula Osakabe, Knowledge Management Assistant

Raquel Tebaldi, Research Assistant

Roberto Astorino, Publications Manager

Rosa Maria Banuth, Desktop Publishing Assistant

Yannick Roule, Web Developer

Alejandro Mestre Rovira, Intern

Maria Rita Favareto, Intern

Nargis Motala, Intern

Thaís Soares Oliveira, Intern

### FORMER COLLEAGUES

Analice Martins, Communications Assistant

Guillemette Martin, Business Advisor Consultant

Hannah Goozee, Knowledge Management Assistant

Pedro Magalhães, Junior Knowledge Management Assistant

Ricardo de Lacerda Ferreira, Junior Knowledge Management Assistant

Gabrielle Leite, Intern

Jessyca Prado, Intern

Julia Mesquita, Intern

Maria Eduarda Figueiredo, Intern

Sebastian Codina, Intern

Victoria Almeida, Intern





**International Policy Centre for Inclusive Growth**

SBS, Quadra 1, Bloco J, Ed. BNDES, 13º andar  
70076-900 Brasília, DF - Brazil  
Telephone: +55 61 2105 5000

[publications@ipc-undp.org](mailto:publications@ipc-undp.org) • [www.ipcig.org](http://www.ipcig.org)