



Annual Report
2019
socialprotection.org



socialprotection.org



Acknowledgements



In 2019, we celebrated the fourth anniversary of socialprotection.org. Over the years, the platform has become a reference in the field of social protection, by supporting knowledge sharing and capacity-building, and establishing a community of practitioners around the world.

These past 12 months were marked by important achievements related to the design, structure, and services provided by the platform, reflecting the demands for improvements and new features. We would like to express our most sincere gratitude to our socialprotection.org's users, members, stakeholders and partners. In this report, the socialprotection.org team is proud to present the culmination of four years of dedicated efforts to bring together the leading content and practitioners in the field of social protection.

We are thankful for the support of our main 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). We also appreciate the endorsement of the Social Protection Inter-Agency Cooperation Board (SPIAC-B), as well as the International Policy Centre for Inclusive Growth (IPC-IG) of the United Nations Development Programme in Brazil (UNDP Brazil), which hosts and leads the development of the platform.

As a member-based collaborative platform, socialprotection.org expresses its gratitude towards its members, who are an integral part of the platform's success and evolution. Last, but not least, our gratitude and recognition go to our wholeheartedly dedicated team—whose enthusiasm and eagerness have driven the platform's growth and development.

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This publication is available online at www.ipcig.org and www.socialprotection.org.



Introduction

socialprotection.org emerged in 2015 as a response to demands from global policymakers for a platform that would gather the most comprehensive and up-to-date content on social protection, while promoting networking and exchange. Over the past four years of activities, socialprotection.org has achieved great progress in sharing knowledge and promoting capacity-building on the topic, with constantly-improving features and sustained growth in members and collaborating stakeholders.

The international community came together in 2019 to celebrate the year of social protection, with the topic being addressed at leading international events, including: Together to achieve Universal Social Protection by 2030; the 57th Session of the United Nations Commission for Social Development; the 63rd Session of the United Nations Commission on the Status of Women; Asia Pacific Social Protection Week 2019; and the ILO's 100th anniversary celebrations. The recognition of the platform as an important tool for social protection resulted in substantial growth and consolidation of its role in the field over the year.

Today, we are a thriving worldwide community of almost 4,500 practitioners. Since its launch, the platform has directed access to almost 5,000 publications; organised 95 webinars and nine livestreams in cooperation with several partners; hosted eight e-courses and now hosts over 40 online communities.

During its first years, the focus of the platform was in expanding our reach and growing in members, publications, and stakeholders. Following this evolution, the focus now is on improving and consolidating our features and services, while keeping our audience updated on the most relevant discussions around social protection. In 2019, we launched a new interface to facilitate user-friendly navigation, enhanced existing features, and created a Social Space to foster networking and exchange. socialprotection.org's main objective is to become integrated into the routines of policymakers, practitioners and government officials, encouraging dialogue and providing a solid, evidence-based foundation for policy design and implementation.

In this report, we present the platform's results from September 2018 through August 2019, as well as comparisons against previous years. Future developments and potential challenges are also highlighted, considering the way forward for the platform. We hope our efforts make socialprotection.org even more meaningful in the coming years—and we look forward to keeping you on board!

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1.

Social protection trends and the development agenda

Despite important progress in recent years, only a small portion of the global population has access to comprehensive social security systems—the majority is either covered only partially or not at all.

Even so, social protection is increasingly being recognised as one of the most important aspects of development. Improving social protection systems—including floors, coverage and benefit levels—is a common goal for governments, civil society organisations and the United Nations, through its different agencies.

This recognition of social protection's relevance and impact is more than justified: comprehensive and well-designed systems have been found to contribute to the

reduction of poverty and vulnerability, foster inclusive economic growth, and increase social inclusion. By promoting efficient labour markets and tackling issues such as gender inequality, disability and old age, social protection plays a key role in reducing social and economic risks, supporting people throughout their lifecycle.

Social protection is key for addressing the world's most pressing challenges, such as climate change, migration, old-age, maternal and child health, informal employment, and demographic change. More than ever, governments are realising that the lack of adequate social protection systems undermine people's livelihood potential and triggers social

turmoil—hence, social protection has been recognised as an important component to ensure political stability.

In the past four years, several social protection topics have continually triggered debates among the international community, such as cash transfers, children, health, programme design and implementation, and the international development agenda. These trends are reflected in the many discussions fostered by socialprotection.org's features and shared content.

Shock-responsive social protection, women's empowerment and gender sensitive social protection, sustainable livelihoods and inclusive growth, as well as universal social protection have become particularly prominent topics on the platform, being addressed in several webinars, online communities, publications, blog articles, news, and events over the last year.

Strong social protection systems are essential to minimise shocks and build resilience, particularly for more vulnerable populations. Over the past year, three webinars discussed **shock-responsive social protection** systems, and the [Social Protection in Crisis Contexts Online Community](#), dedicated to social protection in fragile contexts and shock responsive social protection, became the largest and one of the most active on the platform. With almost 200 members, it has already organised six webinars on the topic in the past years. There are an additional three online communities dedicated to this subject on the platform, along with more than 500 publications on the topic.

In June 2019, socialprotection.org livestreamed the [Regional Symposium on Shock-Responsive Social Protection in the Caribbean](#), an important event that discussed best practices for building resilience in the face of hazards. Furthermore, one of the [most-read blogs](#) during the period, with over 430 page views, explored key principles for adaptive social protection programming.

Since its foundation, socialprotection.org has always promoted discussions on how social

protection can empower **women**, and the content addressing this issue has increased year by year. Well-designed social protection systems can narrow gender gaps in poverty rates, by tackling gender discrimination while ensuring inclusive, pro-poor growth. However, the connections between women's empowerment and social protection systems are often overlooked in the design of social protection programmes.

In 2019, ODI and DFID organised a three-part [Social Protection and Gender Equality Webinar Series](#), which revolved around the 63rd Commission on the Status of Women (CSW63) and its priority theme: 'Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls'.

The webinars addressed key challenges in implementing gender-responsive social protection policies and how this agenda can be accelerated moving forward; lessons learned on what works in social protection policy and systems regarding the reduction of gender inequality; options for securing adequate levels of social protection financing; and the political economy drivers and barriers to promoting gender-responsive social protection. The series was attended by 700 people.

The EU Social Protection Systems Programme (EU-SPS) conducted two webinars in preparation for the UN Commission for Social Development (CSocD, 11–21 February 2019). Social protection for equality was a priority theme for both the UN Commission on the Status of Women (CSW) 2019 and the CSocD. The first webinar, [Inequality Reduction Through Social Protection](#), introduced and discussed the UN Secretary General's reports to these two 'sister' ECOSOC Commissions to help build a common agenda.

Governments are typically represented at CSW and CSocD by different ministries. Global and national actions to reduce inequalities (gender and socio-economic) suffer from such fragmentation. 2019 presented an opportunity to build bridges between the CSW and CSocD

and help government ministries work towards their common goals of equality and 'leaving no-one behind'.

The webinar [Social Protection Systems for Gender Equality](#) brought together various key stakeholders from Africa, UN-Women, and international development partners (SPIAC-B). They shared their views on how best to promote universal access to gender-responsive social protection for all women, men and children, expanding coverage progressively, in nationally-appropriate ways, in all countries and regions.

Over 100 news articles and 25 blog posts addressed gender in 2018 and 2019, while over 90 publications addressed 'gender' or 'women' over the same period.

Policymakers are increasingly interested in how social protection can assist poor and vulnerable people to promote **sustainable employment and inclusive growth**. Different strategies have been implemented, such as cash-for-work programmes, employment guarantee schemes, and support for skills training, but little evidence has been shared on what works well and what should be improved.

In this context, the [Social Protection for Employment Series](#) was created in partnership with SPEC (Social Protection for Employment—Community), which was established by DFAT and GIZ to promote South-South learning on social protection for employment. This series presents contributions focused on social protection and sustainable employment, featuring case studies from all over the world.

Furthermore, [socialprotection.org's e-courses on poverty analysis](#), developed in collaboration with FAO, explored the links between low employment, poverty, vulnerability and food security, as well as the role of productive inclusion to promote development.

Urgent efforts are needed to ensure that the human right to social protection becomes a reality for all people, and to achieve the goals set by the 2030 Agenda for Sustainable Development. In the context of the

current drive for **universal social protection**, in 2019 the platform launched its first webinar series produced by the [socialprotection.org](#) team in collaboration with IPC-IG: the [USP2030 Webinar Series](#), along with the corresponding [Online Community](#).

By August 2019, three webinars had been conducted: [Universal social protection in relation to the SDGs: Where are we now?](#), [Universal social protection: achievements, challenges and opportunities](#), and [Social protection and social security](#). The series attracted an audience of experts, fostering debates that aim to influence policymaking and innovation.

The attendance rates demonstrate the topic's importance and the audience's high interest: 531 registrants, 218 attendees, and 324 YouTube views in just two months. Five more webinars are planned for the near future, bringing together a variety of stakeholders to discuss key topics involving universal social protection, programmes and policies, from the current situation to challenges and opportunities.

Furthermore, a total of nine webinars were conducted on the same topic during the report year. The [Together to achieve Universal Social Protection by 2030 \(USP\)](#) conference was also livestreamed on the platform, in February 2019, and had over 765 live views and 1,558 accesses to the recordings.

Coverage, programme design and implementation, and other important aspects of social protection will always compose a significant percentage of the platform's content. Nonetheless, in order to make the case for social protection, it is necessary to connect it to the cross-cutting topics that are occupying the thematic agendas of policymakers.

[socialprotection.org](#) aims to continue being a reliable social protection resource for academics, experts, and anyone interested in tackling the most pressing challenges facing poor and vulnerable people in our ever-evolving world.

2.

Achievements and new developments

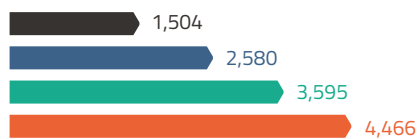
2.1 ACHIEVEMENTS

- During its fourth year of activity, socialprotection.org gathered 871 new members, bringing together a network of over 4,450 members from all around the world: An average of almost 93 people joined the platform every month since its launch.
- The platform's Publications search also enjoyed considerable expansion: almost 1,200 new documents were added since September 2018. In total, socialprotection.org provides free access to almost 4,900 documents on social protection.
- socialprotection.org is becoming a reference for hosting webinars, featuring a highly qualified range of experts as panellists. During the past 12 months, 22 webinars were organised, gathering over 4,700 registrants and 1,800 attendees. In 2019, the platform also launched its first webinar series, produced completely in-house.
- Since September 2018, socialprotection.org has livestreamed seven events, attracting thousands of viewers to the platform. Three additional events are scheduled to be streamed by the end of 2019.
- Hundreds of new programme profiles were added to the platform over the past year, covering Latin America and the Caribbean, South Asia, and East Asia and the Pacific.
- An important partnership was also established for the Blog, which now features Ugo Gentilini's weekly social protection content compilation post.
- The monthly visits to the platform—29,425 in August 2019—increased by 81 per cent over the same period of the previous year.

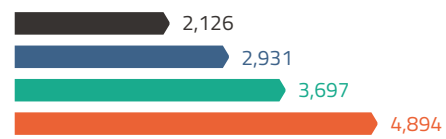
- Major technical developments were implemented: The platform's layout was reviewed and modernised; new features were created, such as the Social Space; and improvements were made to existing features, such as Online Communities.
- socialprotection.org's comprehensive communications strategy, combined with a restructuring of the social media approach, has delivered solid results and ensured steady growth in reach and engagement.

socialprotection.org numbers

Members



Publications



2016 2017 2018 2019

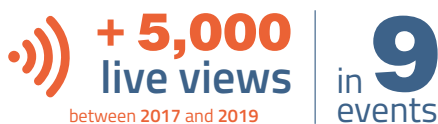
Programme profiles



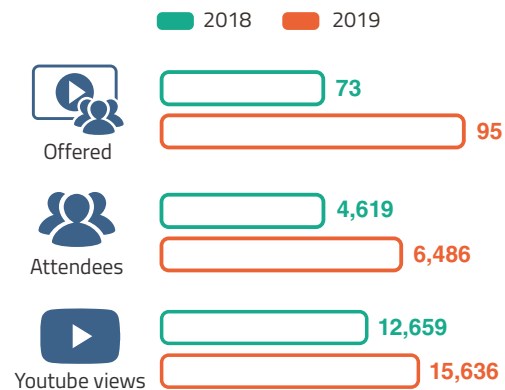
Online courses



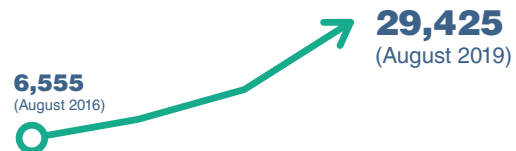
Livestream



Webinars



Visits by month

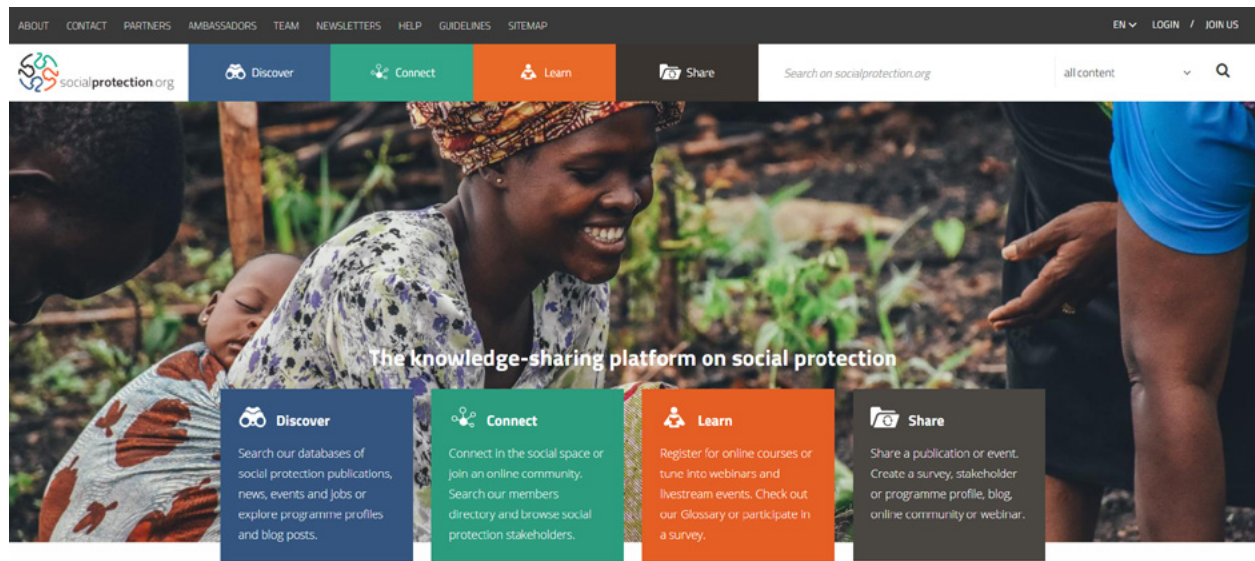


2.2 NEW DEVELOPMENTS

This year was marked by important benchmarks for socialprotection.org. First and foremost, it was the year the platform went through its most

significant changes in structure and design. A new, more visual, modern and user-friendly layout was implemented, including a map that allows for easier navigation of the content for each country that is available in the platform.

FIGURE 1. NEW LAYOUT OF THE PLATFORM



The menu structure has changed to provide a more intuitive user experience: the “Discover” pillar now holds Publications, Programmes, Blogs, News, Events, Jobs and Databases.

The “Connect” pillar is now home to Members, Stakeholders, Online Communities and the new Social Space feature, in which members can see each other’s activity and interact more easily. Due to the implementation of the Social Space, all content in the platform can now be marked as a ‘favourite’ for easier access by members.

In the “Learn” area, Webinars and e-Learning were divided into separate pages, better reflecting the importance of this content on the platform. The e-Learning area is divided into Self-paced courses, Instructor-led courses, and the Virtual Campus, which hosts the e-courses produced by socialprotection.org. The “Learn” area also hosts Livestreams, the Glossary and Surveys.

The User Profile was improved to include a “My Activities” section, connected to the Social Space and displaying the content that was added and/or marked as favourite by the member. The search systems were also enhanced: the Global Search mechanism was refined and an “Advanced Search” tool was added for each content type, with specific filters. Both improvements allow users to further narrow their results and find content more easily.

Other navigation improvements include the implementation of breadcrumbs and a section of “Related Content” on each page. Further improvements to the platform’s different content types include:

ONLINE COMMUNITIES

- The Online Communities now feature a timeline, displaying all the content published in chronological order (i.e., documents, announcements, events, etc.);
- A sidebar was implemented, separating basic information about the community (About, Members, Resources, etc.) from its content;
- A search bar was added inside each online community;
- New functions were added:
 - “Archived” status for online communities that no longer have any activity. New members cannot join them, but existing members can still access their content.
 - “Hidden” status for online communities, so that they only appear for its members in the search.

- Subcommunities that function as Working Groups within the Main Community. These allow users to set up specific discussions with specific members inside the same community.
- Improved design and functionality of the administrative area, making it more user-friendly and pleasant.

WEBINARS

- A visual differentiation between past and upcoming webinars was implemented.

Webinars produced by socialprotection.org now have a specific label;

- Webinar series are now accessible through a button on the main page;
- The webinar results page was improved with links to the summary, presentations, recordings, and webinar series pages.

These are just some of the many changes implemented during the past year, always aiming to improve the user experience. The socialprotection.org team is committed to always trying to incorporate features to improve navigability and performance, to best serve our community.

Photo by CiaHo on Flickr



3.

Main features and content

socialprotection.org's features and tools offer information, knowledge-sharing and capacity-building across many content types: Publications, Programmes, Blogs, News, Events, Jobs, Members, Stakeholders, Online Communities, Social Space, e-Learning, Webinars, Glossary, Livestreams and Surveys. Our team carefully reviews, curates and daily publishes content, which is categorised according to our tailored social protection taxonomy. This taxonomy allows users to search for and access content.

Moreover, as a member-based platform, most of the content is produced by, or in collaboration with, members and stakeholders, which provides users with a wide range of social protection topics and perspectives, reflecting key areas of interest of social protection practitioners from all over the world.

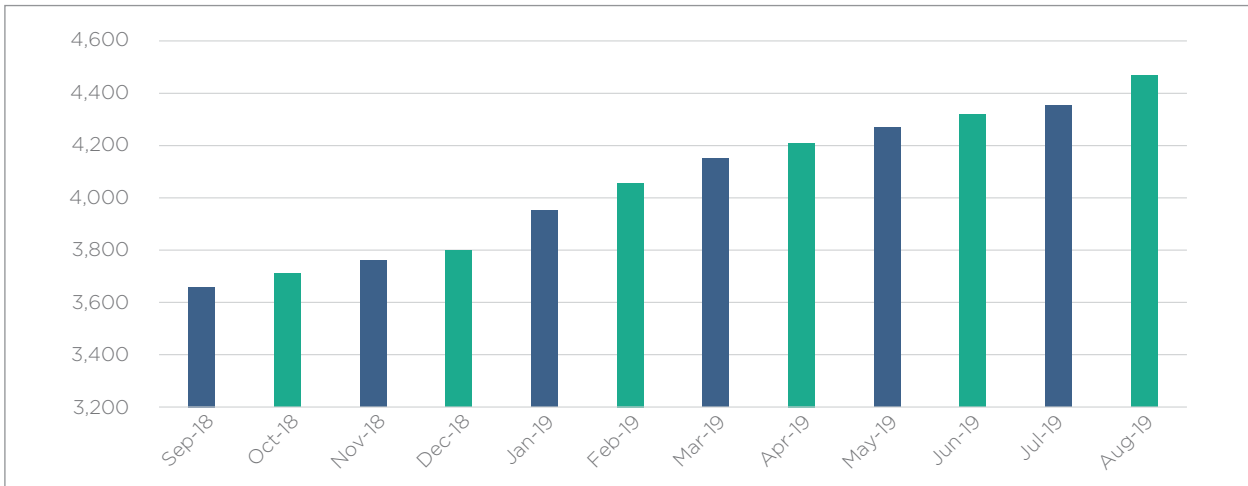
In this section, we highlight the progress achieved in each content area, present numbers and updates from the platform's features, and provide insights into the past year.

3.1 MEMBERS

By registering on the platform, users become members and can enjoy certain benefits, such as being allowed to share and upload content and accessing the Social Space to connect and share experiences with other members.

Over the years, the number of members has increased consistently. Today, over 4,450 members are registered on the platform, and more than 850 have joined in the past year.

FIGURE 2. GROWTH IN THE NUMBER OF REGISTERED MEMBERS



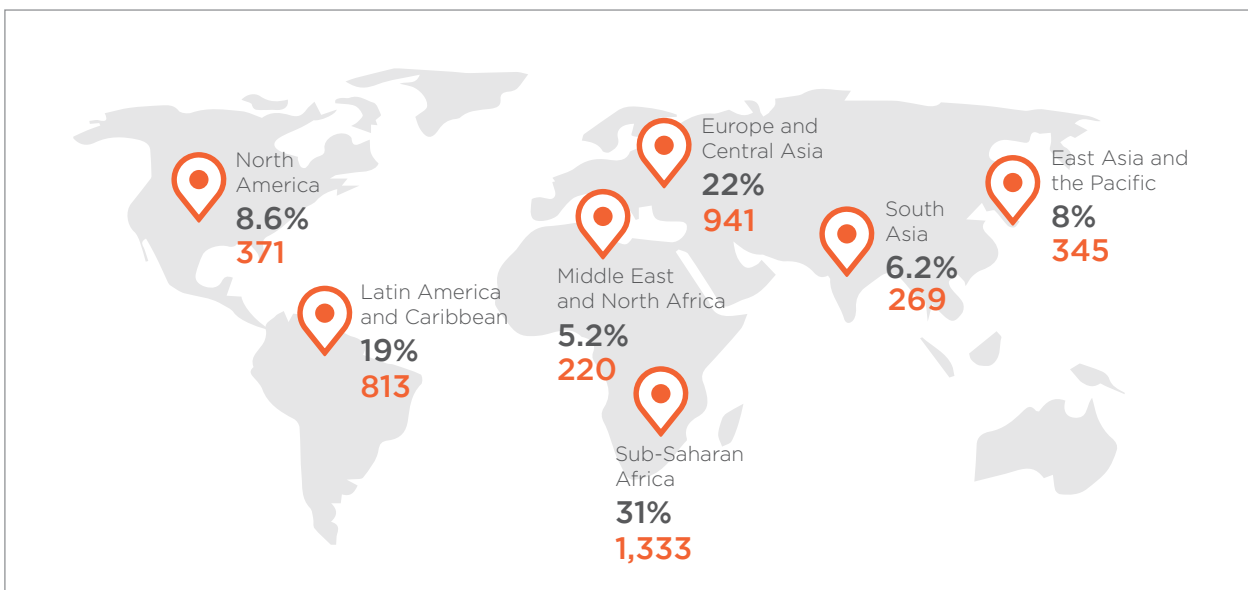
More than showcasing the platform’s expansion and reach, member growth is a significant indicator of how the platform has become a reference in the field of social protection.

As a collaborative tool, socialprotection.org has always aimed at gathering a diverse group of members who are also geographically evenly distributed. With this in mind, socialprotection.org has been focusing its efforts on increasing content and members from South and East Asia and the Pacific, as well as the Middle East and North Africa

regions, with different knowledge-sharing and capacity-building activities targeting these areas being held throughout the year.

As seen in Figure 3, most of our members come from sub-Saharan Africa (31 per cent), followed by Europe and Central Asia (22 per cent) and Latin America and the Caribbean (19 per cent). North America, East Asia and the Pacific each hold less than 10 per cent of our members, and the Middle East, North Africa and South Asia continue to hold the smallest percentages of our members, with around 5 per cent each.

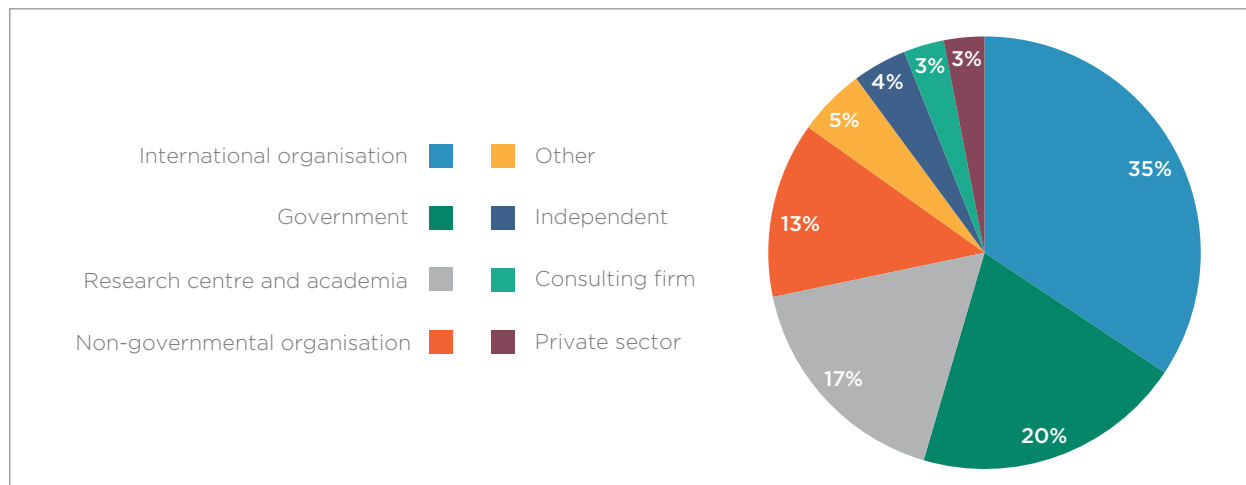
FIGURE 3. MEMBERS BY REGION



As for institutional affiliation, the majority of the platform's members (1128, or 35 per cent), are affiliated to 'international organisations'. 'Government' is also well represented, composing

20 per cent of the platform's membership. Other important stakeholders are 'research centres and academia', with 17 per cent, and 'NGOs', with 13 per cent.

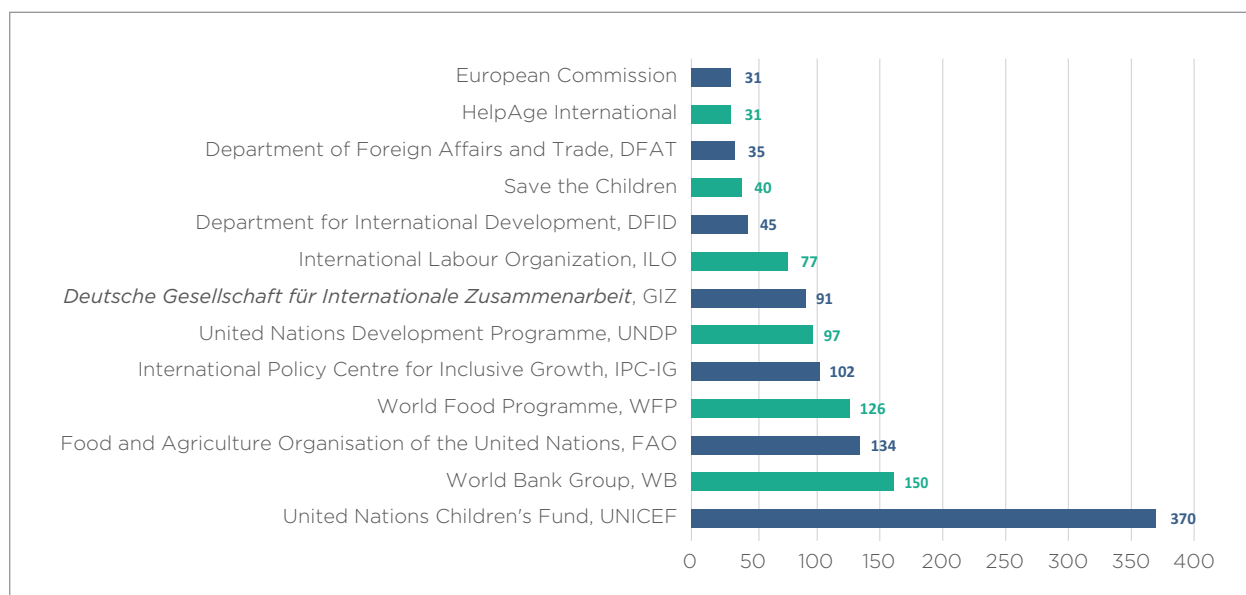
FIGURE 4. MEMBERS BY INSTITUTION TYPE



Some key stakeholders continue to hold a significant amount of our members; UNICEF accounts for 370 members of the platform; the World Bank Group is

also well represented with 150 members; followed by FAO with 134 members; WFP, 126 members; and the IPC-IG, 102 members.

FIGURE 5. NUMBER OF MEMBERS BY MOST REPRESENTED INSTITUTIONS



Long-time partners, such as GIZ, DFAT and the United Kingdom Department for International

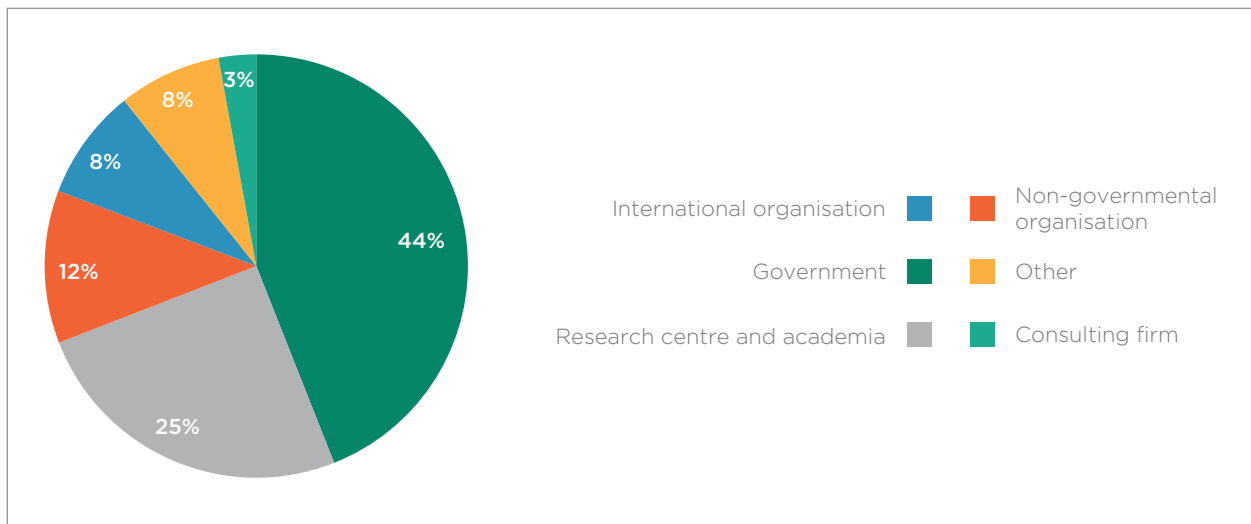
Development (DFID) also figure significantly, with 91, 35 and 45 members, respectively.

3.2 STAKEHOLDERS

The Stakeholders section is also an important area of the platform. It aggregates the different contents produced by each organisation in their own page.

The platform hosts the profiles of over 1,260 social protection stakeholders. Most of them fall under the category of 'government' (44 per cent), followed by 'research centres and academia' (25 per cent).

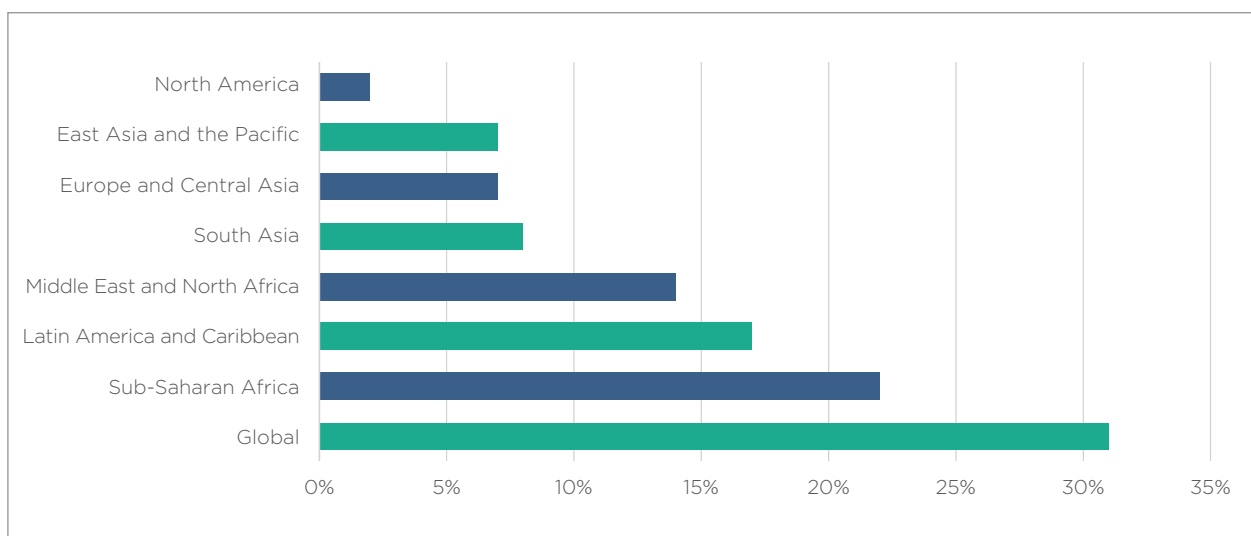
FIGURE 6. STAKEHOLDERS BY INSTITUTION TYPE



Most of the platform's stakeholders have a global focus or are focused on sub-Saharan Africa, mostly due to the region's demand for social protection and poverty alleviation initiatives. The socialprotection.org team is working to attract stakeholders focused on East Asia and the Pacific and South Asia.

Most stakeholders indicate multiple topics of interest; only a few have specific focus on certain topics. 'Social assistance' (20 per cent), 'social insurance' (13 per cent) and 'monitoring & evaluation' (11 per cent) are the main ones.

FIGURE 7. STAKEHOLDERS BY REGIONAL FOCUS



Note: Stakeholders may have more than one regional focus.

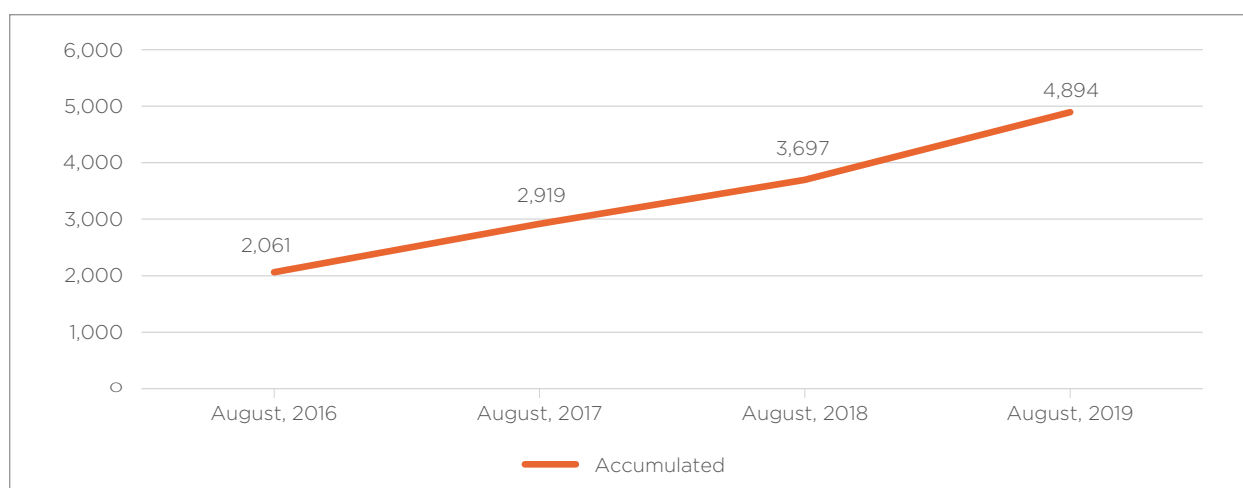
3.3 PUBLICATIONS

The Publications section continues to be one of socialprotection.org’s highlights—and one of its most visited pages. The platform’s robust and daily updated database of publications is equipped with a taxonomy system, which allows users to narrow their

interests using multiple categorisations. In addition to text publications, users can also find audio files, infographics, learning tools, videos and other media.

The database currently hosts 4,894 publications, 1,197 of which were added during the report period, as demonstrated in the Figure 8.

FIGURE 8. GROWTH IN THE NUMBER OF PUBLICATIONS



Publications cover different regions, but the developing world accounts for most of it: 27 per cent are on Latin America and Caribbean; 21 per cent

on sub-Saharan Africa; and 21 per cent on South and East Asia and the Pacific. The most represented countries are Brazil, Kenya, India, Malawi, and Mexico.

TABLE 1. PUBLICATIONS BY REGIONAL COVERAGE

| Region | Publications | Percentage |
|---------------------------------|--------------|------------|
| Global | 1109 | 20% |
| Latin America and the Caribbean | 1454 | 27% |
| Sub-Saharan Africa | 1155 | 21% |
| East Asia and the Pacific | 633 | 12% |
| South Asia | 462 | 9% |
| Middle East and North Africa | 290 | 5% |
| Europe and Central Asia | 268 | 5% |
| North America | 44 | 1% |

Note: Publications may cover more than one region.

We continue to encourage members to upload publications—including their own—to the platform.

Currently, 31 per cent of the publications are included by members. Through careful revision,

the socialprotection.org team ensures that there is a balanced distribution of publications covering different types of programmes, regions and cross-cutting areas. Table 2 shows the number of publications for each social protection programme, as well as the percentage of publications covering the correspondent

topic. The last column displays the percentage of publications inside that category. 'Social assistance' programmes, for example, are the subject of 2,988 of our publications. Of those 2,082 are dedicated to social transfers. 'Social insurance' is addressed in 1,077 publications, of which 434 are about old-age pensions.

TABLE 2. PUBLICATIONS BY MOST REPRESENTED SOCIAL PROTECTION PROGRAMMES

| Programmes | Number of publications |
|--|------------------------|
| Social assistance | 2,988 |
| Social transfers | 2,082 |
| Subsidies | 433 |
| Social support services | 227 |
| Social insurance | 1,077 |
| Old-age pension | 434 |
| Health insurance | 349 |
| Unemployment insurance | 121 |
| Disability insurance | 100 |
| Maternity/Paternity benefits | 78 |
| Work injury insurance | 58 |
| Funeral grants | 7 |
| Labour market programs/Public work/Productive inclusion | 976 |
| Training | 243 |
| Cash for work | 134 |
| Sustainable livelihood programmes | 123 |
| Unemployment benefits | 78 |
| Purchases from smallholder farmers | 59 |
| Food for work | 39 |
| Wage subsidies | 31 |
| Microfinance | 105 |
| Other | 9 |

Note: Publications may cover more than one social protection programme.

Table 3 showcases the number of publications by social protection topic. Following the trend from past years, programme design and implementation is seen in the majority of the publications on the platform. In fact, the four

main topics reflected on the table—'programme design and implementation', 'coverage', 'targeting' and 'social protection systems'—have been prominent in publications and in other content types on the platform over the years.

TABLE 3. PUBLICATIONS BY MOST REPRESENTED SOCIAL PROTECTION TOPICS

| Topics | Publications | Percentage |
|-------------------------------------|--------------|------------|
| Programme design and implementation | 1616 | 37% |
| Coverage | 1407 | 32% |
| Targeting | 1314 | 30% |
| Social protection systems | 1278 | 29% |
| Monitoring and evaluation | 1075 | 24% |
| Financing social protection | 1041 | 24% |
| Governance | 972 | 22% |
| Benefits payment/delivery | 697 | 16% |
| Benefits level | 692 | 16% |
| Conditionalities | 487 | 11% |

Note: Publications may cover more than one social protection topic.

Publications are also well-distributed across different cross-cutting areas. Table 4 indicates the number of publications covering each area, as well as the percentage of the total. 'Poverty' appears as the most popular cross-cutting area, since the topic of social protection is closely

related to poverty alleviation. Social protection programmes address the main challenges, risks and opportunities involved in reducing poverty or the risk of falling into it. The second most-represented cross-cutting area is 'social inclusion'.

TABLE 4. PUBLICATIONS BY MOST WELL-REPRESENTED CROSS-CUTTING AREAS

| Cross-cutting areas | Publications | Percentage |
|-----------------------------------|--------------|------------|
| Poverty | 2137 | 50% |
| Social inclusion | 1225 | 29% |
| Health | 1193 | 28% |
| Labour market | 1169 | 27% |
| Risk and vulnerability | 1163 | 27% |
| Education | 1069 | 25% |
| Food and nutritional security | 791 | 18% |
| Inequality | 624 | 15% |
| Gender | 615 | 14% |
| Agriculture and rural development | 510 | 12% |
| Disasters and crisis | 496 | 12% |

Note: Publications may cover more than one area.

In this last year, the number of publications addressing some other cross-cutting areas has increased significantly in comparison with past years, such as 'risk and vulnerability', 'health', 'education', and 'food security'.

Most of the publications (79 per cent) available on the platform are in English. French and Spanish account for 17 per cent, and the remaining 4 per cent are available in Portuguese, Arabic, Bahasa, German, Kazakh, Russian and Turkish.





3.4 WEBINARS

The Webinars section has always been one of the most important features of socialprotection.org. In collaboration with partners from different institutions and regions, we have organised 95 webinars since the platform's launch, gathering 9,555 registrants and 6,486 attendees.

In the past 12 months, the platform held 22 webinars, in partnership with 21 different stakeholders, an average of one webinar every two weeks. During this period, our webinars attracted a total of 4,726 registrants and 1,867 attendees.

This year, the socialprotection.org team launched the first webinar series designed by our team and organised in collaboration with the IPC-IG, with support from other partners. The [USP2030 Webinar Series](#) is dedicated to the topic of universal social protection. Three webinars of the series have already been conducted, comprising a total of 531 registrants and 218 attendees:

- Universal social protection in the context of the SDGs—where are we now?
- Universal social protection: achievements, challenges and opportunities
- Social protection and social security

Over the years, our webinars followed key trends in social protection (see Table 5) with more than 15 webinar series organised in collaboration with prominent institutions, covering themes such as, shock-responsiveness, gender equality, health, and sustainable employment, among others.

A key 2019 highlight was the organisation of two webinar series around the topic of gender equality and social protection. The first series, called '[Social protection to promote gender equality and to reduce other socio-economic inequities](#)', was organised by the EU-SPS Initiative around the 57th Commission for Social Development (CSocD) and the 63rd Commission on the Status of Women (CSW63), with two webinars being conducted:

- Inequality Reduction Through Social Protection—Webinar in preparation of the UN Commission for Social Development (CSocD 11-21 Feb)
- Social Protection Systems for Gender Equality—Webinar in preparation of the UN Commission on the Status of Women (CSW 11-22 March)

TABLE 5. WEBINARS BY TOPIC

| Social protection trends and topics | Number of webinars |
|---|--------------------|
| Programme design and implementation | 28 |
| Labour market programs / Productive inclusion | 18 |
| Gender | 17 |
| Health | 15 |
| Cash transfers | 13 |
| Climate change / DRR / Shock-responsiveness | 13 |
| Children | 11 |
| Universal social protection | 9 |
| Health | 8 |
| Rural development | 5 |
| Data management and technology | 8 |

Note: Webinars may cover more than one area.

The three-part webinar series ‘Social Protection and Gender Equality’, was organised by ODI and DFID-UK, around the CSW63 and its priority theme ‘Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls’:

- Realising rights: how can social protection advance gender equality?
- The politics of gender-responsive social protection
- Financing gender-responsive social protection

During the past 12 months, the platform held webinars discussing a large variety of topics, as shown in the Table 5.

Around 95 per cent of webinar participants mentioned that they would watch another webinar on a similar topic, indicating that the platform is hosting webinars on relevant social protection issues that reflect current debates and trending topics.

This past year, there was an average of 215 registrants and 85 attendees per webinar (see Figure 9).

In the previous period, the platform had an average of 140 registrants and 58 attendees, which demonstrates the growth of this feature.

The audience is quite diverse, with attendees joining from different regions and time zones, as shown in Figure 10.

FIGURE 9. NUMBER OF WEBINAR REGISTRANTS AND ATTENDEES

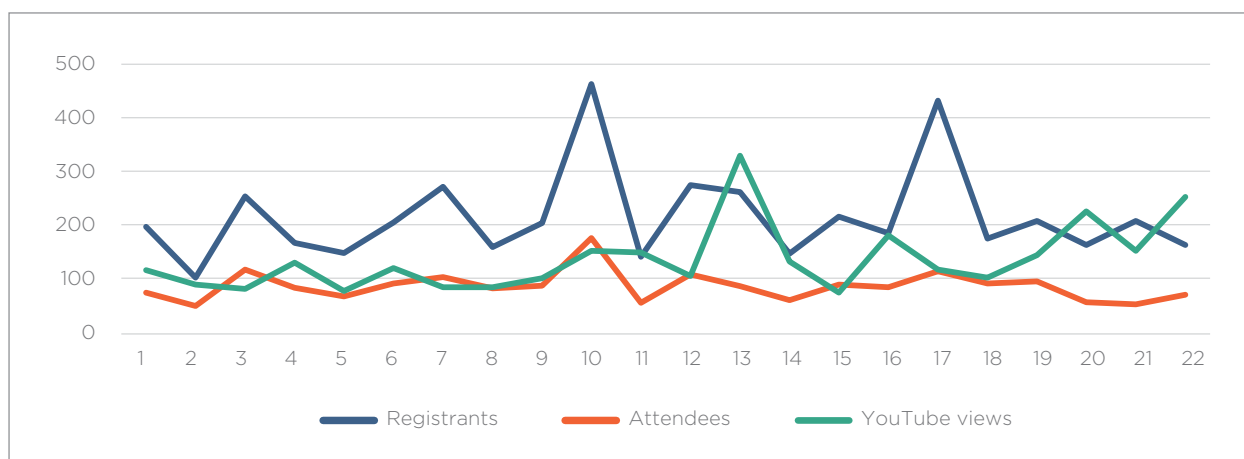
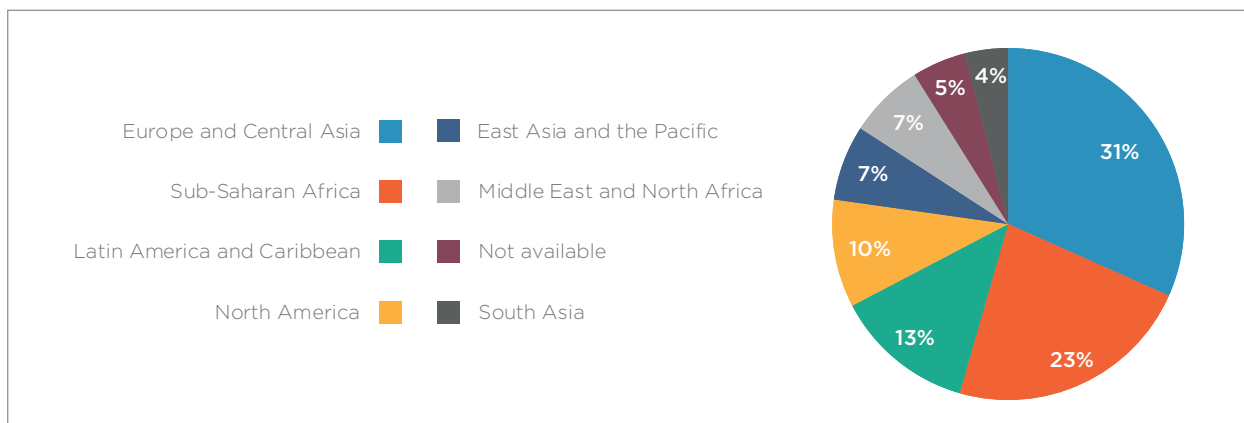


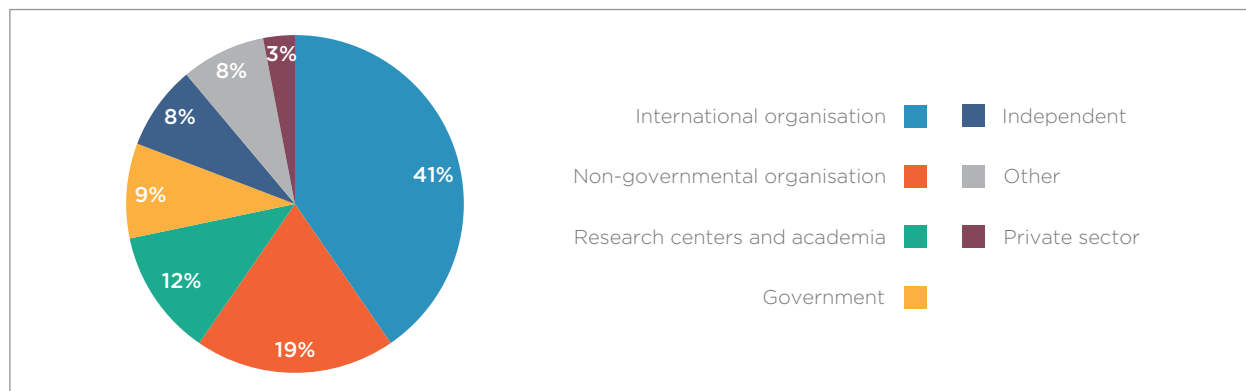
FIGURE 10. WEBINAR ATTENDEES BY REGION



40 per cent of the attendees are from international organisations. Non-governmental organisations and research centres also have a

significant presence in the webinars, representing 19 per cent and 12 per cent of attendees, respectively (see Figure 11).

FIGURE 11. WEBINAR ATTENDEES BY INSTITUTION TYPE



LIST OF WEBINARS

The list below provides more detailed information about all webinars held during the report period. The information gathered includes total registrants, attendees and YouTube views by August 2019.

1. SPEC Webinar 8—Integrating the Graduation Approach with government social protection and employment generation programs: sharing experiences from Asia and Africa

27 September 2018

DFAT, GIZ, BRAC

Organised by the Social Protection for Employment—Community (SPEC), this webinar highlighted the experiences of the Government of Philippines’ Department of Labour and Employment, which launched a Graduation pilot integrated with its livelihoods programme; and the Pakistan Poverty Alleviation Fund, a non-profit entity supporting the scaling up of a Graduation pilot in Pakistan. Additionally, the World Bank’s Platform for Economic Inclusion and BRAC’s Ultra Poor Graduation Initiative have added insights from their experience of working with governments. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 196 — **Attendees:** 73 — **YouTube views:** 252

Panellists:

- Alex Avila, Assistant Secretary, Workers Protection, Policy Support, Human Resource and Internal Auditing, Services Cluster, Government of the Philippines
- Samia Liaquat Ali Khan, Senior Group Head, Quality Assurance, Research and Design, Pakistan Poverty Alleviation Fund (PPAF)
- Lara Storm, Director of Advisory Services, Ultra Poor Graduation, BRAC USA
- Stephen Barrett, Team Leader and Policy and Programme Development Advisor on the Capacity and Policy Development Facility (CPDF)

Moderator: Kate McKee, Manager, Partnership for Economic Inclusion (PEI), World Bank

2. Children’s right to social protection in the Middle East and North Africa—an analysis of legal frameworks from a child-rights perspective

2 October 2018

IPC-IG, UNICEF

This webinar presented the findings of a recent study conducted by the International Policy Centre for Inclusive Growth (IPC-IG), in partnership with UNICEF’s Middle East and North Africa Regional Office (MENARO), which analyses the existing legal frameworks promoting children’s right to social protection in the MENA region. In addition, the extent to which the region’s legal frameworks comply with a human rights-based approach to social protection was discussed. The audience was able to learn more from an in-depth case study on Iraq’s Social Protection Law No. 11 of 2014—one of the most comprehensive laws of its kind in the region—which was presented by a senior officer from Iraq’s Ministry of Labour and Social Affairs, Mr. Jamal Bilal. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 101 — **Attendees:** 48 — **YouTube views:** 151

Panellists:

- Anna Carolina Machado, Researcher, IPC-IG
- Charlotte Bilo, Researcher, IPC-IG
- Jamal Abdulrasul Gha’eb, Director General, Information Technology Center of the Iraqi Social Welfare Authority

Moderator: Sarah Hague, Chief of Social Policy, UNICEF Lebanon

3. Promoting inclusion through social protection: results from the UN Report on the World Social Situation

11 October 2018

UNDESA

This webinar discussed the main findings of the Report on the World Social Situation 2018: Promoting Inclusion through Social Protection. It addressed the following questions: What role does social protection play in achieving the Sustainable Development Goals (SDGs)? Is social protection an effective policy tool to promote inclusion/leave no one behind? Who enjoys social protection coverage—and who does not? How can social protection programmes be designed and implemented to be sensitive to the needs of disadvantaged groups? Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 253 — **Attendees:** 116 — **YouTube views:** 225

Presenter: Marta Roig, Chief, Emerging Trends and Issues in Development Section, Division for Inclusive Social Development (DISD), UN Department of Economic and Social Affairs (DESA)

Discussant: Stephen Kidd, Senior Social Policy Specialist, Development Pathways

Moderator: Simone Cecchini, Senior Social Affairs Officer, Social Development Division, UN Economic Commission for Latin America and the Caribbean (ECLAC)

4. Building shock-responsive national social protection systems in the MENA Region

6 December 2018

IPC-IG, UNICEF

Considering these significant challenges and in light of recent social protection reforms that have taken place in MENA countries, this webinar presented the study 'Building shock-responsive national social protection systems in the MENA Region', which aims to provide an initial general assessment of opportunities and challenges for shock-responsive social protection in the region. The webinar has also featured presentations by Sara Beysolow Nyanti, on the current implementation of the Emergency Cash Transfer Programme in Yemen, and by Manuel Rodriguez Pumarol, on the case of Jordan and the challenges around the harmonisation of support to nationals and refugees. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 166 — **Attendees:** 82 — **YouTube views:** 143

Panellists:

- Raquel Tebaldi, Researcher, IPC-IG
- Sara Beysolow Nyanti, Team Leader, and Betty Kweyu, Programme Manager, UNICEF ECT PMU
- Manuel Rodriguez Pumarol, Chief of Social Protection, UNICEF Jordan

Moderator: Anna Carolina Machado, Researcher, IPC-IG

5. The role of *zakat* in the provision of social protection

15 January 2019

IPC-IG, UNICEF

This webinar discussed the role of Zakat Funds in the provision of social protection in the Middle East and North Africa (MENA) region. Based on the examples of Algeria and Sudan, different modalities of *zakat*, as well as the main advantages and bottlenecks of using *zakat* as a social protection mechanism, were described. While Mr. Elamin Ali (Sudanese Zakat Chamber) provided an overview of *zakat* in Sudan, where contributions are mandatory, Mr. Zine Barka (Université de Tlemcen) presented his research on the possibility of using *zakat*-funded transfers to alleviate poverty in Algeria. Finally, Mr. Mohammad Pournik (UNDP) provided relevant insights into the topic, based on his extensive work experience in the region. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 147 — **Attendees:** 66 — **YouTube views:** 101

Presenters:

- Zine Barka, Université de Tlemcen, Algeria
- Elamin Ali, Zakat Chamber, Sudan

Discussant: Mohammad Pournik, UNDP

Moderator: Buthaina Al-Iryani, UNICEF MENA Regional Office

6. Do public works programmes work? Design and implementation features for programme success

17 January 2019

GIZ

Nearly two-thirds of low and middle-income countries have public works programmes (PWPs), providing income support in exchange for work. PWPs combine the objectives of providing temporary paid employment, creating public infrastructure assets, and upgrading the skills of workers. But are public

works programmes more effective than simple cash transfers? Are PWPs able to create assets and skills that deliver additional benefits on incomes, food security, employment, agricultural practices, or education? Check out the webinar's summary, presentation and recording.

Registrants: 204 — **Attendees:** 90 — **YouTube views:** 116

Panellists:

- Michael Grimm, Professor of Development Economics and Dean, University of Passau
- Stefan Beierl, Research Assistant at the Chair of Development Economics, University of Passau

Discussant: Rajeev Ahal, Project Director of Natural Resource Management in India, GIZ

Moderator: Ralf Radermacher, Head of Social Protection Sector Initiative, GIZ

7. Inequality reduction through social protection—webinar in preparation of the UN Commission for Social Development (CSocD 11-21 Feb)

29 January 2019

UNDESA, THL, EU-SPS

The purpose of this webinar was to introduce and discuss the UN Secretary General's reports to these two 'sister' ECOSOC Commissions: CSocD and CSW, and to help build a common agenda. Governments are typically represented at CSW and CSocD by different ministries. Global and national initiatives to reduce gender and socio-economic inequalities suffer from fragmentation. The year 2019 presents an opportunity to build bridges between the CSW and CSocD and help government ministries work towards their common goals of equality and 'leaving no-one behind'. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 271 — **Attendees:** 102 — **YouTube views:** 180

Panellists:

- Amson Sibanda, Chief, Social Policy Analysis Section, UNDESA
- Dr. Shahra Razavi, Chief of Research and Data, UN Women
- Stanfield Michelo, Consultant, TRANSFORM (Zambia)

Moderator: Timo Voipio, Chief Expert, THL-Finland (EU-SPS)

8. Expanding access to good practices on the elimination of mother-to-child transmission of HIV and syphilis (EMTCT) through SSC

31 January 2019

UNICEF, IPC-IG, UNOSSC

The aim of this webinar was to present and discuss ways to expand the access to knowledge and experiences of EMTCT through SSC. By means of knowledge exchange and sharing good practices, SSC can be used as a vehicle to reach the SDG targets and improve health development in countries of the Global South. Check out the webinar's [summary](#), [presentations](#) and [recording](#).

Registrants: 158 — **Attendees:** 81 — **YouTube views:** 73

Presenters:

- Dorothy Mbori-Ngacha, UNICEF HIV/AIDS, NYHQ
- Sarawut Boonsuk, Director of Health Promotion Regional Center, Department of Health, MoPH, Thailand
- Anita Suleiman, Head of HIV/STI/Hepatitis C Sector, Disease Control Division, Ministry of Health, Malaysia
- Mariame Sylla, Chief, Health and Nutrition, Programme Section, UNICEF South Africa

Discussant: Melanie Taylor, Medical Officer, World Health Organization

Moderator: Laurie Gulaid, Senior Health Specialist, UNICEF ESARO

9. Building on government systems for shock preparedness and response: the role of social assistance data and information

7 February 2019

DFAT, WFP, GIZ

This webinar examined the global literature on shock responsive social protection, proposing a framework for countries to use when assessing their system, in addition to practical recommendations and country insights (including a Guest Session from Malawi). The webinar also launched the DFAT report on the topic (access the report and the related infographic). Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 203 — **Attendees:** 86 — **YouTube views:** 131

Panellists:

- Valentina Barca, Senior Consultant, OPM
- Rodolfo Beazley, Senior Consultant, OPM
- Tom Mtenje, Deputy Team Leader, Social Protection Programme, GIZ Malawi

Moderator: Clare O'Brien, Senior Consultant, WFP

10. Realising rights: how can social protection advance gender equality?

19 February 2019

ODI, GADN, DFID

This webinar, organised by the Overseas Development Institute (ODI) and UK's Department for International Development (DFID), and co-hosted with the Gender & Development Network (GADN), has brought together practitioners and experts across the field of social protection and gender to explore the following key questions: how can social protection advance gender equality? What are the lessons learned on what works in social protection policy and systems in reducing gender inequality? Which policy features may inadvertently contribute to reinforcing the problem? What are the key challenges to implementing gender-responsive social protection policies and how can this agenda be accelerated moving forward? Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 463 — **Attendees:** 175 — **YouTube views:** 329

Panellists:

- Bijal Bhatt, Director of the Mahila Housing SEWA Trust, SEWA
- Shahra Razavi, Chief of Research and Data Section, UN Women
- Francesca Bastagli, Head of Social Protection and Social Policy Programme, ODI

Moderator: Francesca Rhodes, GADN Advisory Group member and Gender Policy Adviser, OXFAM

11. Social Protection systems for gender equality—Webinar in preparation of the UN Commission on the Status of Women (CSW 11-22 March) on “Social Protection for Gender Equality”

28 February 2019

EU-SPS

The purpose of this webinar was to bring together various key stakeholders from Africa, UN-Women, and international development partners (SPIAC-B) to share their views on how best to promote universal access to gender-responsive social protection for all women, men and children, expanding coverage progressively, in nationally-appropriate ways, in all countries and regions. The year 2019, with the same priority theme at both CSW and CSocD, presents an opportunity to build bridges between the global ‘gender’ and ‘social protection’ expert communities, and to help all government partners to work towards the common goal of ‘leaving no-one behind’. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 140 — **Attendees:** 54 — **YouTube views:** 104

Panellists:

- Fatmata Sesay, Regional Policy Advisor, UN-Women ESARO
- Roopa Hinton, Chair, Gender Working Group of the Social Protection Inter-Agency Cooperation Board (SPIAC-B)
- Mutale Wakunuma, Consultant, Institute for Social Policy in Africa, TRANSFORM Master Trainer

Moderator: Timo Voipio, Chief Expert, THL-Finland (EU-SPS)

12. The politics of gender-responsive social protection

7 March 2019

ODI, DFID

This webinar was the second in a series organised by the Overseas Development Institute (ODI) and UK’s Department for International Development (DFID) ahead of the 63rd Commission on the Status of Women (CSW63) with its priority theme on “social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls”. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 274 — **Attendees:** 107 — **YouTube views:** 148

Panellists:

- Laura Alfors, Director, Social Protection Programme, WIEGO
- Dr. Nicola Jones, Principal Research Fellow, Gender and Social Inclusion (GESI) programme, ODI

- Lía Limón, Founder of the program on day care centres for working women's children at the Ministry of Social Development, Mexico

Moderator: Rebecca Holmes, Research Associate, Social Protection and Social Policy Programme, ODI

13. New evidence on the effectiveness of targeting

14 March 2019

Development Pathways, The Church of Sweden

The purpose of this webinar was to outline the results of a new global review of the evidence on which types of social protection programme are most effective in reaching those living in poverty. The findings from Development Pathways—released on 14 March—were produced with support from the Church of Sweden and are the result of an analysis of the effectiveness of over 30 programmes in over 20 countries. Stephen Kidd outlined and discussed the evidence from the research. Commentators Magdalena Sepúlveda Carmona and Andrew Fischer provided expert commentaries to respond to the findings and their implications, while Gunilla Palm introduced the session and invited questions from attendees. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 261 — **Attendees:** 85 — **YouTube views:** 151

Panellists:

- Stephen Kidd, Senior Social Policy Specialist, Development Pathways
- Magdalena Sepúlveda Carmona, Senior Research Associate, United Nations Research Institute for Social Development (UNRISD) (Former United Nations Special Rapporteur on extreme poverty and human rights)
- Andrew Fischer, Associate Professor of Social Policy and Development Studies, Institute of Social Studies, The Hague

Moderator: Gunilla Palm, Advisor on Social Protection, Church of Sweden

14. Strengthening capacity to design and implement risk-informed & shock-responsive social protection systems in ASEAN

21 March 2019

OPM, WFP, FAO, DG-ECHO

This learning session provided an opportunity to discuss a complementarity of social protection and disaster risk management in ASEAN context. The webinar featured presentations by Rodolfo Beazley and Maham Farhat from OPM on “A Regional Review on Shock-responsive and Risk-informed Social Protection in ASEAN” and by Hang Thi Thanh Pham from FAO on “Towards Guidelines for Disaster-Responsive Social Protection towards Resilience in ASEAN”. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 146 — **Attendees:** 59 — **YouTube views:** 100

Panellists:

- Rodolfo Beazley, Senior Consultant, Oxford Policy Management (Poverty and Social Protection)
- Maham Farhat, Consultant, Oxford Policy Management (Social Policy)
- Hang Thi Thanh Pham, Senior Resilience Officer, FAO Regional Office for Asia and the Pacific (FAORAP)

Moderator: Ellen Kramer, Regional Programme Advisor, WFP Regional Bureau for Asia and the Pacific (WFP RBB)

15. Promoting early childhood development through combining cash transfer and parenting programs

9 May 2019

World Bank Group, Government of Japan

In this webinar we discussed the potential for bringing together cash transfers and parenting programmes focused on child stimulation to boost child development, particularly for children ages 0–3 years. The discussion was based on a recently-published paper that reviews the rationale for linking both programme types and the evidence to date on the impact of cash transfer programmes, parenting programmes, and a combination of both. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 215 — **Attendees:** 88 — **YouTube views:** 83

Panellists:

- Laura Rawlings, Lead Social Protection Specialist, World Bank
- Julieta Trias, Economist, World Bank
- Melissa Zumaeta-Aurazo, Consultant, World Bank

Moderator: Joan Lombardi, Director, Early Opportunities LLC

16. No excuses: filling the evidence gap on social assistance in humanitarian settings

23 May 2019

IPC-IG, UNICEF

Considering the relevance and immediacy of challenges involved in social assistance in humanitarian settings and recognising the recent efforts from international development partners to fill in the evidence gap, the IPC-IG and UNICEF MENARO invited three experts to present significant findings. First, findings from a rigorous impact evaluation of Lebanon’s Min Ila programme (a child-focused refugee safety net), presented by Sarah Hague (UNICEF Lebanon). Following that, the results of a field experiment in Yemen were presented by Benjamin Schwab (Kansas State University), which contrasted the effects of different transfer modalities (especially cash grants and food baskets) being implemented in the country. Finally, James Omolo (FAO) contributed to the debate by presenting results of the ongoing impact evaluation of Mali’s emergency Cash Plus, followed by a Q&A session at the end. Check out the webinar’s [summary](#), [presentation](#) and [recording](#).

Registrants: 184 — **Attendees:** 83 — **YouTube views:** 83

Panellists:

- Sarah Hague, Chief of Social Policy, UNICEF Lebanon
- Benjamin Schwab, Development Economist, Kansas State University
- James Omolo, Cash Transfer and Social Protection Expert, FAO Subregional Office for West Africa and Sahel

Moderator: Raquel Tebaldi, Researcher, IPC-IG

17. Financing gender-responsive social protection

6 June 2019

ODI, DFID

This webinar brought together leading experts to discuss the implications of the options for securing adequate levels of contributory and non-contributory social protection for women's outcomes and gender equality; alternative social protection financing instruments; and related challenges, such as gender inequalities in the labour market and the explicit/implicit gender bias in existing tax and spending policies. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 432 — **Attendees:** 113 — **YouTube views:** 119

Panellists:

- Evelyn Astor, Economic and Social Policy Advisor, International Trade Union Confederation (ITUC)
- Caren Grown, Senior Director for Gender, World Bank
- Flora Myamba, Independent expert on social protection in Africa

Moderator: Francesca Bastagli, Head of Social Protection and Social Policy, Overseas Development Institute (ODI)

18. Assessing the performance of social protection systems: experiences using the Core Diagnostic Instrument (CODI) in Lebanon, the Philippines, and Guatemala

13 June 2019

ISPA

To date, 22 countries have implemented or are in the process of implementing CODI. In this webinar, our panellists elaborated on their unique experience using this tool. They shared their experience in adapting the tool to fit different country contexts, the different steps of the process, challenges, and impacts. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 174 — **Attendees:** 90 — **YouTube views:** 76

Panellists:

- Francesca Bastagli, Principal Research Fellow, Head of Programme—Social Protection and Social Policy, ODI
- Jorge Avalos, Social Protection and Jobs Consultant, World Bank
- Veronika Wodsak, Social Protection Policy Specialist, ILO
- Ana Cintrón, Independent Consultant

Moderator: Ana Veronica Lopez, Social Protection Consultant, World Bank

19. Universal social protection in the context of the SDGs—where are we now?

18 July 2019

socialprotection.org, IPC-IG

This webinar contextualised macro challenges in the expansion of social protection coverage, focusing on global challenges and opportunities considering the context of the SDGs. The concept of universal social protection was explored, and technical and institutional aspects were discussed. This webinar

introduced the USP2030 Webinar Series and set the scene for the next webinar in the series, which will dive into country cases to assess progress on universal social protection. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 207 — **Attendees:** 94 — **YouTube views:** 129

Panellists:

- Anush Bezhanyan, Sector Manager, Social Protection, World Bank Group
- Valérie Schmitt, Deputy Director, Social Protection Department, ILO Geneva
- Anna McCord, Research Associate, ODI

Moderator: Eppu Mikkonen-Jeanneret, Senior Adviser, Ministry of Foreign Affairs, Finland

20. Universal social protection: achievements, challenges and opportunities

25 July 2019

socialprotection.org, IPC-IG

This webinar focused on progress in the achievement of universal social protection by exploring country experiences and main challenges, from design to implementation. Following the first webinar of this series, participants were invited to address the different views and controversial issues around the achievement of universal social protection. Some of the most prominent issues were explored in a more practical way, through case studies and examples. Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 162 — **Attendees:** 55 — **YouTube views:** 80

Panellists:

- Maliki, Director for Population Planning and Social Protection, Ministry of National Development Planning/National Development Planning Agency (BAPPENAS)—Indonesia
- Cecilia Mbaka, Head of National Social Protection Secretariat, State Department of Social Protection—Kenya
- Rafael Osorio, Senior Research Coordinator (IPC-IG) and Researcher at the Institute for Applied Economic Research (Ipea)—Brazil

Moderator: Mira Bierbaum, Junior Professional Officer, ILO Headquarters

21. SPEC Webinar 9 - Integrating Graduation into Cash Transfer Programs: Experiences from Latin America

22 August 2019

[SPEC](http://SPEC.org), Fundación Capital

This webinar highlighted recent results in three Latin American countries, exploring the lessons learned, challenges, and perspectives for the future. The speakers concluded by exchanging information about the integration of the Graduation programme for victims of the armed conflict in Colombia, as well as results from an impact evaluation in Paraguay and the experience in Mexico.

Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 207 — **Attendees:** 51 — **YouTube views:** 88



Panellists:

- José Julian Velasquez, Technical Advisor, Victims Unit, Government of Colombia
- Jorge Maldonado, Researcher, Los Andes University
- Tatiana Rincón, Vice-President, Social Promotion and Livelihoods, Fundación Capital

Moderator: Lisa Hannigan, Director, Poverty and Social Transfers, Department of Foreign Affairs and Trade (DFAT), Government of Australia

22. Social Protection and Social Security

29 August 2019

socialprotection.org, IPC-IG

In this third webinar of the USP2030 webinar series, participants discussed current and future challenges of social security, risks, innovation and opportunities. Panellists presented specific examples in low- and middle-income countries that guided the discussion around key lessons, strategies and limitations regarding different implementation scenarios.

Check out the webinar's [summary](#), [presentation](#) and [recording](#).

Registrants: 162 — **Attendees:** 69 — **YouTube views:** 115

Panellists:

- Guillaume Filhon, Senior Social Security Technical Specialist, Project Manager, International Social Security Association (ISSA)
- Laura Alfes, Director, Social Protection Programme, WIEGO
- Natalia Winder Rossi, Social Protection Team Leader, Senior Adviser, FAO

Moderator: Luca Pellerano, Senior Social Protection Specialist for the Arab States, ILO

POST-WEBINAR SURVEYS

After each webinar, attendees are invited to respond to a quick online survey, which provides the socialprotection.org team with more information about their profile, providing insights regarding their main interests and suggested improvements.

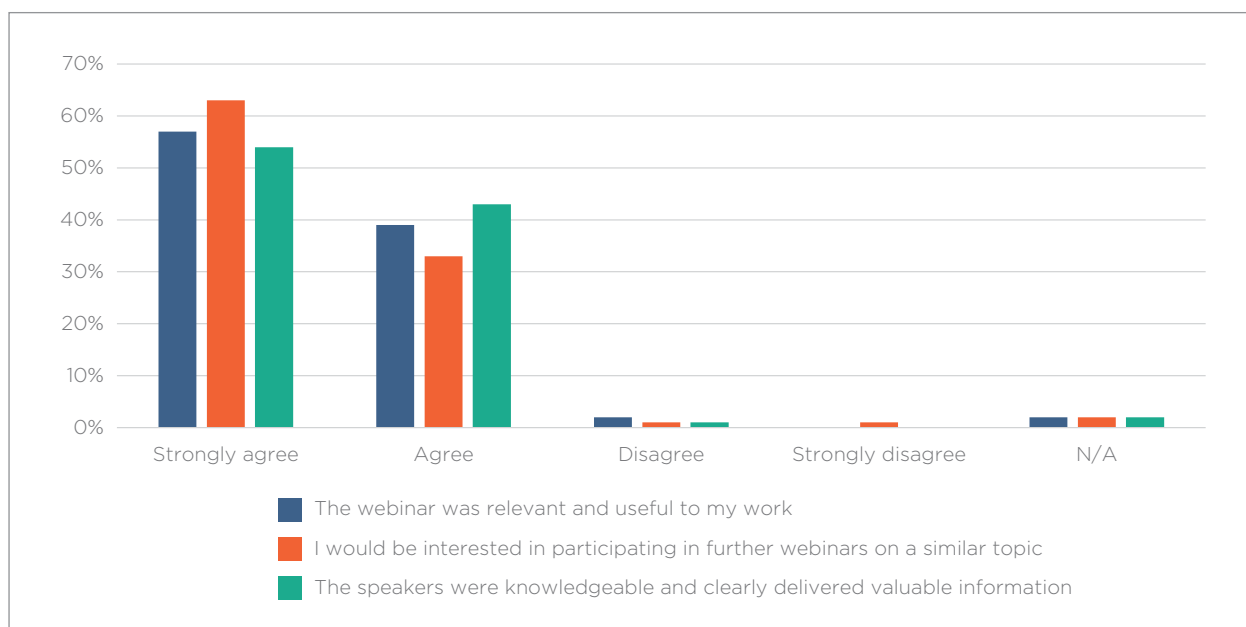
Survey questions cover the following aspects:

- Whether the participant attended the webinar alone or in a group
- Whether the webinar was relevant and useful to their work
- Whether they would be interested in participating in further webinars on a similar topic
- Whether they were satisfied with the webinar’s duration
- Whether they were satisfied with the amount of interaction between panellists and the audience

- Whether the speakers were knowledgeable and delivered valuable information clearly
- Whether they were satisfied with the start time of the webinar (considering that socialprotection.org users come from very different time zones)
- Whether the webinar software functioned well
- How the attendee heard about the webinar
- Which social protection-related topics would the attendee be interested in for future webinars

In this last year, the vast majority of attendees agreed that the webinars were useful for their work, that the panellists were knowledgeable and that they would be interested in attending another webinar on a similar topic, as illustrated in Figure 12.

FIGURE 12. WEBINAR SATISFACTION SURVEY



These results are encouraging as the platform’s team aims to constantly improve their work to best cater

to the needs of members and users and, therefore, attract more attendees for future webinars.

3.5 ONLINE COMMUNITIES

Comprising a vital part of socialprotection.org's knowledge-sharing objectives, Online Communities are an interactive feature designed to facilitate communication and foster discussions on various social protection topics.

Online Communities usually serve as a private or public-working group, where members share documents and engage with each other, as a repository on a specific subject—gathering the materials from an event, for example—or as a mix of both. The features were specifically designed to support different needs and visions of their administrators. There are five different types of online communities in the platform, which are defined according to their privacy settings:

- **Private communities** are designed to allow members to join exclusively through a direct invite from community administrators. They are preferred by private working groups.
- **Semi-private communities** allow members to join upon approval by the administrators. They are used mainly by internal network communities, such as Communities of Practice.
- **Public communities** allow members to join without express administrative approval. They are preferred for communities that aim to share their content with a larger audience, such as those constructed around webinar series.
- **Archived communities** are communities that have been inactive for over a year. In these cases, the online community becomes closed to new members, while maintaining its contents available to existing ones.
- **Repository communities** are open communities where all materials are visible to the general public, as long as they are logged into their socialprotection.org account. People can join it without administrative approval. This type of community is usually employed as a hosting tool for important public documents.

There are currently 45 Online Communities dedicated to various social protection topics in

the platform, 17 of which are highly active. Over the past year, four new communities were created. Presently, the most frequently discussed themes are 'poverty', 'food and nutritional security', 'gender', 'health' and 'disasters and crises'.

The largest communities are 'Social protection in crisis contexts', with 198 members, and 'Social information systems', with 150 members. Their success is due to being designed around a highly-informed action plan, including the development and promotion of webinars around their thematic focus.

Additionally, by motivating members to share content and participate in online discussions, while simultaneously sharing up-to-date publications, news and events with their audiences, these communities have successfully established a lively and active environment.

Table 6 displays the list of the most active online communities, along with information regarding their focus, organisers and number of participants.

During our current phase of development, new technical developments were employed to better serve our audience's demands for the Online Communities. They were redesigned with a more user-friendly interface, including an automatically updated timeline and a new administrative area, allowing administrators to better manage their communities.

In addition to archived communities, Online Communities may now be hidden from users who are not specifically invited, facilitating the creation of private-working groups containing sensitive information. Furthermore, the new settings allow for the creation of sub-communities. This feature allows administrators to organise multifaceted groups or different discussions in a unified space.

As the platform becomes more established, a set of good practices for a thriving Online Community has been developed. Creating a strategic plan for the community is highly encouraged, which should begin with the creation of a concept note, defining its purpose, objectives and engagement strategies. Furthermore, an active community requires active administration—administrators

must be committed to actively engaging with community members. Moreover, engagement with other features offered by the platform is

recommended; for instance, webinars can serve as a great tool to increase the visibility and outreach of a community.

TABLE 6. FEATURED ONLINE COMMUNITIES

| Title | Privacy setting | Institutions | Type | Language | Members | Thematic focus |
|--|-----------------|---|---------------------------------|-----------------|---------|---|
| Social protection in crisis contexts | Public | OPM, Unicef, European Commission | Webinar series | English | 198 | Crisis contexts, adaptive social protection |
| Social protection information systems | Public | DFAT, OPM | Webinar series, event follow-up | English | 150 | Single registries, beneficiary registration |
| Community of Practice on SSC for Children (CoP-SSC4C) | Semi-private | UNICEF, UNOSSC, IPC-IG | Community of Practice | English | 134 | Children, South-South cooperation |
| Social Protection for Employment Community (SPEC) | Semi-private | DFAT, GIZ, SPEC | Event follow-up | English | 132 | Labour market, productive inclusion |
| Community of Practice on cash transfers in Africa/ Communauté de Pratique sur les transferts sociaux monétaires en Afrique | Semi-private | World Bank Group | Community of Practice | French, English | 127 | Cash transfers |
| Gender-sensitive social protection | Public | IPC-IG, FAO | Webinar series | English | 119 | Gender |
| Towards universal social protection for children | Repository | IPC-IG | Webinar series | English | 107 | Children, universal social protection |
| TRANSFORM—general community | Public | TRANSFORM | Internal network | English | 74 | TRANSFORM e-course |
| Plateforme régionale de la protection sociale en Afrique de l'Ouest et du Centre | Semi-private | UNICEF, ILO, FAO, WFP, CaLP, Oxfam, Save the Children, ACF, IFRC, British Red Cross | Internal network | French | 67 | West and Central Africa |
| Social protection in the Middle East and North Africa region | Semi-private | IPC-IG, UNICEF | Internal network | English | 67 | MENA Region, children |

3.6 ONLINE COURSES

socialprotection.org's Online Courses have been growing rapidly and consistently since early 2018. First solely dedicated to showcasing e-Learning opportunities from other organisations, the focus now lies on

the e-courses produced by socialprotection.org in partnership with key stakeholders.

In addition to these structural changes, socialprotection.org is also investing in innovative e-Learning technologies and improving the environment of its online

courses with more modern and user-friendly technology.

This much progress within a short time span demonstrates socialprotection.org's ability to support varied capacity-strengthening initiatives. The platform provides comprehensive and specialised assistance to the development of training programmes—from the adaptation and development of materials to course implementation and evaluation.

In the second half of 2019, the platform will provide access to one additional run of the TRANSFORM e-course—one of its most successful projects. Furthermore, another e-course will be launched in mid-late 2019: 'Strengthening the use of Poverty Analysis to achieve SDGs 1 and 2', in partnership with FAO.

TRANSFORM

The TRANSFORM e-course was socialprotection.org's first e-Learning initiative. The e-course was an adaptation of a training package developed by ILO, UNICEF, UNDP and the EU-SPS.

This innovative training material aims to strengthen the critical thinking and capacities of policymakers and practitioners at national and regional levels to improve the design, effectiveness and efficiency of social protection systems in Africa.

Blending asynchronous lessons with online activities, the e-course includes a variety of materials designed to increase engagement, foster interaction and facilitate knowledge exchange between students. The e-course's success also lies on socialprotection.org's careful training of the e-facilitators.

During the report year, one run of the course was offered on the platform, which attracted hundreds of applications. It took place from 11 February to 19 April 2019 and was attended by 49 selected practitioners from 27 countries.

The fourth run of the e-course is scheduled to start in September 2019 and will have a duration

of ten weeks. Due to requests from participants, socialprotection.org is already negotiating additional runs.

STRENGTHENING THE USE OF POVERTY ANALYSIS TO ACHIEVE SDGs 1 AND 2

In September 2019, FAO and the IPC-IG will offer 'Strengthening the use of Poverty Analysis to achieve SDGs 1 and 2s', an instructor-led online course that is part of a three-phased capacity-development programme targeting Ghana and Zambia. The online course is part of FAO's efforts to effectively help countries achieve the SDGs, emphasising the linkages between poverty, food security and nutrition.

This e-course is an updated and improved version of two other e-courses provided by socialprotection.org, both named "Poverty Analysis for multi-sectoral policy-making", offered to participants from Morocco and Panama in 2018. The new version of the e-course incorporates new content and materials, e-Learning approaches and technologies to an already successful structure.

The e-course will include a virtual phase, hosted on socialprotection.org's Virtual Campus, followed by face-to-face training and follow-up sessions. In addition, a self-paced, standalone version of the e-course is planned still for 2019, which will be open to all members of the platform.

3.7 PROGRAMMES

The Programme Profiles area feature contributes to the platform's key mission of providing easy, free and accessible knowledge on social protection initiatives. Designed in partnership with IPC-IG researchers, the section displays the main features and characteristics of social protection programmes around the world, in a user-friendly layout.

Using the platform's tailored and detailed taxonomy, the user can search for programmes by geographic location, country, programme type, targeting methods and more. During the report year, new categories—'Legal framework', 'MIS', 'Stakeholder' and 'Population Group'—were added to improve the information displayed.

Over the past 12 months, socialprotection.org teamed up with IPC-IG researchers to create new programme profiles dedicated to the Asia-Pacific region, which were published into the Social Protection in Asia and the Pacific: Inventory of non-contributory programmes. socialprotection.org also established an important partnership with UNECLAC for the development of the Latin American Programme Profiles, providing

access to the organisation's database on each programme.

During the report period, 270 new programmes were added—138 from Latin America and the Caribbean, and 132 from South Asia, East Asia and the Pacific. As seen in Table 7, these recent additions contributed to a roughly even distribution of programmes among different regions.

TABLE 7. PROGRAMMES PER REGION

| Region | Number of profiles | Percentage of the total |
|---------------------------------|--------------------|-------------------------|
| Latin America and the Caribbean | 139 | 26,8% |
| Middle East and North Africa | 137 | 26,4% |
| Asia and the Pacific | 132 | 25,5% |
| Sub-Saharan Africa | 110 | 21,3% |

'Children' are still the most recurrent population group targeted by programmes, representing 28.3 per cent (147) of the total. This is due to recent demographic changes in many countries and increased advocacy for child grants and universal social protection for children.

Another significant population group is 'elderly', which is the focus of over 15 per cent (79) of the programmes, as shown in Table 8. 'Persons with disabilities' are addressed by 16 per cent of the platform's programmes.

TABLE 8. PROGRAMMES BY POPULATION GROUP

| Population Group | Number of programmes | Percentage |
|--------------------------|----------------------|------------|
| Children | 147 | 28,3% |
| People with disabilities | 85 | 16,4% |
| Elderly | 79 | 15,3% |
| Women | 47 | 9% |
| Working age group | 40 | 7,7% |
| Mothers | 24 | 4,6% |
| Youth | 20 | 3,9% |
| Others | 6 | 1,2% |

Given the successful partnership with UNECLAC, socialprotection.org will direct its efforts towards establishing new partnerships to the continued tasks of adding and editing the platform's Programme Profiles.

3.8 BLOG

Since its launch in 2017, the Blog section has grown to become one of the platform's most important content types. More than an

opportunity to engage members and display the latest discussions on social protection, it has been used as an important and strategic tool for communication.

Some of the blog posts are part of a Blog Series:

- **Ambassador Series:** posts written by our global socialprotection.org Ambassadors
- **Webinar Series:** posts where the author summarises the content of a webinar hosted by socialprotection.org
- **Sponsored Series:** posts around a specific topic, usually produced by social protection experts
- **Op-ed:** contributions by members

Blog posts are an essential part of other features and activities, such as Webinars, the Ambassadors Programme, Livestreams and Events. The platform’s most-viewed page,

in addition to the home page, is a single blog post on the [public health challenges in Nigeria](#): this post alone received more than 18,000 page views, which comprised 4,25 per cent of the total visits to socialprotection.org during the reported period.

Since its launch, the Blog has received contributions from 93 members, who produced a total of 213 posts on a variety of social protection themes. During the reported period, 81 posts were published. Some of the most sought-after blogs include:

- **Five key principles for adaptive social protection programming** (26 November 2018) by Alex Cornelius (430+ page views)
- **The healthcare and education impacts of the Pantawid Pamilyang Pilipino Programme** (9 December 2018) by Christina Braganza (1,400+ page views)

Table 9 depicts the most recurrent blog topics, both in the report period and since the platform’s launch.

TABLE 9. BLOGS BY MOST POPULAR PROGRAMME TYPES

| SP Programmes | In the report period | Since the platform’s launch |
|---|-----------------------------|------------------------------------|
| Social assistance | 80% | 63% |
| Cash transfers | 51% | 33% |
| Social insurance | 21% | 17% |
| Labour market programs/ public work/productive inclusion | 27% | 22% |

Note: Blog Posts may correspond to more than one type.

Regarding social protection themes explored in the blog posts, ‘programme design and implementation’ (42 per cent) and ‘social protection systems’ (39 per cent) lead as prominent topics. Additionally, posts mostly cover ‘poverty’ (43 per cent), ‘social inclusion’ (25 per cent), ‘health’ (23 per cent), and ‘risk and vulnerability’ (22 per cent), as cross-cutting areas related to social protection.

Since March 2019, the socialprotection.org Blog features weekly contributions by social protection specialist [Ugo Gentilini](#). His renowned Social Protection Links newsletter, issued every Friday,

is reproduced on socialprotection.org, presenting the latest updates in the social protection field.

Most importantly, the Blog provides high-quality opinion pieces from social protection specialists, helping maintain socialprotection.org as an important hub for the latest debates on the field.

3.9 LIVESTREAMS

socialprotection.org’s recognition as an important channel to broadcast relevant meetings and events



related to social protection has grown considerably over the past 12 months. Seven livestreams were carried out from September 2018 to August 2019—a significant increase compared to the previous year, during which only two events were livestreamed.

In the second half of 2018, two major events were broadcasted through the platform. The ITC-ILO Academy on Social Security 2018 (September 17-25), promoted by ILO, and the International Week of Social Protection—Leaving no One Behind (October 1-5), organised by GIZ and SEDESOL and transmitted in English and Spanish.

Both conferences brought up challenging and prominent topics, such as the efforts to leave no one behind in social protection, how to achieve the Sustainable Development Goals and how to use social protection to reduce poverty and economic inequality, achieve more gender equality and promote quality jobs.

2019 kicked off with two big events being livestreamed: the first one was the [Together to achieve Universal Social Protection by 2030 \(USP\)](#) conference, on 5 February, which was organised by the ILO and OECD and transmitted in Spanish, French and English. The event was an opportunity to encourage exchange on good practices and lessons learned in delivering social protection for all, and to identify innovative approaches.

The second was the [International conference on Universal Child Grants \(UCG\)](#), from 6 to 8 February, promoted by the ILO, ODI and UNICEF, and

transmitted in four different languages: Spanish, Russian, English and French. The conference aimed to promote informed policy debate and decision-making regarding cash transfers, social protection and the objectives of reducing child poverty and improving wider children-related outcomes.

Early in 2019, on February 14, the [Side event at the 57th Session of the UN Commission for Social Protection](#) was transmitted live through [socialprotection.org](#). The event was promoted by UNDESA, Ministry of Social Affairs and Health (Finland), OSAA and OECD to discuss recent innovations in equality-enhancing social protection.

On May 15, the event [Linking social protection to sustainable livelihoods](#) was broadcasted. It was organised by DFAT, the National Planning Development Agency (BAPPENAS) and MAHKOTA, addressing the lessons learned from global experiences in the design and implementation of productive inclusion and Graduation programmes.

The [Regional Symposium on Shock-Responsive Social Protection in the Caribbean](#) was livestreamed on June 27. Promoted by DFID and AMEXCID, this conference explored issues, options and best practices for building regional resilience in relation to existing hazards.

Together, the seven events livestreamed during the report period gathered over 3,561 live views and additional 6,078 views on demand. Table 10 displays the number of live views for each event.

TABLE 10. LIVESTREAM VIEWS

| Event | Live views | Views on demand |
|---|--------------|-----------------|
| International Week of Social Protection: Leaving no one behind (GIZ) | 548 | 762 |
| ITC-ILO academy on Social Security 2018 | 456 | 981 |
| Together to achieve Universal Social Protection by 2030 | 765 | 1,558 |
| International conference on Universal Child Grants | 1,695 | 2,490 |
| Side event at the 57th session of the UN Commission for Social Development (UNDESA) | 15 | 74 |
| Linking Social Protection to sustainable livelihoods | 16 | 105 |
| Regional symposium on shock-responsive Social Protection in the Caribbean | 66 | 108 |
| Total | 3,561 | 6,078 |

The increased number of livestreams during the past year shows a growing interest from stakeholders in having their events transmitted live through the platform. In September 2019, socialprotection.org will conduct the livestream of two additional events: *Asia Pacific Social Protection Week 2019: Securing the Future of the Region*, organised by the Asian Development Bank, from 9-12 September, in the Philippines, and the *International Conference on Resilient Social Protection for an Inclusive Future*, organised by UNICEF, on 18-19 September, in Nepal.

3.10 EVENTS

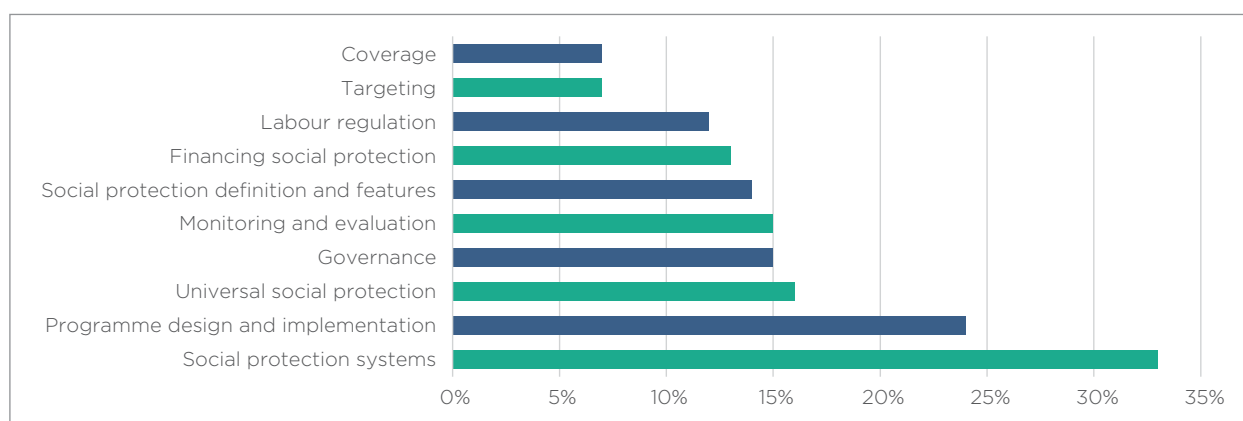
The Events section informs users about where and how social protection is being presented

and discussed worldwide. For the platform, it represents a strategic opportunity to support our partners and engage with our users and members through social media and other communications channels.

Over the years, a total of 564 events were added to the platform; 143 were included from September 2018 to August 2019. This represents an average of almost 12 events added per month since the platform's launch.

Most of the events shared on the platform in the past year were organised by 'international organisations' (62 per cent), followed by those conducted by 'research centres and academia' (41 per cent). The main topics discussed at these events are shown in Figure 13.

FIGURE 13. EVENTS BY SOCIAL PROTECTION TOPICS



4.

Communications strategy

socialprotection.org's comprehensive communications strategy includes a monthly newsletter, webinar announcements and reminders, and active social media channels (Facebook, Twitter, LinkedIn, YouTube, and Instagram), which have been progressively expanding in reach and engagement.

The overall objective of this strategy is to improve user engagement, promote knowledge-sharing and exchange, and consolidate and expand our community of social protection practitioners. Furthermore, it aims to integrate the different services and content types provided by the platform, highlighting these features and products through different media.

Other key aspects of the communications strategy for the report period include the promotion of the platform's new developments, livestreams, e-courses

and webinars, as well as a new layout for the newsletter campaigns.

COMMUNICATIONS HIGHLIGHTS:

- Over 3,500 monthly newsletter subscribers by 1 September 2019; an increase of over 500 since 31 August 2018.
- Over 4,200 followers on Facebook by 1 September 2019; an increase of over 35 per cent since 31 August 2018.
- Over 3,100 followers on Twitter by 1 September 2019; an increase of over 50 per cent since 31 August 2018.
- Over 400 subscribers in total, and more than 30,700 views on the platform's YouTube channel by 1 September 2019.

4.1 SOCIAL MEDIA

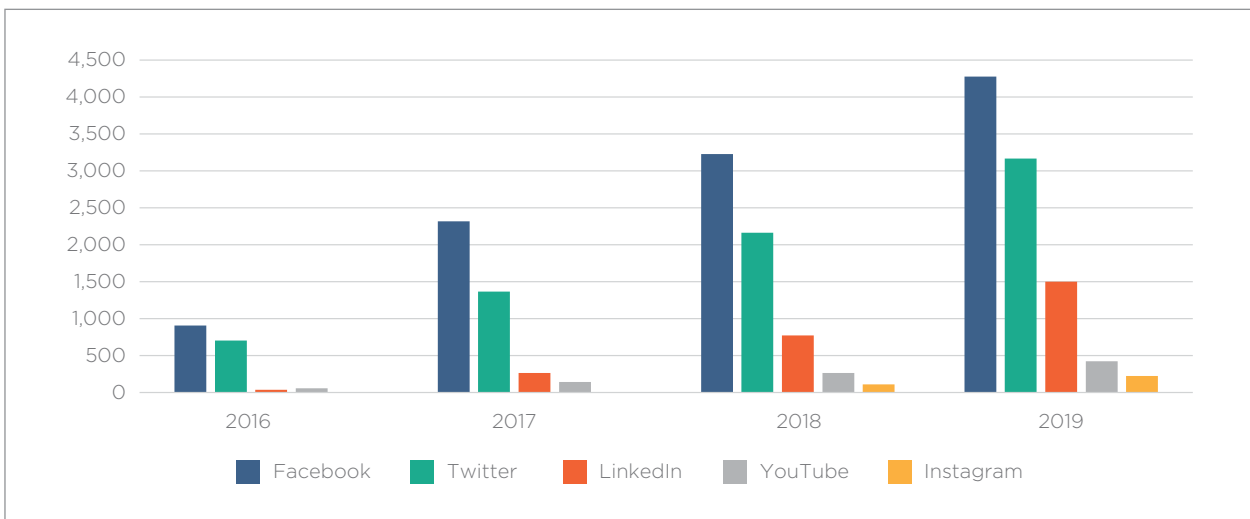
socialprotection.org's accounts on Facebook, Twitter, and LinkedIn were created in 2015 to improve communications with members and stakeholders and raise public awareness about the platform and its content. After almost four years, we can consider that the first goal has been reached: our social media channels now reach a much larger number of followers.

socialprotection.org has developed new posting and visual identity guidelines to orient daily

communications activities. The overall objective is to guarantee cohesion among different channels, enhancing the platform's visual identity and brand of communication. We have also updated our pre-planned calendar to ensure that a wide variety of content is presented in a timely manner to the target audience. This multifaceted strategy has delivered solid results.

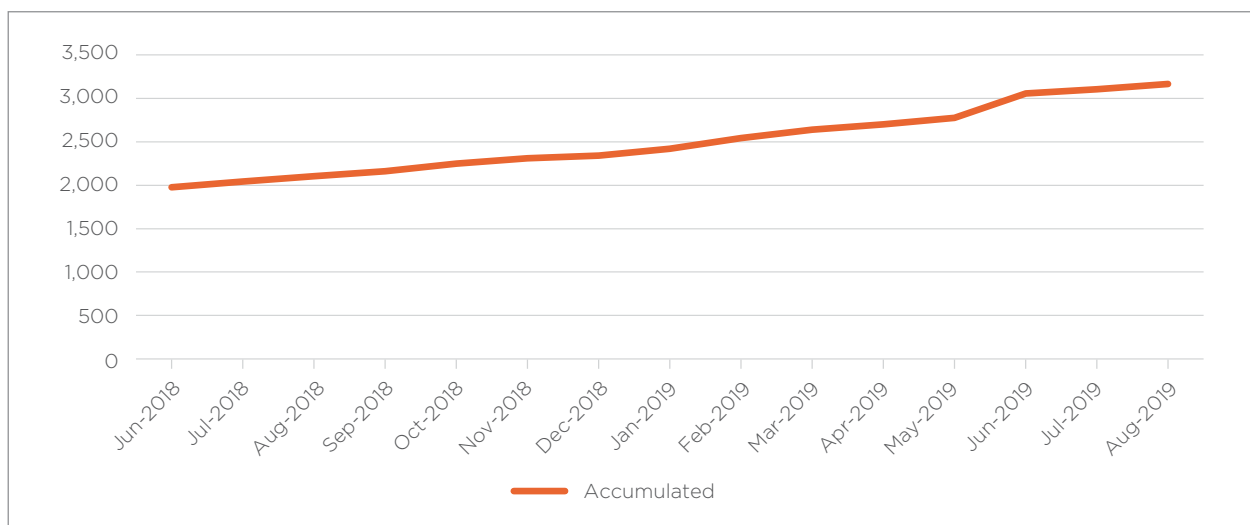
On average, two daily posts are made on each social media channel, disseminating content from the platform: webinars, publications, blog posts, job opportunities, news, glossary, events, videos, etc.

FIGURE 14. GROWTH IN THE NUMBER OF SOCIAL MEDIA FOLLOWERS



Note: Our Instagram account was created in 2018, after research pointed out that our main stakeholders were active in that social network.

FIGURE 15. GROWTH IN THE NUMBER OF TWITTER FOLLOWERS



TWITTER

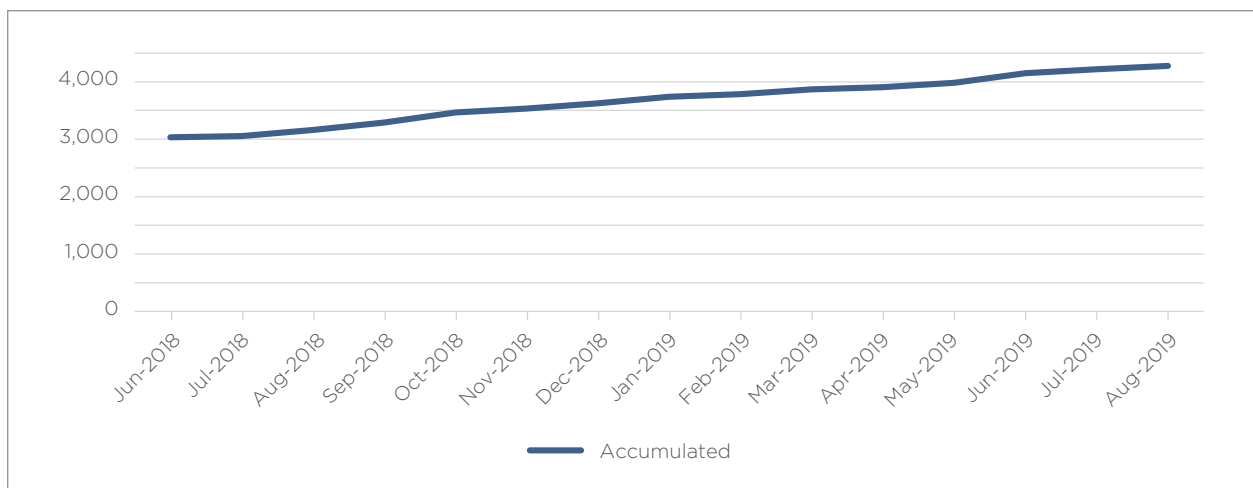
Even though our strategy is now focused on engaging our existing audience, we have also seen a steady increase in followers, especially on Twitter. We now have over 3,160 followers, an increase of over 50 per cent compared to the previous year. This increase might also

be related to live tweeting during livestreams and webinars.

FACEBOOK

Our Facebook account also experienced gains of over 37 per cent, reaching over 4,270 people.

FIGURE 16. GROWTH IN THE NUMBER OF FACEBOOK FOLLOWERS

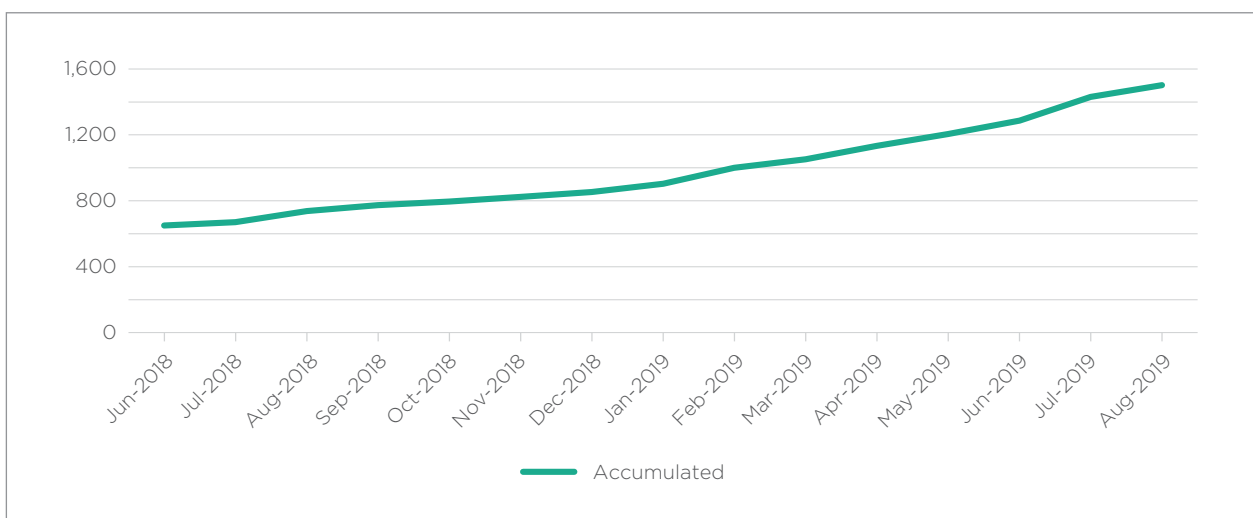


LINKEDIN

Our LinkedIn account now has over 1,500 followers, an increase of almost 50 per cent over the same period of the previous year. The channel

plays a special role in the promotion of jobs and internship opportunities. In recent interviews for our Internship Programme, most candidates stated that they found out about the opportunity through our LinkedIn page.

FIGURE 17. GROWTH IN THE NUMBER OF LINKEDIN FOLLOWERS

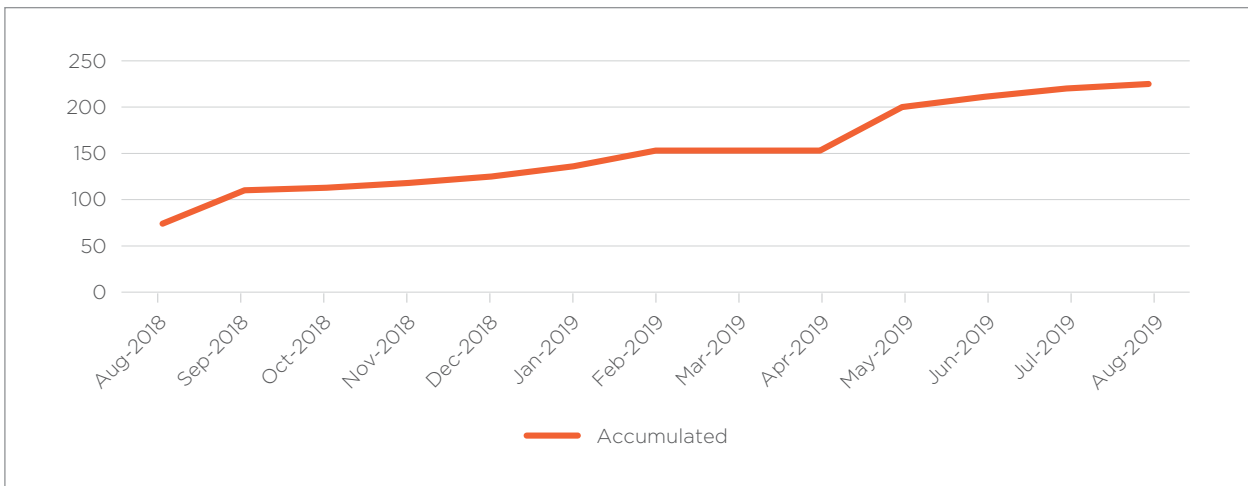


INSTAGRAM

In August 2018, we launched our Instagram account after research demonstrated that most of our partners are active in this social network.

Since then, our number of followers has been constantly growing; we currently have 225 followers. Even though this is not a huge number, the channel provides us with the opportunity to develop and test different content formats.

FIGURE 18. GROWTH IN THE NUMBER OF INSTAGRAM FOLLOWERS

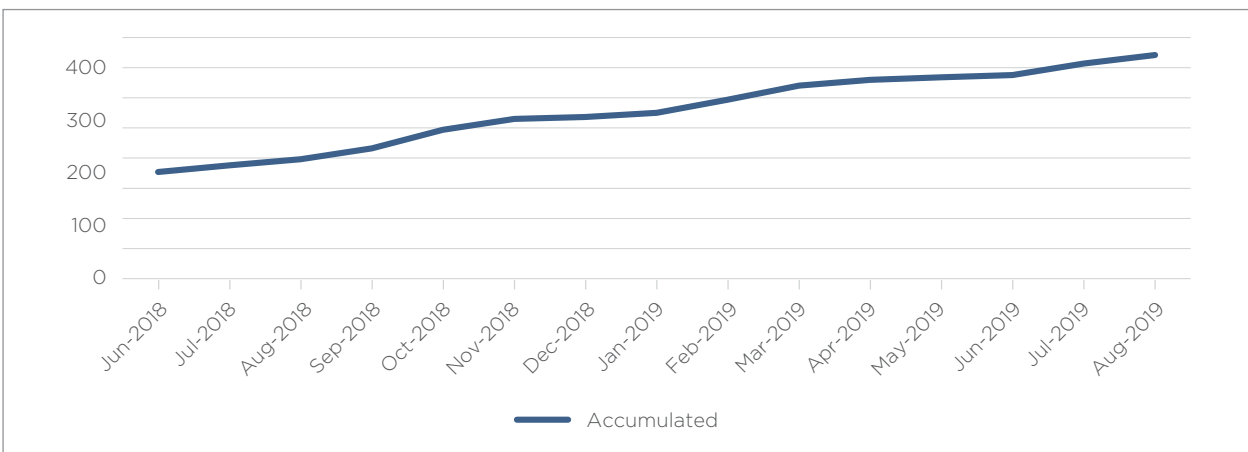


YOUTUBE

Our YouTube channel is not included in our daily posting strategy. It is used as a

repository for the webinar recordings and livestream videos. Even so, the growth in the number of followers reflects the effective promotion of these events.

FIGURE 19. GROWTH IN THE NUMBER OF YOUTUBE FOLLOWERS



4.2 NEWSLETTER

Since 2016, socialprotection.org has been issuing a thematic monthly newsletter. It provides an

overview of the platform's progress and activities by showcasing its latest and most relevant content, including news, events, upcoming webinars, livestreams, and online courses.

A new edition of the newsletter, with an updated design and layout, was launched in January 2019, aiming to improve and simplify the reader's experience. The template is aligned with the platform's new visual identity and is also coherent with the design guidelines adopted for social media.

Additionally, since April 2019, socialprotection.org's newsletter has featured content from a specific region each month. The latest newsletters promoted regional perspectives from South Asia, Southern Africa, Latin America and the Caribbean, the Middle East and North Africa, according to the schedule on Table 11.

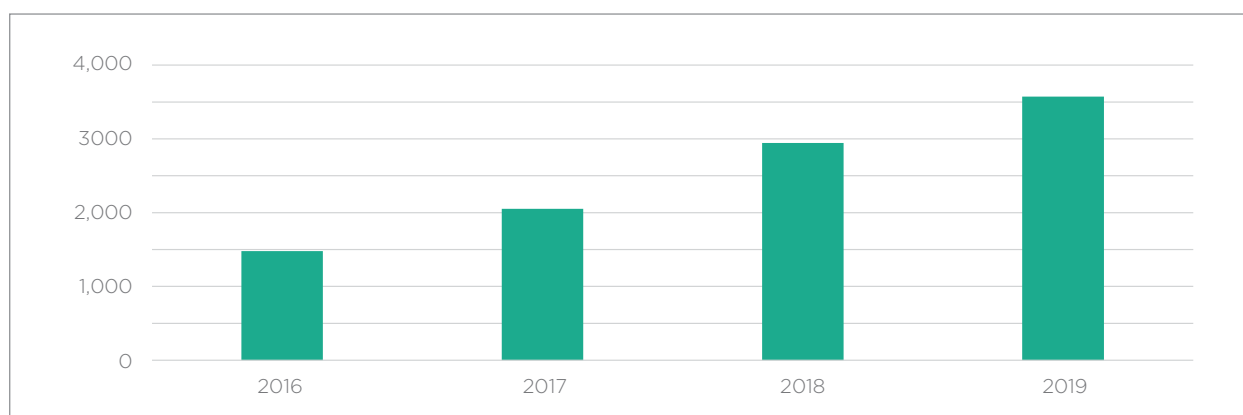
TABLE 11. THEMATIC NEWSLETTERS BY MONTH

| September 2018 | 3-year anniversary |
|-----------------------|---|
| October 2018 | International Day for the Eradication of Poverty |
| November 2018 | Universal Children's Day |
| December 2018 | All time most accessed content! |
| January 2019 | It's the year of social protection! |
| February 2019 | Exciting announcement: socialprotection.org has relaunched! |
| March 2019 | How can we achieve gender equality and the empowerment of women and girls with social protection? |
| April 2019 | Regional perspectives: South Asia |
| May 2019 | Regional perspectives: Southern Africa |
| June 2019 | Regional perspectives: Latin America and the Caribbean |
| July 2019 | Regional perspectives: Middle East and North Africa |
| August 2019 | Regional perspectives: Central Asia and East Asia and Pacific |

These changes and updates led to an increase of over 26 per cent in the number of subscribers:

from 2,804 in June 2018 to 3,541 in June 2019, as seen in Figure 20.

FIGURE 20. NUMBER OF NEWSLETTER SUBSCRIBERS BY YEAR



The newsletter is a key element for communication with platform members: more than showcasing the most relevant projects our

team has been working on, it has been recognised by our partners as an important channel for promoting content on social protection.

5.

Outreach and engagement

Face-to-face and virtual meetings are a key component of the platform's knowledge-sharing and outreach strategy. Over the past year, the socialprotection.org team has participated in eight outreach and promotional events organised by different institutions.

5.1 EVENTS AND MEETINGS

By participating in face-to-face meetings, the team has been able to actively promote socialprotection.org in different countries, further contributing to the platform's knowledge-sharing mission. During the report period, the team participated in the following events:

- **01-05 October 2018:** socialprotection.org livestreamed the **International Week on Social Protection: Leaving No One Behind**, organised by the Mexican Ministry of Social Development (SEDESOL) and the Deutsche Gesellschaft

für Internationale Zusammenarbeit (GIZ) on behalf of the Federal Ministry for Economic Cooperation and Development (BMZ), in Mexico City. Mariana Balboni (IPC-IG Senior Project Officer) joined the event and delivered a presentation titled "Social-protection.org overview: what does the platform offer?" showcasing the platform's features that are being prepared for the Global Alliances for Social Protection project. The platform will be the main online tool for collaborative work and knowledge exchange among the countries involved in the project. On 4 October, Ms. Balboni moderated the round table "Population in extreme poverty: the elderly, people with disabilities and the youth." Recordings are available in the platform.

- **26 November-1 December 2018:** Mariana Balboni (IPC-IG Senior Project Officer) joined the **Global South-South Development Expo (GSSD Expo 2018)**, organised by the United

Nations Office for South-South Cooperation (UNOSSC), at the UN Headquarters in New York. During the event, she showcased the socialprotection.org platform as one of the initiatives supporting South-South cooperation towards the achievement of the Sustainable Development Goals.

- **14-18 January 2019:** Mariana Balboni (IPC-IG Senior Project Officer) and Marina Carvalho (IPC-IG Senior Knowledge Management Assistant) participated in the **TRANSFORM Review Meeting**, in Lusaka, Zambia. The event, organised by the ILO, discussed the development of the TRANSFORM curriculum, reviewing feedback from former participants, and the new modalities of the course, which has been translated into French and Portuguese.
- **5 February 2019:** socialprotection.org organised a livestream of the **Together to achieve Universal Social Protection by 2030 High Level Conference**, held in Geneva, Switzerland. The event was organised by a variety of international organisations and focused on fostering discussions surrounding the theme of universal social protection. Mariana Balboni (IPC-IG Senior Project Officer) also attended the event. Recordings are available in the platform.
- **6-8 February 2019:** socialprotection.org livestreamed the **International Conference on Universal Child Grants**, which took place in Geneva, Switzerland. The event was made

possible by the joint efforts of the UNICEF, the ILO, and ODI. It explored emerging evidence on the implementation of alternative cash transfer schemes, and subsequent implications for universal child grants. Mariana Balboni (IPC-IG Senior Project Officer) also attended the event. Recordings are available in the platform.

- **7 February 2019:** Mariana Balboni (IPC-IG Senior Project Officer) delivered a presentation highlighting socialprotection.org's new features at the **11th SPIAC-B Meeting**, held in Geneva, Switzerland. The platform's new design and layout were presented to participants, along with the technical improvements that accompanied the third phase of the platform's development.
- **20-22 March 2019:** Mariana Balboni (IPC-IG Senior Project Officer) attended the **2nd High-level United Nations Conference on South-South Cooperation (BAPA+ 40)**, which took place in Buenos Aires, Argentina. The event, organised by UNOSSC, intended to bring together practitioners from the Global South to reaffirm the 1978 United Nations Conference on Technical Cooperation among Developing Countries, which implemented the Buenos Aires Plan of Action for Promoting and Implementing Technical Cooperation among Developing Countries.



UN Women/Christopher Herwig/CC BY-NC-ND 2.0

- **16–18 April 2019:** Mariana Balboni (IPC-IG Senior Project Officer) and Marina Carvalho (IPC-IG Senior Knowledge Management Assistant) participated in the **Oficina de Apresentação de Proposta de Marco Conceitual de Sistema de Monitoramento, Avaliação e Aprendizado—MAAp do Programa de Cooperação Trilateral Governo Brasileiro—UNICEF** (Workshop for the Presentation of a Proposal for a Conceptual Framework for the Monitoring, Evaluation and Learning System—MAAp of the Trilateral Cooperation Program Brazilian Government—UNICEF), in Brasília, Brazil. Marina Carvalho delivered a presentation introducing socialprotection.org.
- **22–26 April 2019:** Raquel Tebaldi (IPC-IG Researcher) participated in the **Rencontre de la Communauté de Pratique des Transferts Monétaires en Afrique (Community of Practice on Cash Transfers (CTs) in Africa face-to-face meeting)**, held in Antananarivo, Madagascar. The main objective of the meeting, organised by UNICEF, the World Bank, and representatives from partner countries, was to discuss cash transfer programmes at a regional level through exchanges on operational challenges and responses, while sharing experiences and supporting networking among practitioners from different countries.
- **20–24 May 2019:** Anna Carolina Machado (IPC-IG Researcher) participated in the **Community of Practice on Cash Transfers in Africa face-to-face meeting**, held in Kigali, Rwanda. The meeting, organised by UNICEF, the World Bank, and representatives from partner countries to expand discussions around the usage of cash transfers to improve human capital development in the African context.
- **20–21 August 2019:** Christof Kersting, Cecilia Chávez Mendoza, and Nora Sieverding, from GIZ, on behalf of BMZ, were received by the socialprotection.org team at IPC-IG's office, in Brasília. The group discussed how socialprotection.org can further collaborate with the Global Alliances 4SP II programme. The team presented an update on the achievements, developments, and challenges faced by the platform.

5.2 AMBASSADORS PROGRAMME

The socialprotection.org Ambassadors Programme is an online volunteer programme, operated via the United Nations Volunteer website, designed to engage people from all over the world with the platform's activities. The programme has a duration of up to six months, with Ambassadors being selected twice a year. Since 2015, socialprotection.org has welcomed 126 Ambassadors from over 40 countries.

The programme's objectives are threefold:

- To ensure that up-to-date and relevant content reflecting the Ambassador's regional or thematic interests are available on the platform;
- To promote and provide opportunities for engagement with socialprotection.org's interactive features; and
- To increase the visibility of socialprotection.org within the Ambassador's personal network and assigned region.

Over the various runs of the programme, socialprotection.org's Ambassadors have actively participated in mapping and uploading content, writing blog posts, creating infographics, and engaging on social media.

In the latest round of the programme, 13 Ambassadors were selected to write articles for the socialprotection.org blog, focusing on a wide variety of topics related to social protection globally. This includes insights into individual programmes, reflections on social protection as a human right as well as implementation challenges.

socialprotection.org's Ambassadors are recognised as foundational contributors to the platform, ensuring its continued growth. In fact, blog contributions from the Ambassadors feature among the platform's most visited content. For example, as mentioned before, [Health care in Nigeria: Challenges and recommendations \(07/02/2019\)](#) by Bolaji Aregbeshola, received over 18,000 page views on the past year.

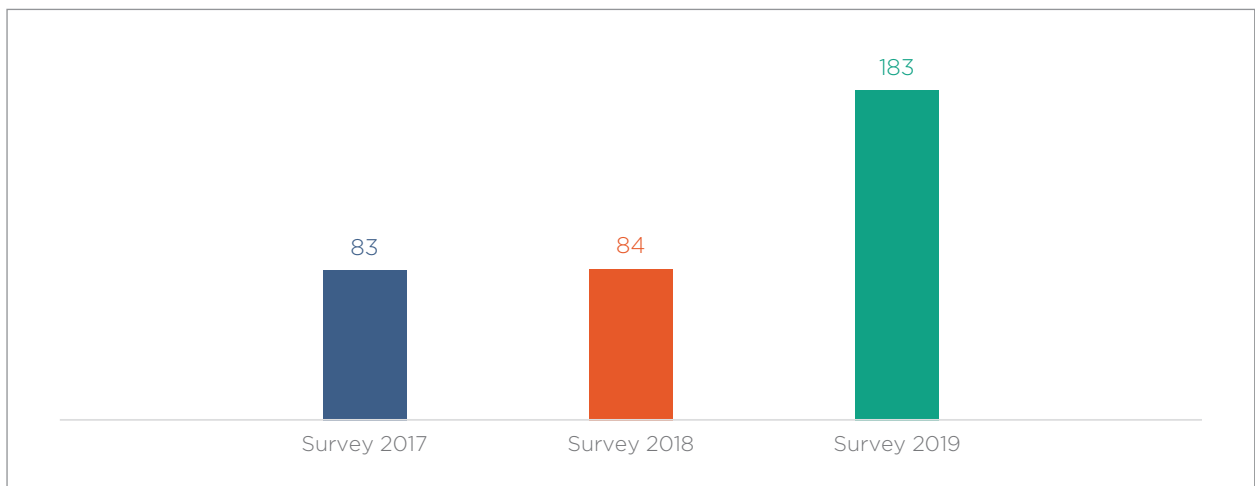
6.

User satisfaction survey

The satisfaction survey is a key resource used to gather user feedback regarding socialprotection.org's activities and features, serving as a guide for future strategies and planning. This year's

survey was active from 29 July to 23 August, with questions designed to better understand users' opinions and needs. We received 183 replies, an increase of 155 per cent over the previous year.

FIGURE 21. NUMBER OF RESPONDENTS PER YEAR

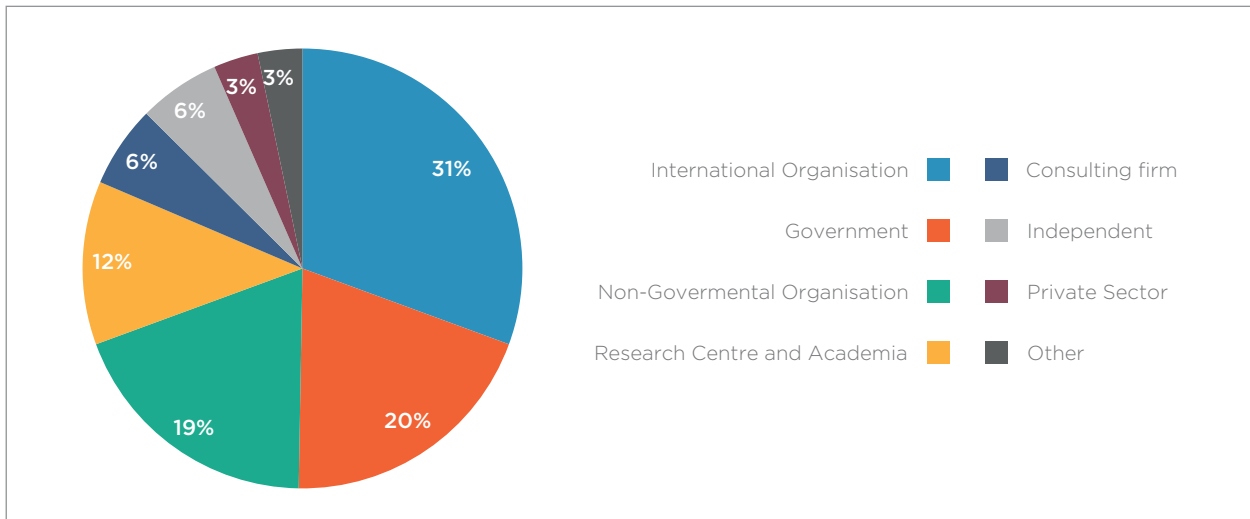


6.1 RESPONDENTS' PROFILE AND INITIAL FEEDBACK

Respondents of the 2019 survey were mainly from international organisations (31 per cent), followed by government (20 per cent), and non-governmental organisations (19 per cent).

Among these respondents, 89 per cent declared to be registered members of socialprotection.org, which is positive, since registered users tend to have a deeper knowledge of what the platform offers and, therefore, can provide informed and concrete feedback on its services.

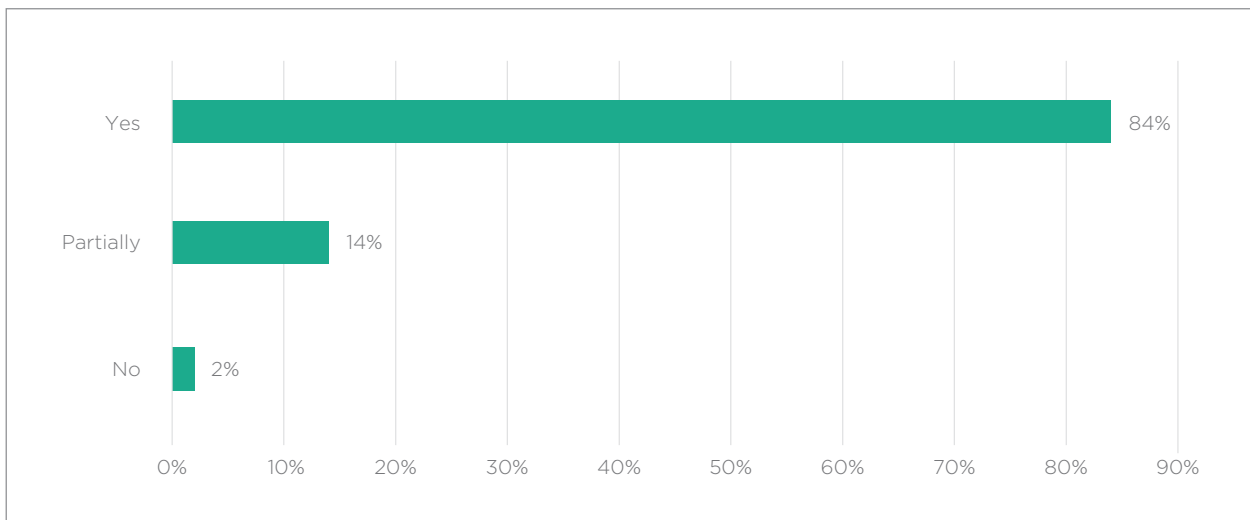
FIGURE 22. RESPONDENTS BY TYPE OF INSTITUTION



A new question was introduced in the 2019 survey to understand users' perception of the role of socialprotection.org in increasing people's knowledge of social protection. The result was very positive: 84 per cent of respondents stated

that socialprotection.org has helped them expand their knowledge in social protection, as seen in figure 23. Hence, the services and content offered by the platform are beneficial and incentivise return visits.

FIGURE 23. PERCENTAGE OF USERS WHO FELT THAT THE PLATFORM HAS HELPED EXPAND THEIR KNOWLEDGE ON SOCIAL PROTECTION



6.2 FREQUENCY AND PURPOSE OF ACCESS

Regarding frequency of access, 40 per cent of respondents reported accessing the platform regularly (at least once a week) in 2019, a lower figure than the 51 per cent

reported in 2018. On the other hand, the number of respondents accessing the platform monthly (1-2 times a month) has grown from 36 per cent to 44 per cent, which illustrates an overall significant number of regular users. See Figure 24.

FIGURE 24. FREQUENCY OF ACCESS

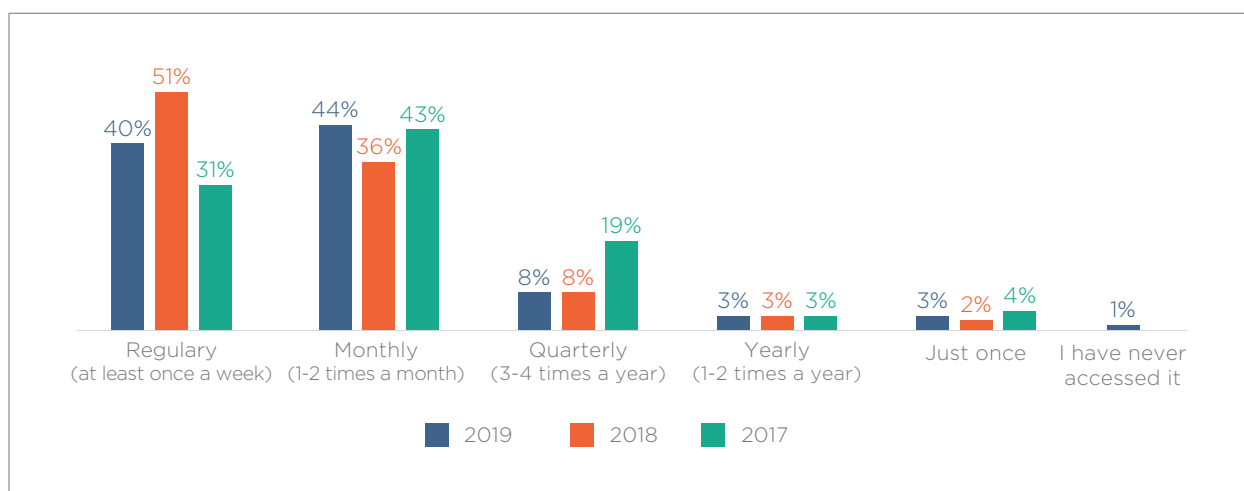
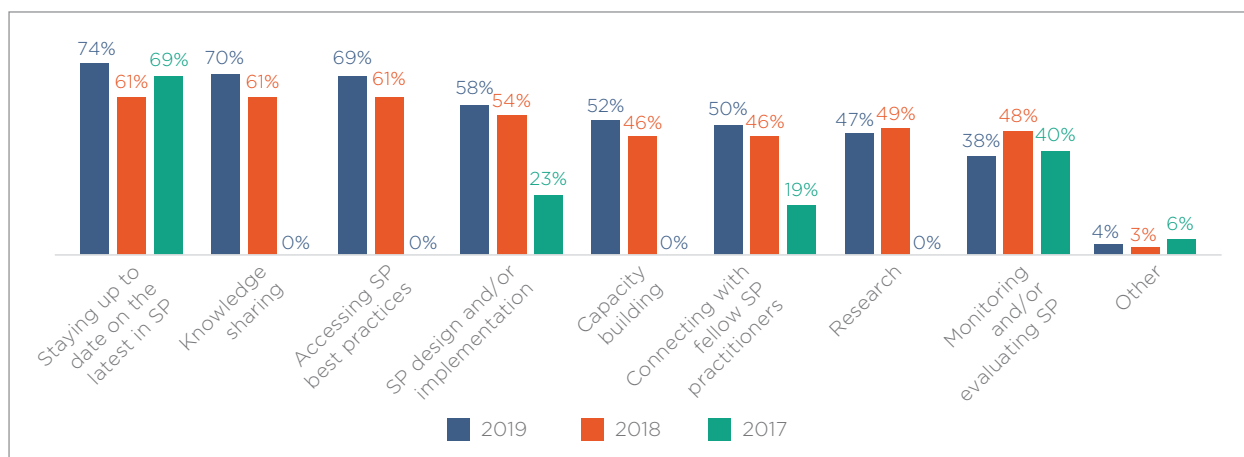


FIGURE 25. PURPOSES FOR ACCESSING THE PLATFORM IN % (MULTIPLE ANSWERS)



As illustrated in Figure 25, results show that the main purposes for accessing the platform have remained stable over the past two years, with ‘staying up to date on social protection (74 per cent)’, ‘knowledge sharing (70 per cent)’, and ‘accessing social protection best practices (69 per cent)’, as the top reasons given by respondents. Many of socialprotection.org’s features are developed to encourage knowledge

sharing by members—therefore, the fact that members access the platform for precisely this reason is indicative that features are working well and being recognised by our community. ‘Social Protection design and/or implementation’, ‘capacity building’ and ‘connecting with fellow social protection practitioners’ have also been stated as reasons to access the platform by more than 50 per cent of respondents.

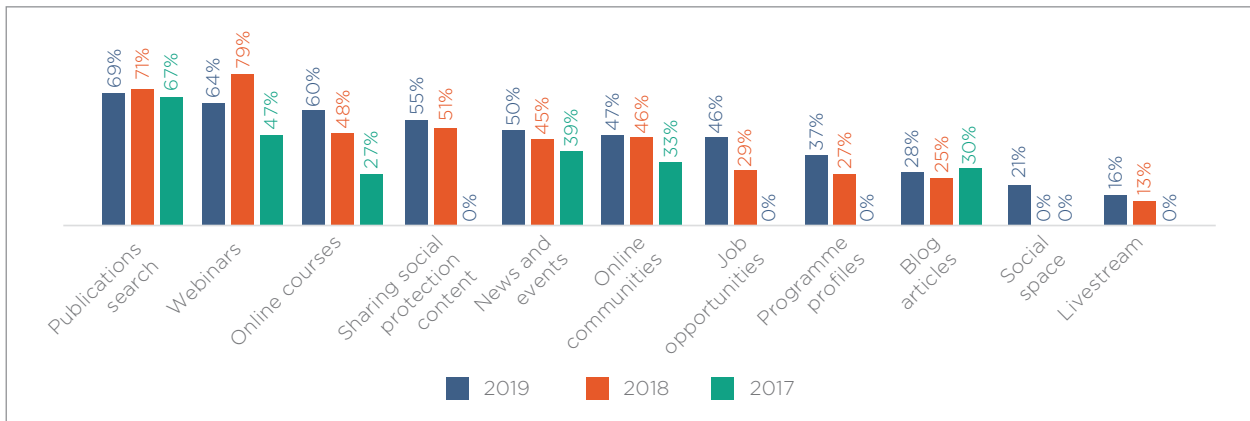
6.3 MOST POPULAR FEATURES

While the Publications Search and Webinars remain the platform’s most sought-after features, being highlighted by 69 and 64 per cent of respondents, respectively, in 2019, there has been a significant growth in the interest for online courses offered through the platform—from 27 per cent in 2017 and 48 per cent in 2018, to 60 per cent in 2019. This growth reflects the good acceptance of the online courses developed by the socialprotection.org team as an appropriate capacity-building strategy.

The results of the 2019 satisfaction survey have also shown that even though users’ interests were similar throughout the past three years, the shares of people interested in each of the available features have increased, as illustrated in Figure 26.

The features that have garnered less interest so far are the Social Space and Livestream, which were the last ones to be introduced in the platform. This could be because members and users are still getting used to them.

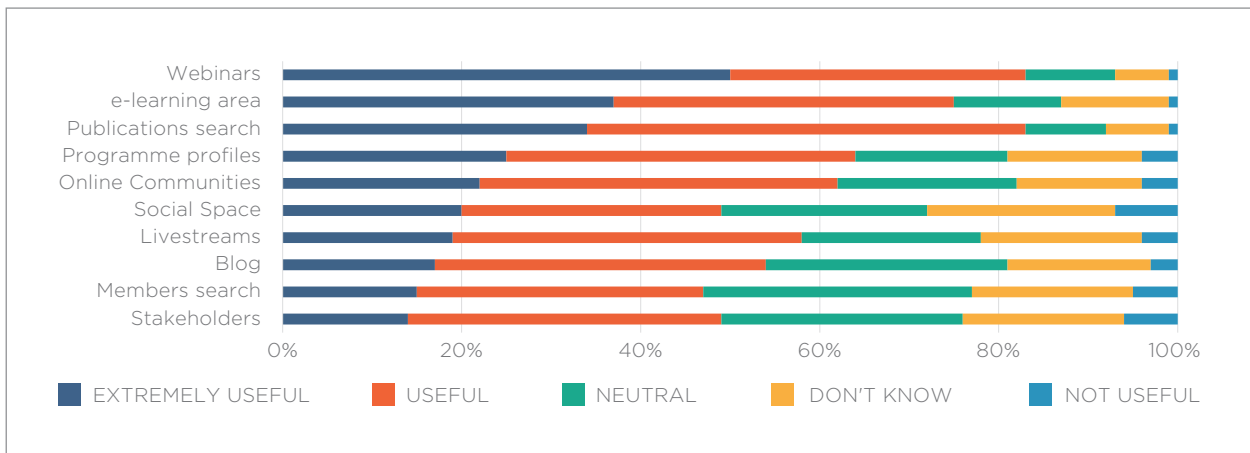
FIGURE 26. FEATURES GARNERING THE MOST USER INTEREST IN % (MULTIPLE ANSWERS)



Webinars continue to be the platform’s most useful feature, but this year was marked by a growing appreciation of the e-Learning area, which is now the second most valuable feature of the platform, as seen in Figure 27. This reinforces

the good acceptance of socialprotection.org’s capacity-building strategy. Overall, the platform’s features received positive assessments: on average, they were mostly considered ‘extremely useful’ or ‘useful’.

FIGURE 27. RATING OF SOCIALPROTECTION.ORG’S SERVICES IN %

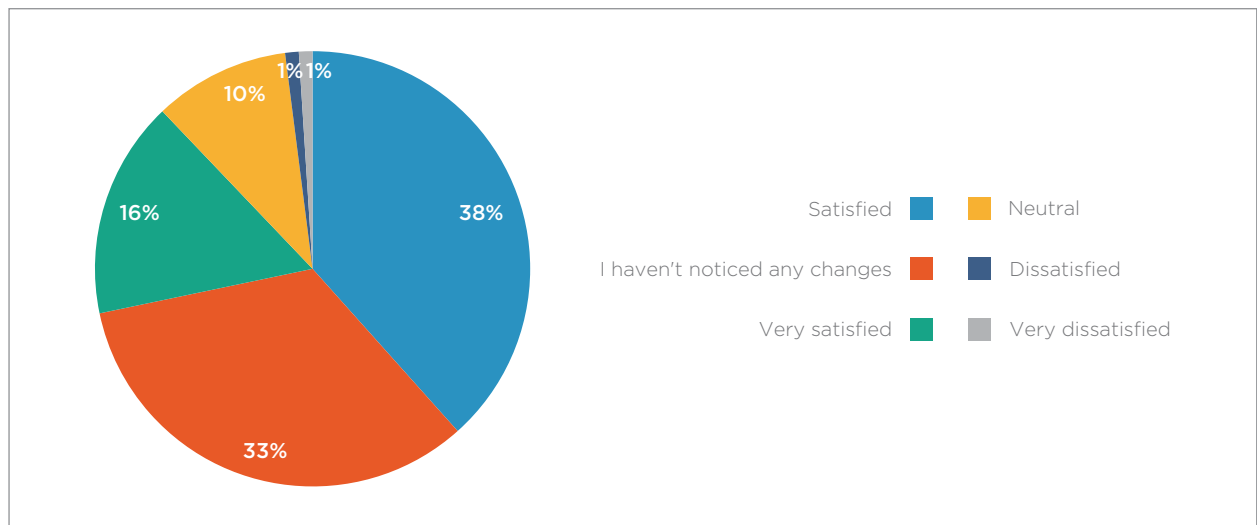


6.4 RECENT CHANGES AND SOCIALPROTECTION.ORG ATTRIBUTES

Earlier this year, socialprotection.org went through major technical changes, including a new homepage layout, the development of a Social Space feature, improvements to Online Communities, and updates to the e-Learning hub.

Among respondents, 38 per cent showed that they are satisfied with these improvements, while 33 per cent stated that they have not noticed any change, as shown in figure 28. These results indicate an important lesson learned: technical changes should be announced in batches, right after they happen, allowing users to notice and understand the improvements.

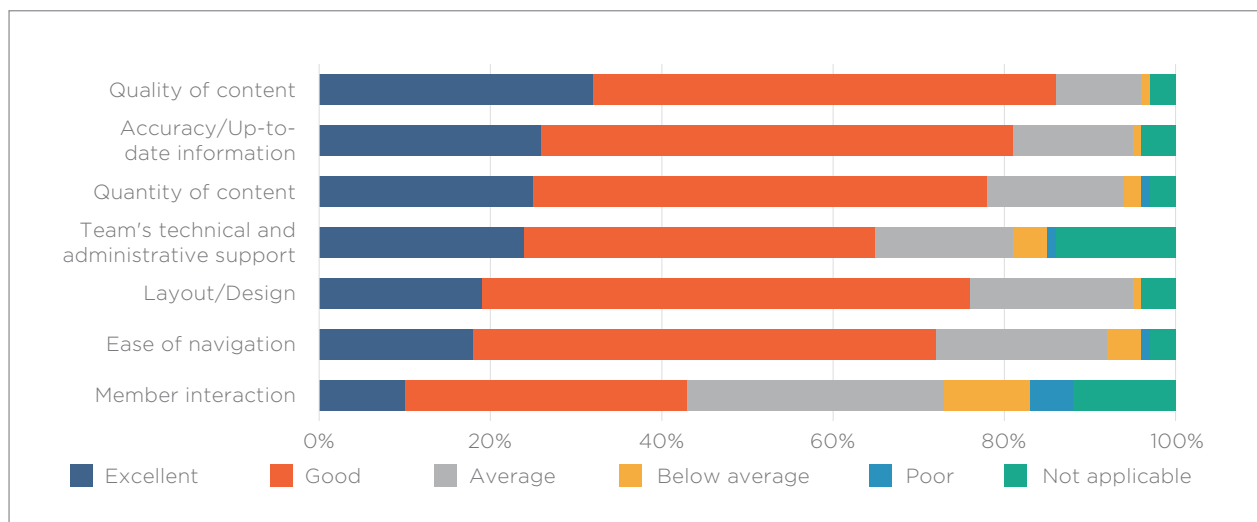
FIGURE 28. LEVEL OF SATISFACTION WITH RECENT TECHNICAL IMPROVEMENTS IN %



Respondents were also asked to rate the attributes of socialprotection.org. In general, the average users' rating of the platform's attributes is "excellent" or "good". The quality of content and

the accuracy/up-to-date information stand out. The first is considered "excellent" by 32 per cent of respondents and the latter by 26 per cent, as illustrated in Figure 29.

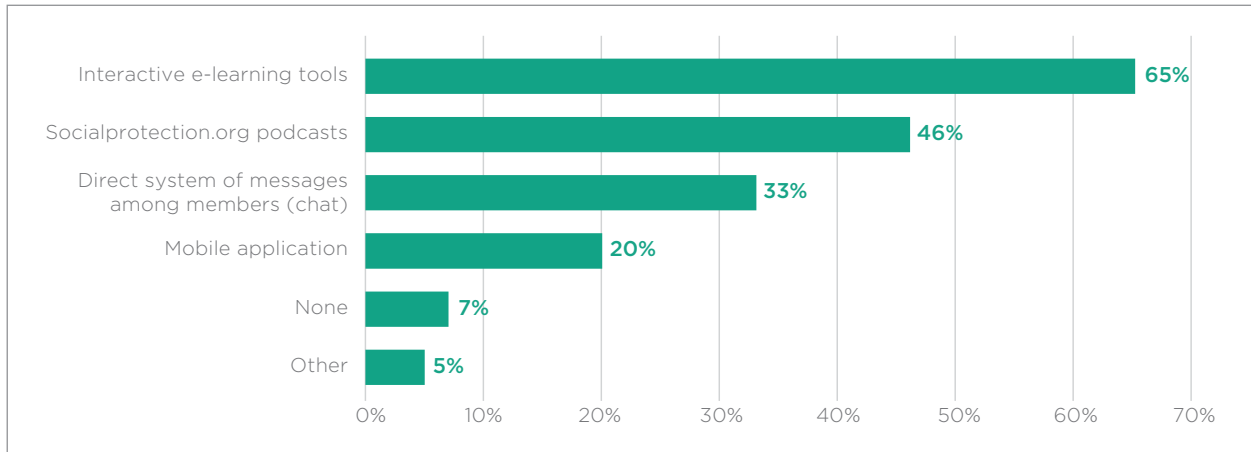
FIGURE 29. RATING OF SOCIALPROTECTION.ORG'S ATTRIBUTES IN %



“Member interaction” was the lowest-rated attribute. The team is currently working to improve the possibilities of exchange among

users, having recently introduced the Social Space, a tool that allows members to follow and interact with each other.

FIGURE 30. NEW FEATURES USERS WOULD LIKE TO SEE DEVELOPED, IN %

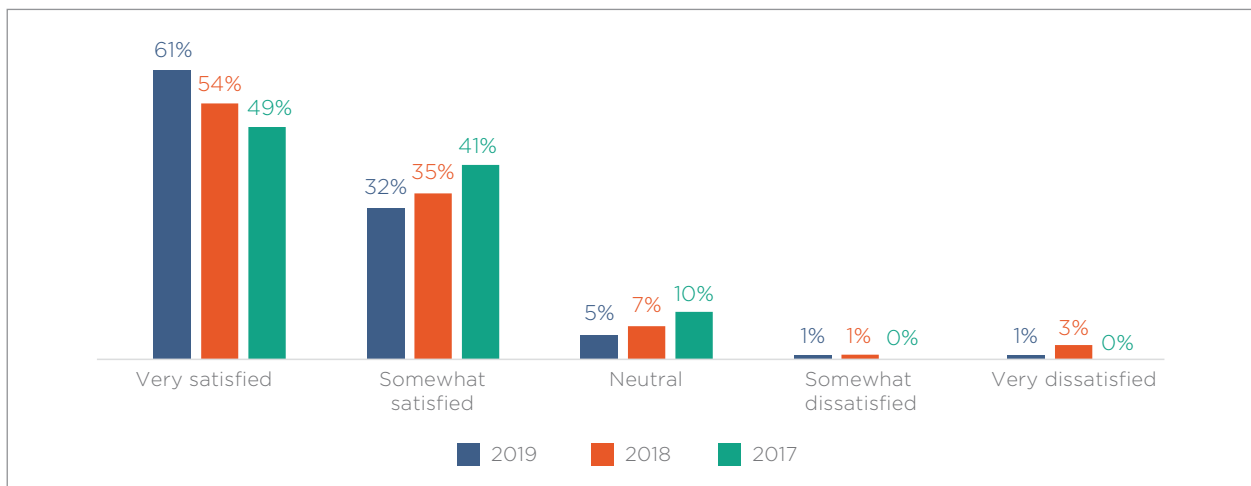


Users also had the chance to state which features they would like to see implemented in the platform. Figure 30 illustrates these features in more detail. Most respondents (65 per cent) would like the platform to implement interactive e-Learning tools; 46 per cent suggested that the platform should host its own podcasts; 33 per cent were interested in having some sort of live chat functionality, followed by having a mobile application (20 per cent). The team is currently working on planning the improvements for the coming year and users’ opinions will be considered in this process.

6.5 OVERALL USER SATISFACTION

The level of satisfaction with the services offered by the socialprotection.org platform has steadily increased over the last three years, with 61 per cent of users declaring to be ‘very satisfied’ in 2019, compared to 54 per cent in 2018 and 49 per cent in 2017, as shown in Figure 31. This result demonstrates that socialprotection.org’s features and content are serving their purpose well and reflects the team’s efforts to maintain the high standards it is known for among its user community.

FIGURE 31. OVERALL USER SATISFACTION, IN %





Jawad Ujjali/ADE/CC BY-NC-ND 2.0

USER COMMENTS RECEIVED REGARDING THE SURVEY:

“Thank you for providing this really informative resource. It’s hugely valuable to be able to track down so many things in one place.”

“I think it is just great. And I like it because it tries to be very much up-to-date in contrast to many other web platforms. This is the real comparative advantage of socialprotection.org.”

“Regarding language channels during webinars, we would like to have simultaneous translation during webinars to not exclude our English/Spanish participants and also to avoid forcing our presenters to do it in a foreign language and therefore lose accuracy.”

“Love the idea of the podcasts, hopefully in various languages. You should also include the perspectives and views of the users/citizens/beneficiaries. Include ideas/experiences from social protection initiatives provided by non-governmental actors (i.e. communities or the private sector).”

“I think finding a way to keep programme profiles up-to-date would increase the usability of the platform.”

7.

Analytics and performance

socialprotection.org has been increasing its efforts to better understand the profile of its users, as well as their behaviour within the platform. This analysis, combined with the feedback gathered from the User Satisfaction Survey, is key for understanding the platform's performance and how well the users are interacting with it, tailoring the content and new developments accordingly.

The consistent growth in the number of visitors to the platform has proven that these efforts were worthwhile and that socialprotection.org has found its footing in support of the social protection community. In August 2019, the platform reached 29,425 sessions, an expressive increase of 81 per cent over the same month in the previous year, when the number of visitors reached 16,323.

FIGURE 32. NUMBER OF VISITS TO THE PLATFORM PER MONTH



The platform gathered over 1,500,000 page views since launch, which in the past twelve months accounts for an average of 46,805 per month.

The homepage is accessed the most, comprising 8.2 per cent of the total visits. The registration form also accounts for a significant percentage (53,578 views, or 3.51 per cent of the total). Table 12 displays the most visited pages since launch.

Tables 13 and 14 display the most active countries and most active cities in the platform during the past 12 months, with the correspondent number of users.

During the report period, the age range of most users varied from 25 to 44 years old (63.2 per cent), and they were mostly female (56.2 per cent). The vast majority of users speaks English (68 per cent), followed by French (7.4 per cent) and Spanish (4 per cent).

TABLE 12. MOST VISITED PAGES

| Page | Number of views | Percentage |
|--------------------------------|-----------------|------------|
| Home | 124,888 | 8,2% |
| Registration form | 53,578 | 3,5% |
| Publications (Main page) | 27,907 | 1,8% |
| Online Communities (Main page) | 27,632 | 1,8% |
| Virtual Campus (Main page) | 20,137 | 1,3% |

TABLE 13. USERS BY COUNTRY

| Country | From September 2018 to August 2019 | | Since launch until August 2019 | |
|----------------|------------------------------------|------------|--------------------------------|------------|
| | Number of users | Percentage | Number of users | Percentage |
| United States | 25,027 | 12% | 51,441 | 12.2% |
| Nigeria | 15,594 | 7.5% | 20,928 | 5% |
| Tanzania | 9,936 | 4.8% | 18,734 | 4.4% |
| United Kingdom | 8,610 | 4.1% | 16,689 | 4% |
| India | 7,789 | 3.7% | 16,382 | 3.9% |

TABLE 14. USERS BY CITY

| City | From September 2018 to August 2019 | | Since launch until August 2019 | |
|---------------|------------------------------------|------------|--------------------------------|------------|
| | Number of users | Percentage | Number of users | Percentage |
| Lagos | 10,837 | 5% | 13,635 | 3.2% |
| Dar es Salaam | 7,728 | 3.6% | 13,226 | 3.1% |
| Chicago | 4,257 | 2% | 7,760 | 1.8% |
| London | 3,796 | 1.8% | 7,664 | 1.8% |

8.

The way forward

Although significant progress has been achieved over the past four years, socialprotection.org is constantly evolving in the opportunities and challenges it presents to the team. With this in mind, the platform's sustainability and achievements rely on consistent technical and content updates, as well as awareness of users' needs.

To deal with the challenge of keeping up-to-date with users' needs, policy developments, and new technologies, socialprotection.org must genuinely understand its limitations, possibilities and opportunities, within the social protection scene.

During the past year, the team was able to better understand the platform's role, having established itself within the community of social protection practitioners, and pursue a deliberate vision. Internal processes were carried out more smoothly and

the team strengthened its capacities. The following sections present the lessons learned, upcoming challenges and our plans for the future.

8.1 LESSONS LEARNED

This highly active year was essential for developing the team's capacity to simultaneously adapt to unexpected tasks and plan for future challenges. Here are some of the invaluable lessons gained throughout this period:

- socialprotection.org's fast pace and unpredictable demands require a flexible and committed team to handle the platform's tasks and challenges. The ability to work together, combining the strongest capacities of each team member and specific training, is key for the platform;

- Collaboration in the production of the newsletter is a good initiative for keeping the team updated with the latest debates on social protection;
- Working with constantly-evolving technologies, it is essential to always strengthen capacities and keep up-to-date with tools that could improve performance, both for the team and for the platform;
- It is very important to conduct accurate and consistent monitoring of the platform's progress. First, to facilitate evaluation; second, to adapt activities and ensure the platform's smooth functioning;
- Analysing the platform's performance through different perspectives and tools is essential to tailor strategies and plan the next phase of developments;
- Some technical developments must be incorporated on the platform, smoothly ensuring users notice and understand the improvements conducted to better serve them.

8.2 UPCOMING CHALLENGES

socialprotection.org encountered many challenges during the past year—its technical nature requires constant revision, improvement, and adaptation. Some of the upcoming challenges that the team must face include:

- Staying up-to-date with the latest research and discussions on social protection around the world;
- Maintaining a well-functioning and updated platform, in touch with new technological developments and users' needs;
- Planning a new phase of technical developments, which will involve gathering feedback, researching potential tools and features, and analysing the platform's data;

- Improving member interaction is one of the main challenges for the platform, allowing for easier communication among users, as seen in the 2019 User Satisfaction Survey;
- Promoting socialprotection.org's integrated services globally among the social protection community;
- Improving Online Communities, so they can better serve their purpose;
- Expanding e-Learning activities by integrating new tools and using learning activities to foster the platform's mission;
- Securing financial support for both human resources and the platform's future technical developments and improvements.

8.3 FUTURE DEVELOPMENTS

socialprotection.org is an organic system, in constant evolution. These are the future developments currently on the platform's wish list:

- Updating existing features, layout, performance and user experience;
- Improvements to the notifications system, making it more efficient and customisable;
- Simultaneous translations for webinars;
- Given the precariousness of internet connection in certain regions, there is a desire to improve the platform's accessibility and performance, possibly through the development of an app;
- Developing new features, including a Podcasts page, a page with academic courses on social protection, as well as a system for direct messaging between users;
- Incorporation of interactive e-Learning tools and improvement of the e-Learning section.

9.

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