

# Annual Report 2021

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



# Acknowledgements

Last year, as countries retreated into lockdown and economies suffered greatly as a result of the COVID-19 pandemic, the social protection community pulled together to establish and expand measures that could mitigate the impacts of the health crisis on the world's most vulnerable populations.

Despite the pervasive effects of the pandemic, the past year represented a unique opportunity to make the case for social protection and South-South cooperation.

Leveraging this momentum, socialprotection.org ramped up its activities to offer knowledge and information that might orient more efficient policymaking in these difficult times. In this report, we present the results of an unprecedented year of work for the platform and the social protection community as a whole.

The platform's progress over the years has only been possible through continuous support from its main funders: the Australian Department of Foreign Affairs and Trade (DFAT) and the *Deutsche Gesellschaft für Internationale Zusammenarbeit* (GIZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). We also acknowledge the endorsement of the Social Protection Inter-Agency Cooperation Board (SPIAC-B), and the support of the International Policy Centre for Inclusive Growth (IPC-IG) of the United Nations Development Programme (UNDP) in Brazil, which hosts the platform and leads its development.

Furthermore, we express our gratitude to other partner organisations that conducted specific projects with us during the past year, including the Asian Development Bank (ADB), the World Food Programme (WFP), the University of Bath, United Nations Children's Fund West and Central Africa (UNICEF WCARO), the International Labour Organization (ILO), the Food and Agricultural Organization of the United Nations (FAO) and the United Nations Development Programme Regional Service Centre for Africa (UNDP RSCA).

The platform is sincerely grateful to our members, stakeholders, volunteers, and collaborators, who are essential to our work and achievements. Our deepest appreciation goes to the tireless and dedicated socialprotection.org team, who are at the core of the platform's success.

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**socialprotection.org Annual Report 2021**

By The socialprotection.org team

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



# Introduction

socialprotection.org was developed to provide comprehensive and up-to-date content on social protection to practitioners, policymakers and researchers. With a community of over 9,000 members, the platform has evolved from an information database to a specialised hub for learning, knowledge sharing and networking within the social protection arena.

Throughout 2020, under one of the most challenging contexts of the last centuries, social protection has been recognised as an essential tool to mitigate the ongoing effects of the pandemic. Countries worldwide have been making unprecedented efforts to establish and expand their social protection systems. Governments have started to acknowledge severe gaps in their systems and the need to continuously invest in safety nets.

In these strenuous times, socialprotection.org has dedicated itself to supplying policymakers and practitioners with up-to-date information, best practices and relevant debates to support their work.

The platform spearheaded an unprecedented, multi-agency initiative to gather, organise and disseminate content regarding the social protection responses to the pandemic. These efforts have led to exponential growth and the accumulation of a significant body of knowledge on the subject.

socialprotection.org has positioned itself as a key player in the social protection arena, gaining unprecedented recognition and the strength to invest in new features and activities. In 2021, the platform took significant steps to ensure its long-term viability and its continuous growth within the social protection community.

This report presents socialprotection.org's key results from 1 September 2020 to 31 August 2021, providing in-depth analysis of the platform's work, its main features, lessons learned and challenges ahead. In addition, the report highlights the main activities conducted across several important social protection topics.

# Summary

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# Summary

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# 1.

## Social protection trends and topics

Social protection has gained tremendous attention worldwide due to the socioeconomic impacts of the COVID-19 outbreak. The pandemic has caused devastating losses of lives and livelihoods, leaving millions of people without jobs, income, and facing food insecurity. Social protection has been recognised for decades as key to ensuring social, economic, and political stability as it is one of the most powerful tools to reduce inequality, vulnerability, and poverty.

Many countries planned and implemented social protection measures to respond and attenuate the impacts of the health crisis. The pandemic has also brought social protection to the forefront as an anticipatory tool and has been a wake-up call to national governments and the international community regarding the urgency of developing, adapting and strengthening social protection systems to better prepare for future shocks.

Against this background, the work of the [socialprotection.org](https://socialprotection.org) platform has been key. More than ever, policymakers, practitioners and researchers need access to up-to-date, evidence-based knowledge and spaces for discussions and exchange of best practices to find solutions to challenges related to financing, designing and implementing social protection programmes.

In addition to the warranted attention given to advancing knowledge-sharing and capacity-building efforts in the context of the COVID-19 pandemic, the platform has also continued to promote content and discussions on several other topics. Adaptive and shock-responsive social protection, gender-responsive and disability-inclusive social protection, inclusive growth (economic inclusion), and digital social protection have been especially prominent topics during the report period.



## 1.1 COVID-19

During the report period, socialprotection.org conducted and/or supported several activities related to the COVID-19 pandemic, and some of them are still being carried out. These initiatives are outlined below:

- Social protection responses to COVID-19 taskforce:

This joint initiative, which took place from March to October 2020, was created to inform and provide updates on how countries around the world were responding to the COVID-19 crisis through social protection measures. The taskforce, coordinated by socialprotection.org in collaboration with the IPC-IG, DFAT and GIZ, also had the support of several other partners and organisations. It had three major components:

1. A [weekly newsletter](#) that disseminated various materials about countries' social protection responses to COVID-19 to a network of 5,500 subscribers. There were 23 editions of the newsletter: the last one was published on 24 September 2020. Since then, a dedicated section in the [socialprotection.org monthly newsletter](#) brings curated and updated COVID-19 related content to subscribers.
2. A [series of 32 webinars](#), developed in collaboration with 26 organisations. They fostered crucial debates across a comprehensive range of topics related with the crisis, such as universal social protection, informality, unemployment, old-age care, universal health coverage, adaptative social protection, gender-responsive social protection, food security, among others.

During the webinars, experts had an open space to discuss how countries around the world were reacting to the pandemic through social protection, encouraging the public to reflect on how to adapt, improve, finance, and maintain new and consolidated social protection mechanisms, while reflecting on if and how these systems were being effectively used as a response to the crisis.

**The webinars in this series had more than 6,000 live attendees and garnered 16,363 YouTube views by August 2021.** The main takeaways of each webinar were detailed in [blog posts](#), which were all translated into Spanish and French. Additionally, each webinar was also subtitled to increase their outreach and improve accessibility. The last three webinars of the series took place during the report period:

- [Inclusion of persons with disabilities in social protection for COVID-19 recovery and beyond](#)  
1 September 2020 | 154 attendees | 356 YouTube views.
  - [GBV & Social Protection in COVID-19 and beyond—evidence & emerging practice](#)  
10 September 2020 | 251 attendees | 270 YouTube views.
  - [Embedding localisation in the COVID-19 response](#)  
22 September 2020 | 48 attendees | 164 YouTube views.
3. The [Social Protection Responses to COVID-19 Online Community](#), which compiled information and fostered discussions and exchanges on the theme. Although the task force is now over, this Online Community is constantly being updated and remains active as an important space for interaction and knowledge sharing. The 2021 socialprotection.org Ambassadors are collaborating with maintenance by mapping related materials within their respective regions.
- Global e-Conference [“Turning the COVID-19 crisis into an opportunity: What’s next for social protection?”](#):

This e-Conference marked the end of the COVID-19 Taskforce. With support from GIZ, DFAT and the IPC-IG, the event took place from 5-8 October 2020 and provided an opportunity to exchange innovative ideas and practical lessons learned, facilitating learning on social protection responses to COVID-19. It also offered a moment for brainstorming about the future of social protection in the context of the pandemic, in addition to celebrating

socialprotection.org's achievements over its five years of activity. It gathered 183 speakers and 28 moderators in 72 different sessions, organised in collaboration with 55 partner institutions and attended by more than 2,150 people.

Predicting what is next for social protection has never been an easy task, but the event's discussions indicated that the crisis represented an opportunity for improvements in the sector in many countries. For example:

- The use of technology has helped reach people in need and increase coverage of social protection programmes.
- The crisis has driven setting up or further refining social protection information systems.
- The pandemic has also been an opportunity to test and strengthen coordination among government stakeholders and international partners.
- There have been signs of increased political will to secure livelihoods and identify/build fiscal space for social protection financing in the future.
- Finally, the crisis has stimulated learning between countries, as well as between governments and international partners.

Detailed information about this event can be found in section 3.10, 'e-Conferences'.

- Social protection responses to COVID-19 Matrix and Dashboard:

Parallel with the COVID-19 Taskforce, the IPC-IG partnered with GIZ and a team of researchers to map and classify global social protection responses to COVID-19 in a detailed and innovative matrix. In March 2021, it was converted into an [interactive dashboard](#) built with PowerBI, Microsoft's business intelligence tool. Launched by socialprotection.org and the IPC-IG in partnership with GIZ, the Social Protection Approaches to COVID-19—Expert advice helpline (SPACE) and UNDP Brazil, the dashboard provides comprehensive information on countries' social protection responses to the pandemic, allowing practitioners, policymakers and other actors in the social protection field to make more informed decisions on the effectiveness of programmes.

- COVID-19 page and updated content:

The [COVID-19 page](#), launched in March 2021, gathers curated content on the social protection responses to the crisis. Updated weekly by the socialprotection.org team, it gathers key information on the subject in different formats such as dashboards, publications, webinars, and events.

Since the outbreak of the pandemic, the platform has been committed to fostering knowledge sharing on social protection responses to COVID-19 by mapping and disseminating related content. By August 2021, more than 2,800 materials in different formats had been made available through the platform, including 940 news articles, 96 events, 1,300 publications, 244 webinars, 256 blogs, and 8 e-courses.

- Other webinars on COVID-19

Apart from the 'Social Protection Responses to COVID-19' webinar series, 23 additional webinars on the topic were conducted during the report period, garnering a total of 3,284 attendees and 4,402 YouTube views. This is representative of how the topic remains relevant within the social protection arena, with many aspects still to be properly examined.

- Podcast series

The first dedicated podcast series produced by socialprotection.org was '[Covid-19: a turning point for social protection?](#)'; developed in partnership with the Overseas Development Institute (ODI) and GIZ. The series comprised six episodes on the emerging evidence and lessons learned from social protection measures adopted in the early stages of the COVID-19 crisis. It looks specifically into how effective responses have been for those who were hit

hardest by the crisis, including refugees, women, informal workers, and people living in urban areas. In addition, the [first podcast episode](#) launched by the platform brought the perspectives of four women leaders that spearheaded the social protection responses to COVID-19 in their respective countries.

The socialprotection.org team has continued to invest in promoting relevant initiatives and debates on this topic, as efforts to make countries' social protection systems more responsive continue apace.

## 1.2 ADAPTIVE AND SHOCK-RESPONSIVE SOCIAL PROTECTION

With the emergence of the COVID-19 pandemic, adaptive and shock-responsive social protection have risen to prominence as some of the most relevant topics in the field. Lessons learned have shown that several factors are involved in allowing affected populations to benefit from timely and adequate crisis response by social protection crisis measures.

For example, countries that have social protection policies, programmes, and systems already in place are better positioned to respond when a crisis hits—especially when a high proportion of the population are already covered by such schemes—as well as adequate benefits that address the distinct needs of different population groups.

In addition, flexible and adaptable design, implementation, and financing mechanisms can enable effective crisis response, such as adapting programme eligibility criteria to extend support to crisis-affected populations. Finally, developing and establishing adequate plans and infrastructure to prepare for, cope with and adapt to different types of shocks, including resilience plans for routine programmes and systems, as well as plans for additional crisis provision, help bolster preparedness.

Over the past years, the [Social Protection in Crisis Contexts Online Community](#), which serves as a community of practice for practitioners and researchers working on social protection across the humanitarian-development nexus to exchange, collaborate, and learn from each other's experiences, has become the largest and one of the most active communities in the platform. Garnering more than 274 members, it has directly organised or contributed to the organisation of several webinars on the topic, including a successful webinar series on '[Linking Social Protection with humanitarian cash](#)', organised by the International Federation of Red Cross and Red Crescent Societies (IFRC), UNICEF and the United Kingdom's Foreign, Commonwealth and Development Office (FCDO). The Series was launched in December 2019 and by August 2021 it had organised 15 webinars, gathering a total of 2,199 attendees.

Many sessions and side events of socialprotection.org's e-Conference in October 2020 also addressed approaches and best practices on adaptive and shock-responsive social protection, including the [Expert panel discussion 1: Implications of the COVID-19 crisis for the future of adaptive and shock-responsive social protection](#), which brought together key experts to provide a regional overview of how social protection mechanisms were used by countries in Asia and the Pacific in response to the crisis, followed by more detailed presentations from country representatives from Indonesia, Pakistan and Sri Lanka, who discussed the main initiatives, challenges and achievements of the social protection programmes implemented in their respective countries. The key points that emerged out of these important discussions can be found in [one of the short videos](#) produced by socialprotection.org, covering the event's main takeaways.

The increasing relevance of this subject was also reflected in the development of the [TRANSFORM Shock-Responsive Social Protection \(SRSP\) e-Course](#)—part of the larger TRANSFORM curriculum, the Leadership and Transformation Learning Package on Building and Managing Social Protection Floors in Africa. The SRSP course was implemented as a pilot from February-March 2021, to provide social protection and emergency response practitioners with the necessary skills and knowledge to help build critical thinking and overall capacities to assess the role of social protection systems and to design and manage relevant programmes in the context of increasing hazards, shocks, and stresses.

In March 2021, socialprotection.org also launched its own micro-course on [Adaptive Social Protection](#), the fourth in the series on Social Protection Fundamentals and Topics developed in partnership with the IPC-IG and sponsored by GIZ. This micro-course focuses on providing an introduction to the World Bank's adaptive social protection framework, as further detailed in the publication [Adaptive Social Protection: Building Resilience to Shocks](#), to help learners identify the ways in which social protection systems can be adapted to build resilience before, during and after shocks.

Finally, the webinar series [ASPECTS—Practice Exchange on Adaptive Social Protection](#), launched in May 2021 and organised by GIZ in cooperation with socialprotection.org and other partners, aims at informing the global public policy dialogue on building back better systems and better preparedness for future shocks. Each webinar within the series is dedicated to bringing together practitioners, leading experts, and policymakers to share and exchange perspectives on adaptive social protection with a focus on specific practical and operational aspects of each related Building Block, namely Institutional arrangements and partnerships, programmes, data and information, and finance.

With the advent of the COVID-19 pandemic, rising migratory inflows and climate change, adaptive and shock responsive social protection are likely to remain important social protection topics in the years to come. The platform will continue to follow the most important debates, committed to supporting policymaking by making information about these crucial topics widely available.

### 1.3 GENDER AND DISABILITY

As women are often at the frontline of health care and social work, spearheading care and engaged in fragile, informal work arrangements, they have been severely and disproportionately affected by the pandemic. Even before the health crisis, jobs in 'feminised sectors' were characterised by low wages, long working hours, limited social protection coverage, and exposure to occupational health and safety risks. The pandemic exacerbated these trends, further deteriorating women's working conditions. Likewise, persons with disabilities (PwDs) have also had their job quality decrease, becoming more vulnerable to lay-offs and income losses.

Understanding and incorporating gender-sensitive and disability-inclusive approaches to COVID-19 responses specifically, and social protection policy and systems more broadly, are essential to mitigate the harmful impacts of the pandemic on gender equality and the well-being of PwDs.

In this vein, over the last 12 months, [nine webinars](#) and five sessions related to socialprotection.org's e-Conference have drawn attention to these topics. Most were organised in collaboration with the SPIAC-B's Gender Working Group, which hosts the [Gender-Responsive Social Protection Online Community](#), one of the platform's most popular communities. It was renovated in May 2020, expanding its administration to more organisations, with the objective of promoting collaboration between social protection and gender practitioners, foster evidence-informed policy dialogue, build political commitments and capacity, and coordinate efforts to amplify the impact of the discussions promoted by the [SPIAC-B Gender Working Group](#). Its 200 members include practitioners from GIZ, ODI, UN Women, UNICEF, FCDO, the IPC-IG, the European Union Social Protection Systems Programme (EU-SPS) and the ILO.

Summarising the relevant discussions held during the e-Conference, a [short video on gender-responsive social protection](#) was produced, available in three languages (English, Spanish and French). Two important articles on gender and disability were also published in a special issue of the IPC-IG's flagship publication, the *Policy In Focus* magazine: "[What's next for social protection in light of COVID-19: challenges ahead](#)", to disseminate key messages of the e-Conference: "Gender-responsive social protection in times of COVID-19", by Claire McCrum, and "Bridging the disability inequality gap: Changes needed for an inclusive COVID-19 response and recover", by Alexandre Cote.

Finally, leveraging momentum from International Women's Day in March, socialprotection.org launched the [Social Protection Podcast](#) with an episode on gender, bringing stories of women leading social protection responses to COVID-19. The episode [Women in Leadership during the COVID-19 crisis](#), featuring practitioners from four countries, had been downloaded 383 times by August 2021.

## 1.4 PRODUCTIVE INCLUSION

In recent years, the contribution of social protection to the achievement of long-term human development, sustainable livelihoods and inclusive growth has surfaced as a key topic of discussion in the international community. Policymakers and practitioners have increasingly recognised that social protection policies and programmes need to go beyond providing income support, moving towards an integrated system that emphasises human capital development and access to opportunities. This is argued to be possible by linking social protection measures with other interventions that promote productive economic activities.

socialprotection.org hosts important discussions and activities related to the promotion of livelihoods and jobs, including the [Social Protection for Employment \(Online\) Community \(SPEC\)](#), established by DFAT and GIZ to promote South-South learning on social protection for employment and local economic development. Through SPEC, members can share content such as studies, publications, reports, and case studies, initiate or join discussion groups, and participate in webinars.

As part of the SPEC activities, the [Linking social protection to sustainable employment webinar series](#) was created back in 2016 to foster discussions around social protection and sustainable employment, featuring case studies from all over the world. Three webinars of this series were delivered during the project period, including [Resilience Building and Adaptability of Graduation Approach: Experience of and Evidence from BRAC Ultra-Poor Graduation Programme in responding to COVID-19 Shocks in Bangladesh](#), held on 31 August 2021, which had the most attendance of all webinars hosted by socialprotection.org to date: 691 attendees out of 1,507 registrants.

Inclusive growth and economic inclusion were also important topics addressed in the sessions of the Global e-Conference, including Round Table 4, on [Unemployment protection and its extension to workers in the informal economy](#), which highlighted country experiences in providing income support to workers affected by the crisis, including those in the informal economy. Panellists discussed what is needed to build back better and strengthen unemployment protection in the future, in line with international standards and human rights.

Finally, productive inclusion was the theme of the second episode of the recently launched [Social Protection Podcast](#). [Scaling up economic inclusion](#) featured experts from the World Bank's Partnership for Economic Inclusion (PEI) and BRAC, discussing best practices and lessons learned on Graduation programmes, as well as recent findings from research conducted by both organisations. By August 2021, the episode had 328 downloads.

## 1.5 DIGITAL SOCIAL PROTECTION

With continuous breakthroughs in technology, the social protection community has witnessed a steadily growing interest in integrating digital solutions to social protection. From improved mechanisms of registration, to facilitated payments and deliveries, management and information systems (MIS), and artificial intelligence, the universe of digital social protection has been expanding and gaining relevance in specialised forums such as socialprotection.org. This is because information and communication technology innovations can support more accurate and efficient programme delivery, by automating and improving data management and providing faster and more secure services to beneficiaries.

socialprotection.org hosts several initiatives on the topic, such as the Online Community [Social protection information systems](#), which provides its members with regularly updated content on experiences in designing and implementing social registries and other approaches that support the delivery of social protection programmes.

For instance, the [Digital Innovations for Economic Inclusion](#) community, created in April 2021 by the BRAC Institute for Governance and Development, aims to foster peer exchange and collaboration among organisations implementing, funding, and researching digital innovations, helping economic inclusion programmes increase in efficiency and scale.

Given its crucial importance, especially in the current situation, digital social protection was also featured in discussions during socialprotection.org's global e-Conference, addressing the ways through which digital solutions can support social protection and how they can be made more efficient, gender-sensitive and cost effective regarding the delivery of benefits. Debates took place during the following sessions, organised in collaboration with the SPIAC-B Digital Social Protection Working Group:

- Clinics 3A and 3B: (Digital) solutions for social protection responses to COVID-19: payments, focused on the approaches adopted to safely pay new caseloads during the COVID-19 response and lessons learned for the future.
- Clinics 6A and 6B: (Digital) solutions for social protection responses to COVID-19: outreach, registration and enrolment, which addressed approaches adopted to register and enrol new caseloads during the COVID-19 response, and how the crisis has driven significant innovations.

In January 2021, socialprotection.org also launched the micro-course *Integrated and digital social protection information systems*, which aims to build capacities, and discuss these systems' design and implementation challenges, as well as associated risks. A French version of the micro-course was launched in May 2021.

The digitalisation of social protection information can reduce fragmented interventions, improve timeliness of responses and support the establishment of more efficient and accountable delivery systems. With increasing digital inclusion and technological improvement, this topic is likely to remain central.



# 2.

## Achievements and new developments

### 2.1 ACHIEVEMENTS

socialprotection.org's sixth year of activity was marked by a series of achievements that highlight its increasing relevance for the social protection community worldwide. The platform's network of members has grown 40 per cent since August 2020, currently gathering a total of 9,017 registered members from 189 different countries. In the context of the COVID-19 pandemic, socialprotection.org stepped up and spearheaded the Social Protection Responses to COVID-19 task force to encourage the exchange of experiences and good practices in social protection during crisis situations.

- The Social Protection Responses to COVID-19 task force, detailed above, fostered discussions and compiled information on the topic across 15 pages of resources within its Online Community, organised a series of 32 Webinars and produced 23 issues of a dedicated weekly newsletter, disseminated to 5,500 subscribers.
- The Global e-Conference Turning the COVID-19 crisis into an opportunity: What's next for social protection?, also mentioned above, delivered 72 sessions in collaboration with 50 organisations. It attracted over 2,150 registered participants from 112 countries, who were able to interact with peers and over 180 speakers who shared experiences and best practices on social protection.
- To leverage on the valuable debates, ideas and information exchanged during the e-Conference, socialprotection.org produced a series of products to further disseminate its outcomes: a series of videos, including one video focusing on the main results and four shorter videos disseminating the main takeaways of key discussion topics: adaptive social protection, universal social protection, gender, and financing social protection; two editions of the Policy in Focus magazine on the main discussions carried out during the e-Conference; and a blog series as part of the activities to promote and disseminate the results, key discussions, and highlights from the e-Conference.

- In March 2021, in partnership with GIZ, SPACE and UNDP Brazil, socialprotection.org launched an [interactive dashboard](#) with countries' social protection responses to COVID-19.
- socialprotection.org has been gaining increased attention for its weekly webinars. By August 2021, the platform had organised 207 webinars—45 this year alone, amassing a total of 22,049 attendees, and more than 120,000 views of recordings on YouTube.
- Over the past year, the platform developed and delivered the 6th and 7th runs of the e-TRANSFORM course as well as four self-paced micro-courses ([Integrated and Social Protection Information Systems](#); [Adaptative Social Protection](#); [Social Protection and Rural Poverty](#); and [Systèmes d'Information Intégrés et Numériques de Protection Sociale](#)). Today, our Virtual Campus has over 3,000 users from all over the world.
- In March 2021, socialprotection.org also launched a podcast—the [Social Protection Podcast](#)—which already generated significant interest and positive feedback from the community. By August 2021, a total of 10 episodes were aired, garnering a total of 170 subscribers and 2,559 downloads from over 101 countries.
- socialprotection.org's social media channels grew considerably during the report period. Facebook and Twitter, the platform's slowest-growing platforms, increased their number of followers by 11 per cent and 23 per cent, respectively. LinkedIn has gained 1,574 new followers, an increase of 53 per cent. Instagram, the platform's most recent account, increased its number of followers by 90 per cent, while our YouTube channel grew 69 per cent, with 655 new subscribers over the past year.
- The number of [newsletter](#) subscribers has increased by 37 per cent since last year. By August 2021, the newsletter with curated content on social protection reached 7,852 subscribers every month.
- Access to the platform also grew considerably: during the report period: 42,672 users accessed the platform, adding up to 1,774,236 since the platform was launched. The number of sessions went from 56,384 in August 2020 to 103,979 in August 2021, and the number of pageviews increased to 4,357,588 by the end of August.
- In 2020, socialprotection.org's IT specialists rebuilt the platform's infrastructure with new servers and updated cache configurations to ensure stability and improve overall performance. Those measures ensured that socialprotection.org had an average of 98 per cent of uptime during the project period.
- Keeping with its constant commitment to improving the platform, socialprotection.org also took steps to implement a machine learning system for more efficient and accurate content classification, as well as a Google Tag Manager system to improve planning, monitoring and evaluation of results.
- In addition, four new content types were added to socialprotection.org: Podcasts, e-Conferences, Legal and Policy Frameworks, and Country Profiles, along with multiple improvements to existing formats.
- These performance improvements, along with the various activities carried out throughout the report period, seem to have positively contributed to the satisfaction of socialprotection.org's users. According to the latest User Satisfaction Survey from July 2021, on average 85 per cent of respondents rated the platform as 'reliable' and 'user-friendly'. In addition, 78 per cent of respondents, on average, considered the main features as 'useful' or 'extremely useful', while 80 per cent classified the platform's ease of navigation/user-friendliness as 'good' or 'excellent'.



## SOCIALPROTECTION.ORG'S ACHIEVEMENTS

### It's socialprotection.org's sixth anniversary!



#### Members



#### Publications



#### Podcasts



**10 episodes**  
**2,559 downloads**

since 2021

#### Webinars

2021 2020



Offered



Attendees



YouTube views



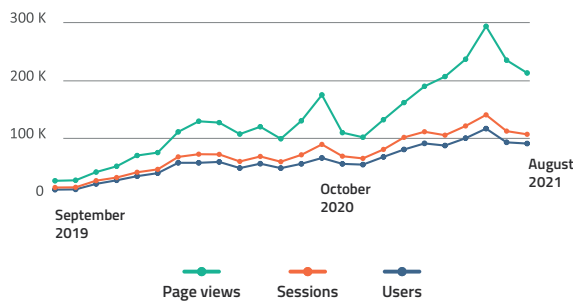
#### Online courses



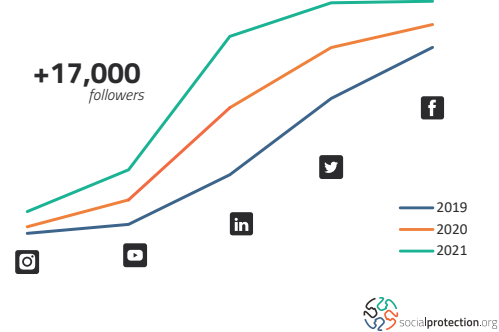
**19 courses offered**  
**1,095 certificates granted**  
**in 104 countries**

since 2018

#### Internet growth



#### Social media



## 2.2 TECHNICAL IMPROVEMENTS AND DEVELOPMENTS

Since 2020, the socialprotection.org team has been focused on implementing strategic developments to ensure improve the platform's performance and long-term sustainability.

Initially, aiming to make socialprotection.org more stable for its growing number of users and to prevent performance shortcomings, the platform's servers were migrated to a more efficient, reliable, and cost-effective infrastructure. Additional efforts of configuration and clustering doubled the infrastructure's processing power and significantly increased memory and computational capacity.

In 2020, using Google's Tag Manager technology, socialprotection.org also built a robust structure for tracking web analytics that will provide important insights into the platform's audience and most popular features. Detailed demographic information on the users, their interactions and paths within the platform, as well as granular content consumption trends are a few examples of information enabled by this system, which can be used to inform the development and revision of socialprotection.org's strategies.

To further benefit from this rich data collection structure, socialprotection.org also devised a user-friendly, fifteen-section dashboard utilising Google's Data Studio service to facilitate the visualisation of the data generated by the Google Tag Manager system. This dashboard can easily generate tailored reports to the platform's partners and is expected to be gradually adopted as a business intelligence generator in all areas of the organisation, from communications to management.

Another important technical development from the report period was the implementation of a machine learning system for content classification. Aiming to improve the team's efficiency in content inclusion and more accurately classify the platform's content, socialprotection.org commissioned an AI-powered content classifier that refers to the platform's unique taxonomy and continuously learns and updates itself.

The system is in the final stages of testing and is expected to be released during the last trimester of 2021. It is also important to note that in preparation for this development, the team carried out a review of the platform's content taxonomy, adding terms that became important for social protection since the platform's inception.

socialprotection.org has also invested in improving an aspect that underlies the successful delivery of all kinds of platform enhancements, visible to users or not: a development methodology. In this sense, the adoption of the Scrum framework for agile software development in the second semester of 2020 represented a significant benchmark in the team's technical development process.

In addition to these major developments, which are mostly unseen by the platform's audience, socialprotection.org also conducted a series of significant—and visible—improvements, including the creation of new content-types.

## NEW CONTENT TYPES

In 2020, in the context of the expanding pandemic and international travel restrictions, socialprotection.org offered its expertise in online event organisation to the social protection community that was unable to gather in face-to-face events. Thus, the [e-Conferences](#) content type was created, an area of the platform solely dedicated to promoting online events organised by or in collaboration with socialprotection.org.

As the e-Conference and the Social Protection Responses to COVID-19 task force came to an end, socialprotection.org developed a new page to host curated content on the pandemic. Launched in March 2021, the [COVID-19 page](#) features a curated and organised list of key materials on COVID-19 and a link to an interactive dashboard produced by IPC-IG in partnership with UNDP Brazil, SPACE and GIZ.<sup>1</sup> The dashboard aims to inform policy-making processes by showcasing social protection measures established or expanded to nationwide coverage in response to COVID-19.

It was precisely this national focus that oriented the development of a new content-type to host countries' [Legal and Policy Frameworks](#). Initially included as a content type within the [Publication section](#), contents in this format were disaggregated to be more easily discovered and organised.

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1. More on the COVID-19 initiative can be found on section 1.1 (COVID-19).

In March 2021, the platform also launched its **Podcasts** feature, hosting the episodes of its brand-new Social Protection Podcast, entirely produced by the socialprotection.org team. Covering a wide range of social protection topics, the podcast features dialogues with renowned experts and practitioners in the field. Since its debut, we have further enhanced this section with new filters and an option to subscribe to its exclusive newsletter.

By the end of April 2021, the platform launched a full redesign of the **Online Communities** feature, making it more user-friendly, modern and accessible. The main enhancements include a new management area to regulate community usage, a new display and a general upgrade of community tools.

Shortly after the launch of the new Online Communities, the platform also deployed a revamped and simplified account creation process structured in three parts: minimal saving requirements, lack of clutter and higher efficiency. In addition, there improvements were made to the organisation of members' accounts. These design enhancements are part of a much more ambitious initiative that envisions the construction of personalised user profiles tailored dynamically according to members' interests and on-platform content consumption patterns. So far, we have prioritised the graphic harmonisation between the account creation and modification workflows, the abbreviation of collectable data types, and the provision of visual incentives to encourage users to create and link stakeholder profiles.

In addition to all these changes, the platform's biggest technical challenge still lies ahead. Scheduled for termination approximately a year from now, the platform's current content management system (Drupal 7) is quickly becoming obsolete. This fact implies in an urgent need to rebuild socialprotection.org within a new content management system, perhaps with a different programming language. Assisted by specialist consultants, the team is reviewing, reconceptualising, and redefining the next steps forward to ensure a smooth transition to the new system.



# 3.

## Main features and content

socialprotection.org's features were built to enable and foster knowledge sharing and capacity-building across over 20 different content formats, including Publications, Programmes, Online Communities, e-Courses, Webinars, Livestreams, Blogs, News and Events. The team carefully maps, curates and updates content in the platform, classifying it according to socialprotection.org's tailored and detailed taxonomy.

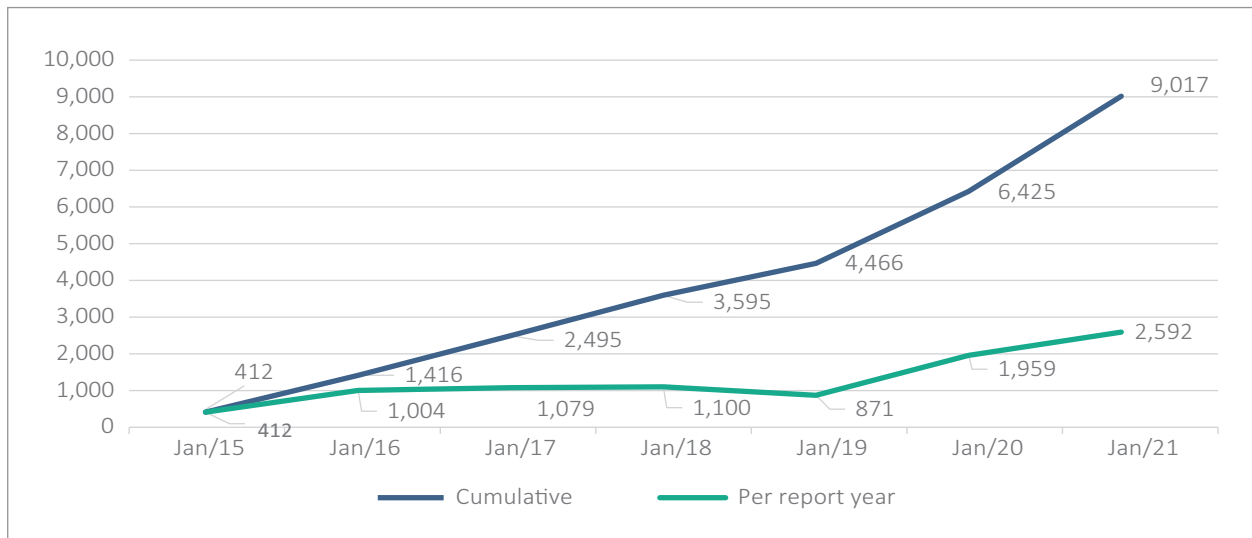
This chapter highlights the progress achieved in the platform's key content formats, providing results, updates and insights during the report period.

### 3.1 MEMBERS

As a member-based platform, socialprotection.org is always attentive to the number of registered members. A steady growth of the platform's membership—as has been the case since its inception—indicates that people are interested in participating in socialprotection.org's activities. Currently there are 9,017 registered members with a profile on the platform.

The number of members has increased substantially during the report period. Compared to 2019-2020, new registrations increased by over 40, adding up to a total of 9,017 members by August 2021, as seen in Figures 1 and 2. This may be related to the increase in the use of online tools in the context of the COVID-19 pandemic and to users' growing interest in the topic of social protection and the platform's constantly improved features.

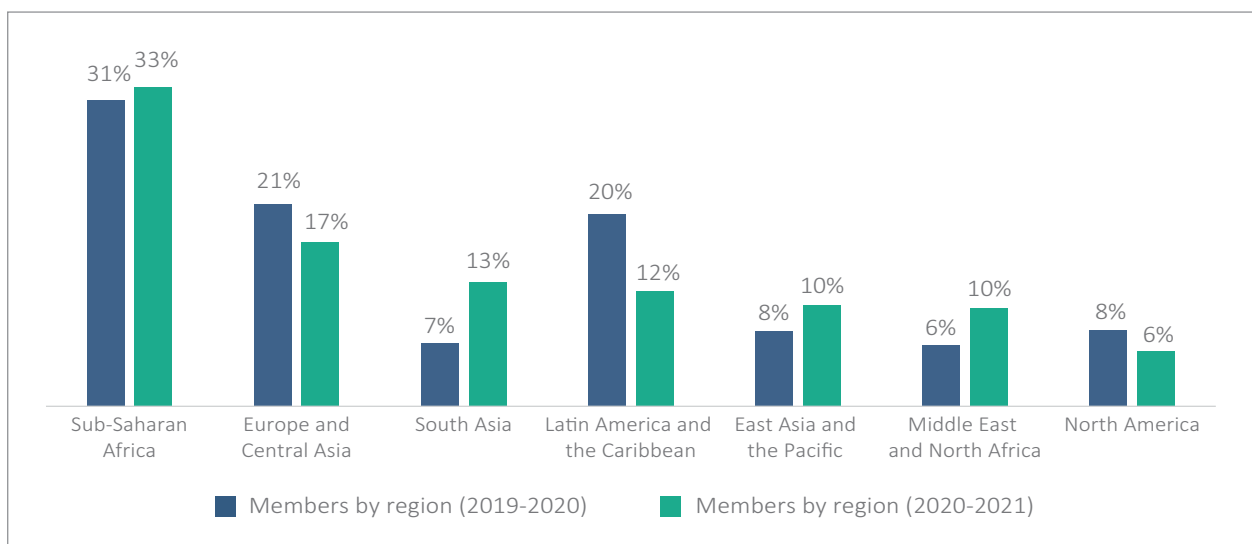
**FIGURE 1. NUMBER OF REGISTERED MEMBERS**



As a global platform, socialprotection.org’s goal is to have equal representation and distribution of its members across different regions. Currently, most members come from sub-Saharan Africa (33 per cent), followed by 17 per cent from Europe and Central Asia and 13 per cent from the South Asia region, as shown in Figure 2.

Figure 2 also shows that last year there was an important increase in the number of members coming from South Asia (6 per cent) and the Middle East and North Africa (4 per cent), considerably changing the regional representation of members. This is the result of the platform’s activities, content and communications directed at some of these regions.

**FIGURE 2. MEMBERS BY REGION**



Note: These numbers refer to the report period from September 2020 to August 2021.

As for the professional background of registered members, most (26 per cent) work in international organisations, followed by those who are affiliated with government institutions (18 per cent), and non-governmental organisations (17 per cent), as displayed in Figure 3.

**FIGURE 3. MEMBERS BY TYPE OF INSTITUTION**



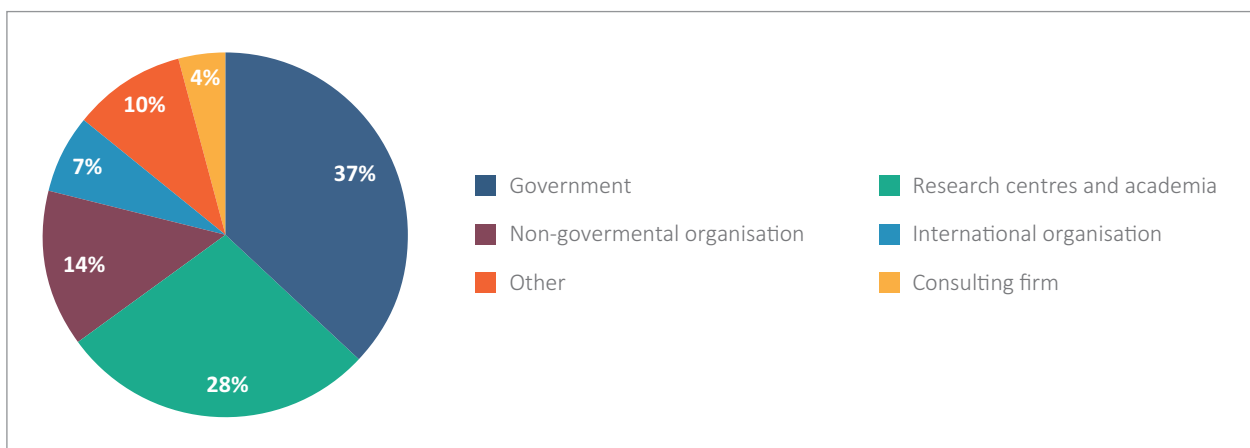
The platform is always seeking more diversity in its membership—having members from different regions and types of institution is key to ensure that different perspectives and objectives are covered by the platform.

### 3.2 STAKEHOLDERS

By August 2021, the platform had 2,048 stakeholders registered in its database. In addition to displaying key information such as personal website, work description and basic contact information, each profile also depicts the members and content related to that institution within the platform.

The majority of the platform’s stakeholders are government institutions (37 per cent), followed by research centres and academia (28 per cent) and non-governmental organisations (14 per cent). Some government bodies, such as ministries and specialised agencies, use their stakeholder profile in the platform as their official contact page.

**FIGURE 4. STAKEHOLDERS BY TYPE OF INSTITUTION**

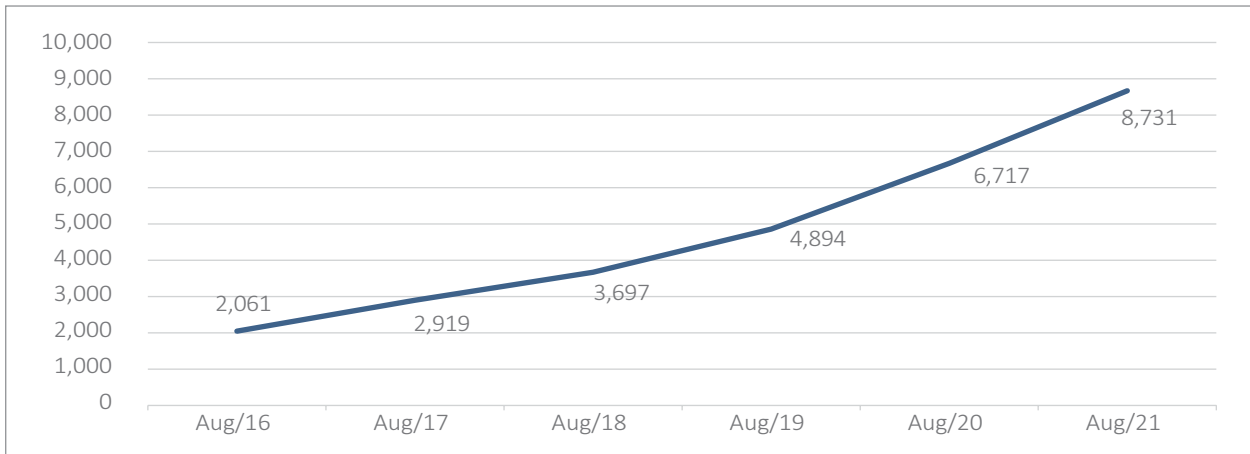


In addition to members, stakeholders are key for the platform. Their active collaboration to include, produce and disseminate content on and through the platform is essential to ensure the unbranded nature of socialprotection.org, besides supporting a strong sense of community.

### 3.3 PUBLICATIONS

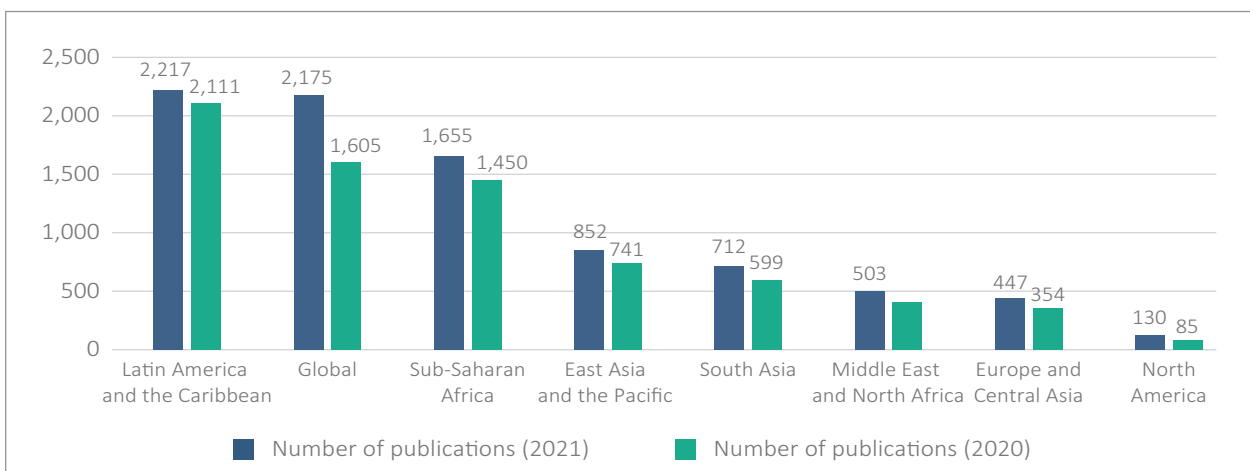
The Publications area has been one of the most popular features of the platform since its creation. Updated daily, it provides members with the latest and the most important materials in social protection. The number of publications has been steadily growing since launch. When compared to the previous report period, the number of publications has increased almost 30 per cent, adding up to a total of 8,731 unique works in August 2021.

**FIGURE 5. PUBLICATIONS GROWTH PER YEAR**



As illustrated in Figure 6, most of the platform's publications are focused on Latin America and the Caribbean (2,217), followed by sub-Saharan Africa (1,655)<sup>2</sup>. Publications that do not focus on any particular region are classified as Global, and their number increased by 42 per cent over the report period, reaching a total of 2,215. This increase might be attributed to the ever-increasing pool of global analyses regarding the responses to the pandemic. A significant increase (15 per cent) was also observed in publications covering sub-Saharan Africa and South Asia (8 per cent), regions highly affected by COVID-19 and its consequences.

**FIGURE 6. PUBLICATIONS BY REGION**



2. It is important to note that publications may be focused in more than one region.

Regarding the distribution of publications covering different social protection programmes, Table 1 shows that the most representative subject is social assistance programmes (5,534 publications), followed by social insurance programmes (1,764 publications) and labour market programmes/public works/productive inclusion Programmes (1,645 publications).

Compared to the previous report period, the highest increase was observed in works related to social assistance, with 1,156 new publications (68 per cent of the increase) added during the report period.<sup>3</sup> Publications on cash transfers also saw significant growth, increasing 42 per cent in the last year. This growth is certainly related to the COVID-19 pandemic, as social assistance—cash transfers in particular—were the most common measures used by governments to respond to the crisis.

This increase also illustrates socialprotection.org’s continuous efforts to map COVID-19-related content, as well as the topic’s unprecedented relevance for the social protection community. By August 2021, over 1,300 publications (15 per cent of the platform’s total) referred to the pandemic.

**TABLE 1. PUBLICATIONS BY MOST REPRESENTATIVE SOCIAL PROTECTION PROGRAMMES**

Programme types	Number of publications
Social assistance	5,334
Social transfers	3,890
Cash transfers	3,371
Conditional cash transfers	1,707
Unconditional cash transfers	681
In kind transfers	635
Subsidies	771
Social support services	351
Social insurance	1,764
Old-age pension	603
Health insurance	557
Unemployment insurance	217
Labour market/public works/productive inclusion programmes	1,645
Unemployment benefits	184
Training	383
Cash-for-work	180
Microfinance	138

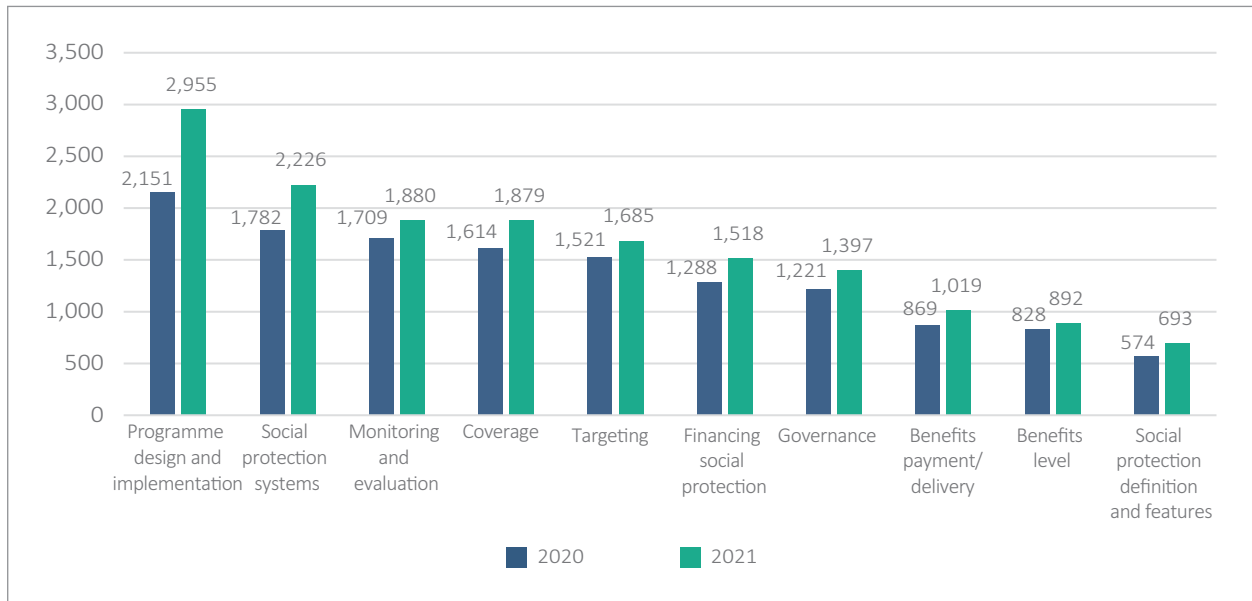
Note: Publications may cover more than one programme type.

The most representative categories among social protection topics (Figure 7) refer to programme design and implementation (2,955), social protection systems (2,226), monitoring and evaluation (1,880) and coverage (1,879).

3. Note: Publications may cover more than one programme type.



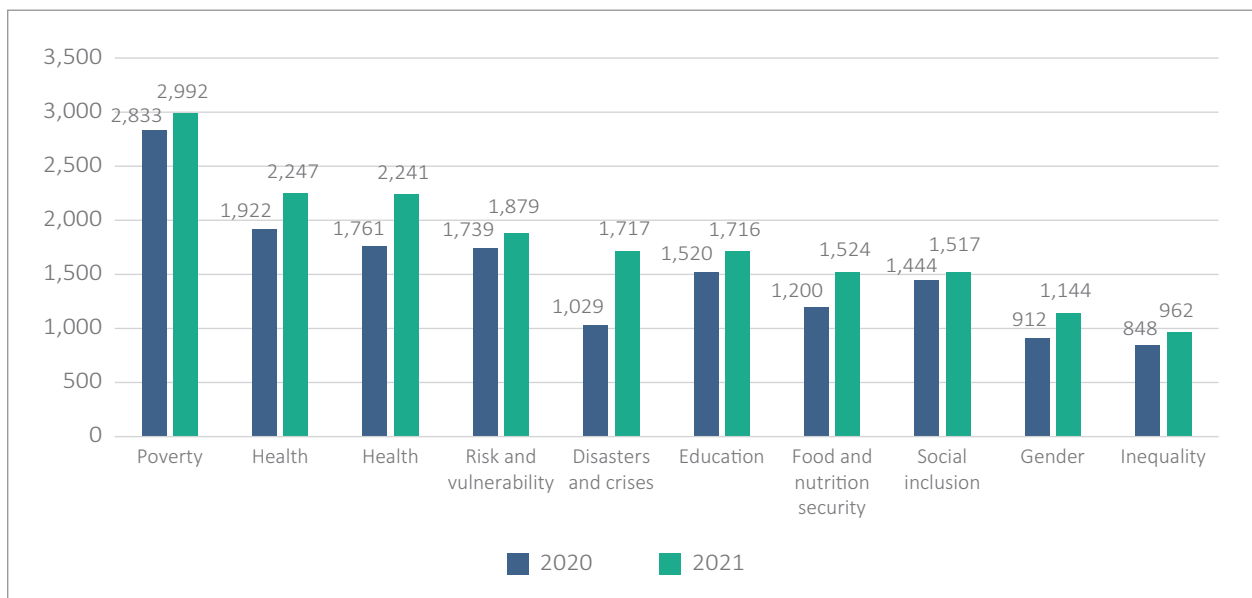
**FIGURE 7. PUBLICATIONS BY MOST REPRESENTED SOCIAL PROTECTION TOPICS**



Note: Publications may cover more than one topic.

Regarding cross-cutting areas, the themes with the highest number of publications are poverty (2,992), health (2,247), labour market (2,241) and risk and vulnerability (1,879). Figure 8 showcases the share of each cross-cutting area relative to all publications.

**FIGURE 8. PUBLICATIONS BY MOST-REPRESENTED CROSS-CUTTING AREAS OF SOCIAL PROTECTION**



Note: Data refers to the number of cross-cutting areas mentioned on publications. Publications may cover more than one area.

For both topics and cross-cutting areas, the most representative categories were the same as in the previous report period, probably due to constant interest in the social and economic impacts of the pandemic around the world.

### 3.4 WEBINARS

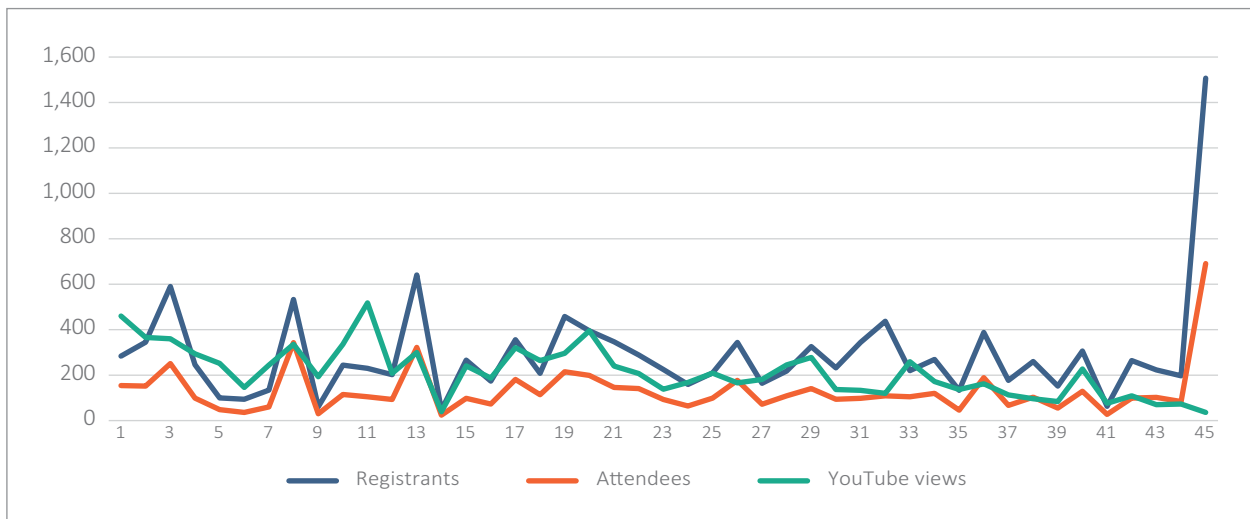
With the ongoing risks associated with the COVID-19 pandemic, restrictions to travel and face-to-face interaction have been ubiquitous during the entire report period. socialprotection.org has continued to offer a structured space for institutions interested in sharing knowledge and starting online dialogues.

In this context, although much of the novelty around a mostly virtual world has phased out, the demand for the application of different tools for online collaboration is in no way diminishing—on the contrary, socialprotection.org’s expertise in the organisation of online events—webinars in particular—was frequently requested.

Since launch, the platform has organised a total of 207 webinars, 45 of which happened during the report period. As collaborative events, webinars showcase the plurality of voices and agendas in social protection. The events organised during the period are the result of partnerships with more than 45 different institutions.

Although attendance and registration figures vary across different sessions and topics, strong average numbers have been sustained over the years: on average, webinar sessions hosted by socialprotection.org are attended by 130 participants out of 290 registrants. In the last 12 months, a total of 5,872 attendees joined webinar events, which represents 26 per cent of the total attendance figures across the platform’s six years of activities.

**FIGURE 9. WEBINAR REGISTRATION, ATTENDANCE AND YOUTUBE VIEWS**



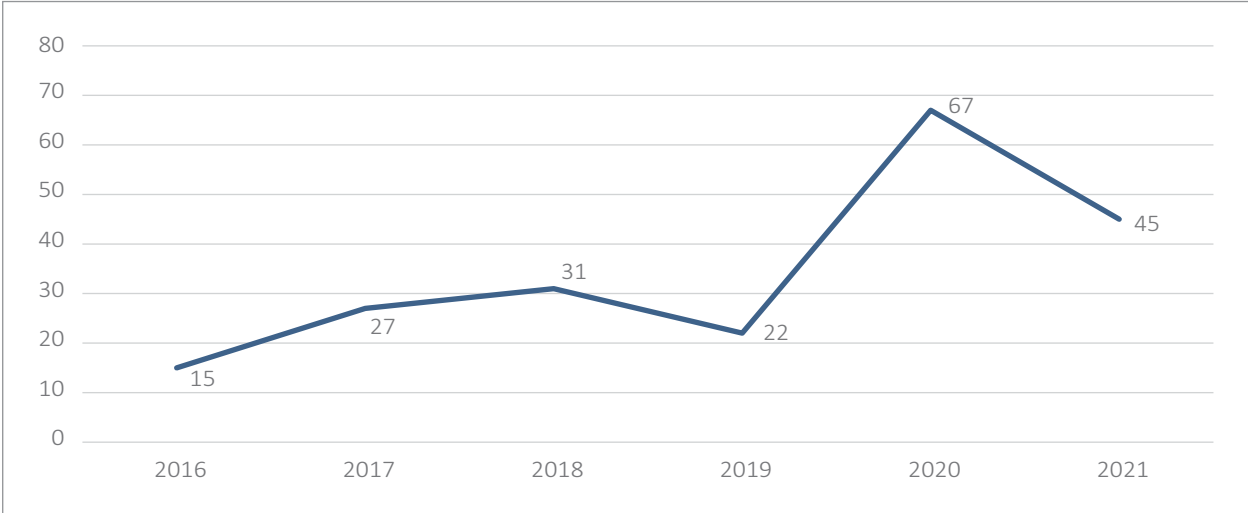
Additionally, the Post-Webinar Survey results demonstrate a great level of audience satisfaction with the webinars held on the platform. According to 98 per cent of survey respondents, the webinars they joined were relevant and proved useful in their areas of work.

Along with outreach results (see Figures 12 and 13 on audiences’ regional and institutional affiliation results), good approval levels regarding the structure and topics of webinars help keep partner institutions motivated to invest in this format, either through standalone sessions or webinar series. Furthermore, they highlight the relevance of the discussions being hosted by socialprotection.org.

Compared to the last report period, socialprotection.org hosted a smaller number of webinars this year. When the pandemic started in 2020, an unprecedented number of webinars were hosted by the platform. Therefore, this decrease must not be seen as a negative result. As mentioned earlier, there has been an increasing global interest in social protection due to the COVID-19 crisis, as well as in the webinar format for adapting various types of events.

Due to the combination of these factors, 2020 represented an intense period of activity for the socialprotection.org team as a whole. As Figure 10 shows, platform is still hosting and promoting a significant number of webinars, especially if compared to earlier report periods (2016-19).

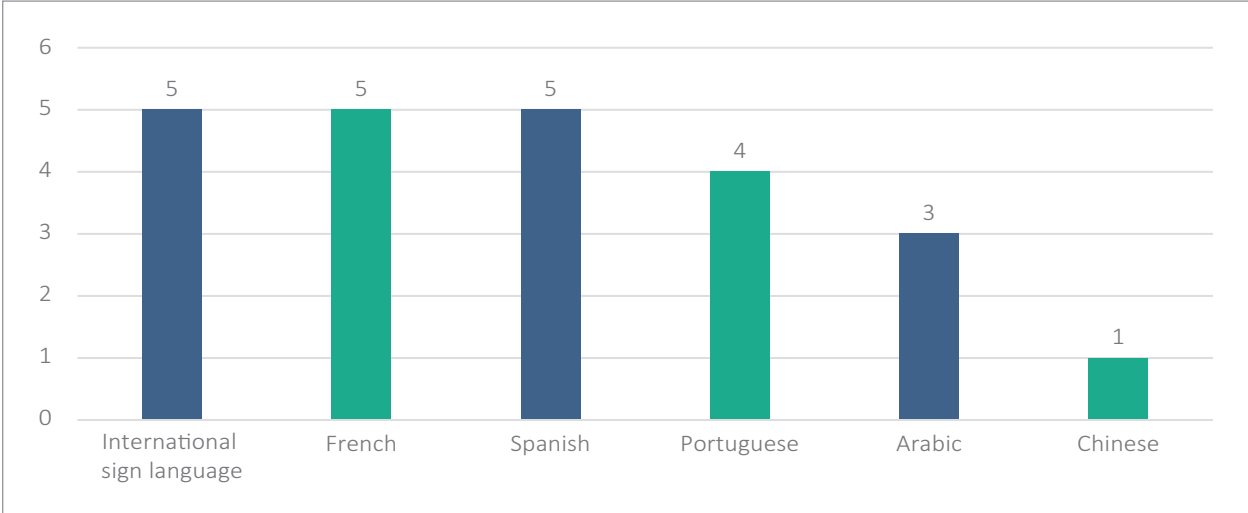
**FIGURE 10. NUMBER OF WEBINARS BY REPORT PERIOD**



Over the last 12 months, two different aspects of the webinars stood out: the increase in the offer of simultaneous interpretation (including sign language), and increased interest in new session formats for different levels of collaboration. During the report period, 15 webinar sessions had live interpretation, compared to 9 in the previous period, when live interpretation was offered for the first time.

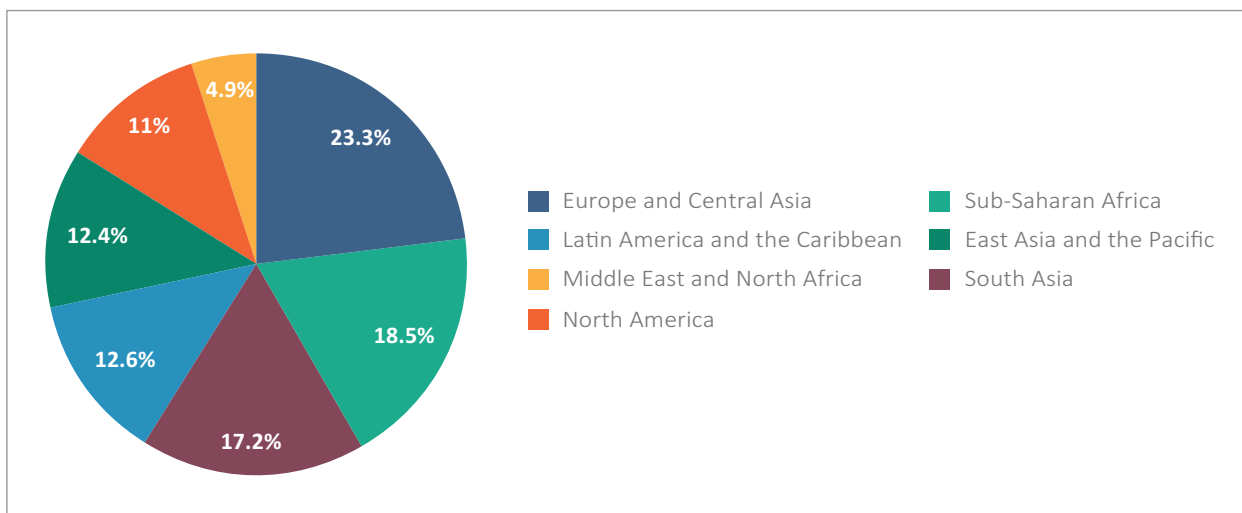
Unsurprisingly, the popularity of global virtual events is accompanied by a growing demand for accessibility. Either in terms of inclusivity for people with disabilities or multi-language interpretation, the webinars have become more accessible to new audience groups. In addition to the simultaneous interpretations offered in many sessions, the session recordings are now transcribed by socialprotection.org, so subtitles can be embedded on YouTube a few days after the webinars take place.

**FIGURE 11. WEBINAR LANGUAGES AVAILABLE THROUGH LIVE INTERPRETATION (OTHER THAN ENGLISH)**



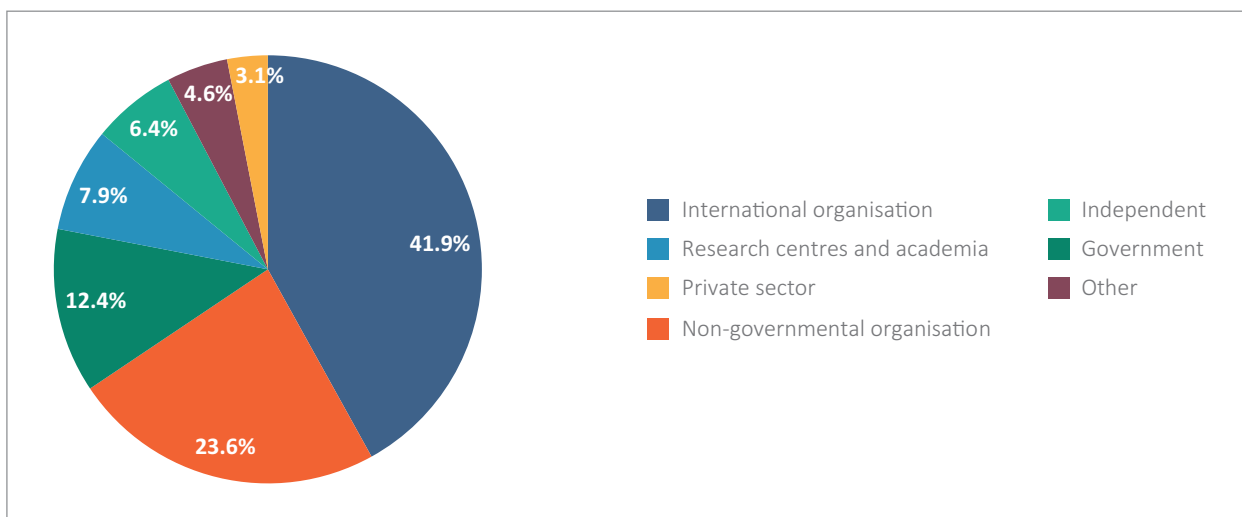
As shown in the following figures, the audience of our webinars is quite diverse, both in terms of regional distribution and type of institution of those joining the live sessions. While the regional distribution can be affected by the usual start time of sessions (most start in the morning for the Americas), socialprotection.org has been hosting regional events, aimed at reaching specific audiences that are often unable to participate in the weekly webinars due to the time zone. These efforts helped balance that distribution:

**FIGURE 12. WEBINAR ATTENDEES BY REGION**



Note: The location of 0.1 per cent of webinar attendees was not disclosed.

**FIGURE 13. WEBINAR ATTENDEES BY TYPE OF INSTITUTION**



The most recent example of a session aimed at a regional audience that had significant attendance results was SPEC Webinar 13 - Resilience Building and Adaptability of Graduation Approach: Experience of and Evidence from BRAC Ultra-Poor Graduation Programme in responding to COVID-19 Shocks in Bangladesh. It gathered an impressive number of registrants and attendees, ranking as the most sought-after webinar of all sessions hosted by socialprotection.org so far (691 attendees out of 1,507 registrants).

Frequently, institutions are interested in hosting webinar series dedicated to a specific topic, either because the topic might be too extensive to be covered in a single session or because of the many voices and perspectives that should be included. Since September 2020, the platform has seen the launch of three new webinar series, diverse in their agendas and regional focus:

- ASPECTS—Practice Exchange on ASP

Launched in May 2021 and organised by the GIZ global programme Social Protection Innovation and Learning (SPIL), this ongoing series has gathered more than 270 attendees and 632 registrants so far.

1. Building back better: How can Adaptive Social Protection ensure better preparedness for future shocks?
2. Adaptive Social Protection, Decentralization, Localization: Challenges and opportunities for good governance in social protection delivery

- Asia-Pacific Social Protection Series

Launched in March 2021 and organised by the ADB, the series kicked off with a multi-panel event and has since drawn 371 live participants and 872 registrants.

1. Social Protection for Economic Inclusion: Adapting the Graduation Approach in Asia and the Pacific
2. Emerging practice on coverage and inclusion of migrant workers in social protection systems in Asia-Pacific during COVID-19

- African Dialogue on COVID-19 and the Future of Social Protection

Launched and concluded in June 2021, this series was organised by the African Union, the Africa Social Protection Platform, HelpAge International, Women in Informal Employment Globalizing and Organizing (WIEGO), Save the Children, the Friedrich Ebert Stiftung (FES) Zambia, and the ILO Regional Office for Eastern and Southern Africa. In total, it gathered 301 attendees and 1,013 registrants.

1. VOICES of Africans affected by the COVID-19 crisis: Experiences on the impacts of COVID-19 on the incomes, livelihoods and wellbeing
2. ACTIONS of African governments to expand social protection during COVID-19
3. Africa's VISION to expand social protection and build forward better from COVID-19

In addition, several other discussions took place, whether as part of ongoing series launched prior to the current report period, or as standalone webinar sessions. All webinars held during the last 12 months are listed below, including detailed information on panellists, attendance results and total recording views.

## LIST OF WEBINARS

### 1. Inclusion of persons with disabilities in social protection for COVID-19 recovery and beyond

1 September 2020

DFAT, UNPRPD, UNICEF, ILO

Building on the position paper of SPIAC-B and guidance notes from WHO, UNICEF, ILO, and the United Nations Partnership on the Rights of Persons with Disabilities (UNPRPD), the recent UN Secretary-General policy brief on disability-inclusive COVID-19 response highlighted the importance of building “sustainable and disability-inclusive social protection systems”.

The COVID-19 crisis has exacerbated the barriers faced by persons with disabilities. Consultation with organisations representing persons with disabilities highlighted the limitations of social protection systems in low- and middle-income countries (LMICs) in providing adequate support due to a lack of social protection schemes, low coverage, or inadequacy of existing schemes.

Considering this context, this webinar aimed at providing a global overview of the social protection response for persons with disabilities and their families as well as the different social protection issues to consider for an inclusive COVID-19 recovery. It was followed by a more technical webinar, which addressed issues of disability identification, design of cash transfers, and linkages with support services, education, and employment.

**Panellists:**

- Alex Cote, UNPRPD-ILO-UNICEF
- Meenakshi Balasubramanian, Centre for Inclusive Policy
- Fatma Wangare, Inclusion Africa
- Karishma Huda, Makhota program Indonesia
- Joaozito dos Santos, *Raês Hadomi Timor Oan*

**Moderator:** Felicity O'Brien, DFAT

**Registrants:** 284

**Attendees:** 154

**YouTube views:** 460

## **2. Rethinking economic inclusion for the poorest in the covid-19 context**

3 September 2020

BRAC

What macroeconomic policy changes have governments made in the wake of COVID-19? What will be the impact on economic inclusion programmes focused on livelihoods, skills development, and public works in the economic recovery phase of the pandemic? How can governments respond to the needs of the informal sector, urban migrants, and the new poor?

To respond to the pandemic, governments have changed social protection relief programmes to safeguard the welfare of poor households in collaboration with several development partners. This support has centred on social assistance and emergency relief to curb the impacts of the pandemic, which has produced a far-reaching impact on the global economy and on the job security and economic welfare of poor people worldwide. This webinar provided insights into recent research relevant to the emerging constraints governments face in reviving struggling economies and to catalyse jobs and livelihood opportunities for the poor.

**Panellists:**

- Shagun Sabarwal, J-PAL South Asia
- Rahma Ali, J-PAL Middle East and North Africa

**Discussants:**

- Alex Avila, Government of the Philippines
- Dalitso Kalimba, Government of Malawi
- Vincent Gahamanyi, UNICEF

**Moderator:** Lauren Whitehead, BRAC

**Registrants:** 345

**Attendees:** 152

**YouTube views:** 366

### **3. GBV & Social Protection in COVID-19 and beyond—evidence & emerging practice**

10 September 2020

SPIAC-B, IPC-IG, GIZ, DFAT

Since the beginning of the COVID-19 pandemic, social protection has proven to be an essential part of the COVID-19 response, with a total of 200 countries/territories planning or implementing 1,055 social protection measures. However, early analysis indicated that few of these measures are gender sensitive. Alongside the COVID-19 pandemic, reports indicate that gender-based violence (GBV) has also been increasing, in what is now being deemed as the shadow pandemic affecting women and girls around the world.

GBV is a violation of human rights and the impact of violence and fear of violence shape people's lives—particularly for girls and women. It has an impact on health, education and economic empowerment outcomes, and has a significant and social cost to societies. This webinar provided a more in-depth look at the role of social protection in responding to gender-based violence during COVID-19.

#### **Panellists:**

- Lori Heise, Cash and Intimate Partner Violence Research Collaborative
- Melissa Alvarado, UN Women
- Lorena Fuentes, Ladysmith
- Natalia Winder-Rossi, UNICEF

**Moderator:** Caren Grown, World Bank

**Registrants:** 590

**Attendees:** 251

**YouTube views:** 360

### **4. In conversation: linking humanitarian cash and social protection in response to the COVID-19 pandemic: successes and challenges in ensuring inclusive responses**

17 September 2020

IFRC/UNICEF/FCDO

It is recognised in the current response to COVID-19 that both social protection and humanitarian actors must work together in different ways across the 'nexus' depending on country context, and that one actor alone cannot and should not do everything.

To address the wide range of needs emanating from the pandemic, particularly those of a socio-economic nature, the use of cash has been the response of choice for governments expanding their systems (for social assistance, public works, unemployment, and pension schemes). The same is true for humanitarian actors (unconditional cash transfers, cash-for-work, cash+, etc.).

This webinar provided an opportunity to hear from humanitarian and social protection actors as they shared their experiences in response to the COVID-19 pandemic. It allowed for a conversation between those involved in the crisis response about successes and challenges in ensuring inclusion, drawing from their experiences in the occupied Palestinian territories, Somalia, Syria and the Philippines.

**Panellists:**

- Guhad Adan, Independent Consultant
- Najla Shawa, Oxfam
- Aimee Santos, UNFPA
- Hala Darwish, UNICEF

**Discussant:** Andrew Patterson, CARE USA

**Moderator:** Lois Austin, GB Sub-Group KML Consultant

**Registrants:** 246

**Attendees:** 99

**YouTube views:** 294

## **5. Embedding Localisation in the COVID-19 Response**

22 September 2020

SPACE

The benefits of local actors taking a leading role in crisis response and recovery are clear. But despite donors, agencies and international non-governmental organisations signing up to Grand Bargain commitments on localisation in 2016, it has remained a challenging agenda. Not least in relation to social protection and humanitarian cash and voucher assistance.

The COVID-19 pandemic has highlighted the need to empower local actors more than ever—not just in relation to immediate cash response but also through embedding their role in longer term social protection systems building. Given this context, this webinar aimed to promote access to practical guidance on integration of local actors into social protection and other responses to COVID-19. In addition, it also aimed to exchange lessons in real time from contexts where local actors are critical players in the COVID-19 cash response.

**Panellists:**

- Courtenay Cabot Venton, SPACE
- Maureen Andinda, Reach a Hand Uganda
- Shiro Wachira, GiveDirectly
- Joe Powell, Open Government Partnership

**Discussant:** Michael Mosselmans, Christian Aid

**Moderator:** Kristin Smar, Oxfam

**Registrants:** 100

**Attendees:** 48

**YouTube views:** 252



## 6. Profile of the pre-COVID-19 social protection systems of India and Pakistan and a snapshot of their COVID-19 responses

24 September 2020

IPC-IG, UNICEF

This is the fifth part of the webinar series Social protection in South Asia—the landscape before COVID-19: a snapshot into responses to the crisis and the paths ahead. Held on 24 September 2020, this webinar examined the social protection landscapes prior to the COVID-19 crisis, more specifically in India and Pakistan, and how they have been adapted to tackle the ongoing crisis. It discussed a vast set of features ranging from social expenditure profiles, legal frameworks for child sensitive social protection, the design of flagship initiatives, and how child and gender sensitive they are. It also contextualised these features in view of findings from impact evaluations and took a glance at core COVID-19 responses from social protection.

### Panellists:

- Fabianna Ferreira, IPC-IG
- Yannick Markhof, IPC-IG
- Soumen Bagchi, UNICEF
- Antara Lahiri, UNICEF

**Moderator:** Pedro Arruda, IPC-IG

**Registrants:** 94

**Attendees:** 36

**YouTube views:** 146

## 7. Linking social protection, agriculture and food security and nutrition: diversifying production and diets

15 October 2020

Organiser: FAO

The coherent integration of services from the social protection, agriculture and nutrition sectors can support greater impacts on the improvement of nutrition outcomes for poor rural households, which typically depend on their own agricultural production for both home consumption and income generation. Consequently, the consumption and production decisions of these households are closely interlinked, and they face competing priorities on relatively scarce income. Siloed interventions often fail to address these complex needs. Bringing together social protection and agriculture interventions can support the advancement of food security and nutrition.

This panel webinar presented case studies of integrated nutrition-sensitive interventions from countries that are supporting vulnerable households to improve their food security and nutrition and reduce poverty. In each case, FAO complemented a pre-existing national cash transfer programme with provision to beneficiary households of specially tailored nutrition-sensitive and climate smart agriculture practices, inputs and assets, and nutrition education. Guidance for implementing interventions linking social protection, agriculture and food security and nutrition were also presented.

### Panellists:

- Andrea Bulungu, Independent Consultant
- Asel Myrzabekova, FAO Kyrgyzstan
- Marlen Tynaliyev, FAO Kyrgyzstan

- Susanna Karapetyan, FAO Armenia
- Laxon Chinhengo, FAO Lesotho
- Fatou Mbaye, FAO Senegal
- Sylvia Salama Gata, Ministry of Agriculture and Animal Resources (MINAGRI), Rwanda

**Moderator:** Jessica Owens, FAO

**Registrants:** 134

**Attendees:** 60

**YouTube views:** 244

### **8. La telesalud en los servicios de atención integral de niñas y niños en el marco del COVID-19**

20 October 2020

UNICEF, GIZ, European Union, MINSA—Peru

In the context of the COVID-19 pandemic, Peru's Ministry of Health faces the challenge of ensuring the continuity of comprehensive health care for girls and boys at the first level of care. Considering the reality imposed by the pandemic, there is a need to adapt the provision of health services from a fixed offer to a telehealth offer to minimise the risks of contagion.

This adapted form of comprehensive care should include procedures that assess the health, nutrition, and development conditions of girls and boys, to detect risks and provide guidelines to promote their growth and the achievement of development skills.

This webinar presented the progress and challenges of Peru and the experiences of Colombia and Kyrgyzstan in the application of telehealth in comprehensive care services for girls and boys in the context of the health crisis.

#### **Panellists:**

- Sandra Gallegos, *Ministerio de Salud de Colombia*
- Nathalia Munarh, *Ministerio de Salud de Colombia*
- Boris Verona Mesia, *Dirección General de Intervenciones Estratégicas en Salud Pública*
- Gerrit Maritz, UNICEF Kyrgyzstan
- Bakyt Dzhangaziev, *Ministerio de Salud de Kirguistán*
- Tilek Nurdin Uulu, Socservice (Kyrgyzstan)
- Neha Verma, Intelehealth (Kyrgyzstan)

**Discussant:** Karin Källander, UNICEF

**Moderator:** Rosana Vargas, GIZ—Peru

**Registrants:** 533

**Attendees:** 343

**YouTube views:** 336

## 9. Profiles of pre-COVID-19 social protection systems in Bhutan, Bangladesh and Maldives and a snapshot of their COVID-19 responses

22 October 2020

UNICEF, IPC-IG

This is the last webinar of the webinar series: Social protection in South Asia - the landscape before COVID-19, a snapshot into responses to the crisis and the paths ahead. Following episodes dedicated to a series of papers on regular social protection landscapes in the region, Afghanistan, Nepal, and Sri Lanka, and India and Pakistan, this webinar was dedicated to analysing the cases of Bangladesh, Bhutan and Maldives. It discussed a vast set of features ranging from social expenditure profiles, legal frameworks for child-sensitive social protection, the actual design of flagship initiatives, and how child- and gender-sensitive they are. It also contextualised these features in light of findings from impact evaluations and took a glance at core COVID-19 responses from social protection.

### Panellists:

- Fabianna Ferreira, Researcher, IPC-IG
- Krista Alvarenga, Researcher, IPC-IG
- Mekonnen Woldegorgis, UNICEF Bangladesh

**Moderator:** Abdul Alim, UNICEF Regional Office for South Asia—ROSA

**Registrants:** 61

**Attendees:** 30

**YouTube views:** 193

## 10. Addressing Disability-related Costs through Social Protection Systems

29 October 2020

DFAT, UNPRPD, UNICEF

Because of barriers in infrastructure, transports, services, and the workplace—as well as lack of support—persons with disabilities and their families must spend more than those without disabilities to access essential services or achieve basic social and economic participation. In addition, they also tend to earn less income due to barriers in employment and opportunity costs incurred by family members providing support. Together, those additional expenses and forgone income constitute the disability-related costs which may drive people into poverty and prevent them from seizing economic opportunities for sustainable escape from poverty.

This webinar presented the diversity of disability-related costs and the role of different methods used to assess them. It also presented practices of accounting for disability costs in the design of mainstream social protection schemes and how low and middle-income countries can progressively build the combination of cash transfers, concessions, and services needed to address them.

### Panellists:

- Alexandre Cote, UNPRDP-ILO-UNICEF
- Ludovico Carraro, FCDO-GDC SPACE
- Bimbika Sijapati Bassnet and Mercoledi Nasiir, *Prospera* program
- Sawang Srisom, Independent Expert
- Josh Wakaniyasi, Fiji Federation of Persons with Disabilities

**Moderator:** Felicity O'Brien, DFAT

**Registrants:** 244

**Attendees:** 115

**YouTube views:** 336

## **11. Disability identification, assessment, and determination in social protection systems: barriers to access and gateways to support**

17 November 2020

DFAT, UNPRPD, UNICEF, ILO

Most countries reforming or developing social protection schemes and programmes for persons with disabilities are facing issues concerning disability assessments and determination mechanisms. However, these aspects are largely perceived as barriers due to their complexity, duration, lack of accessibility of information and geographic distribution of assessment points, and issues related to dignity and privacy.

While high-income countries have sophisticated multidisciplinary mechanisms, most low and middle-income countries do not have sufficient resources and capacities to carry out these assessments with adequate coverage. Nonetheless, the COVID-19 crisis has highlighted the usefulness of updated national disability registries that unfortunately very few LMICs have.

Many countries have been working on reforming their systems, for instance by adopting processes that do not make medical assessment a prerequisite for disability determination.

Based on this scenario, this webinar sought to initiate a conversation on a practical framework for disability assessment and determination in line with CRPD standards and adapted to LMICs contexts.

### **Panellists:**

- Alexandre Cote, UNPRDP-ILO-UNICEF
- Josh Wakaniyasi, Fiji Federation of Persons with Disabilities
- Ketevan Melikatzdze, UNICEF Georgia
- Donna Koolmees, Senior Technical Advisor, USAID OKARD

**Moderator:** Felicity O'Brien, DFAT

**Registrants:** 230

**Attendees:** 105

**YouTube views:** 518

## **12. Donor perspectives: What is the potential for forging stronger links between humanitarian CVA and social protection in light of COVID-19 and how can this be financed?**

19 November 2020

IFRC, UNICEF, FCDO

It is recognised in the current response to COVID-19 that both social protection and humanitarian actors must work together in different ways across the 'nexus' depending on country context, and that one actor alone cannot and should not do everything.

To address the wide range of needs emanating from the pandemic, and particularly those of a socio-economic nature, the use of cash has been the response of choice for governments and humanitarian actors expanding their systems.

This webinar provided the opportunity for key donors to share their agency's position and experiences on linking humanitarian cash with social protection, shed light on the volume of funds that have been provided for cash transfers in response to COVID-19, and explain what guides decision-making to allocate funding to efforts on linking humanitarian cash with social protection, among other aspects.

**Panellists:**

- Aileen O'Donovan, Irish Aid
- Doerte Bosse, DEVCO
- William Martin, USAID
- Heidi Carrubba, FCDO

**Discussant:** Lois Austin, KML Consultant

**Moderator:** Nupur Kukrety, UNICEF

**Registrants:** 202

**Attendees:** 93

**YouTube views:** 208

### **13. World Social Protection Data Dashboards Virtual Launch**

**24 November 2020**

**ILO**

In the context of the Agenda 2030 for Sustainable Development and its Sustainable Development Goals (SDGs) framework, countries need to intensify their efforts to improve their national social protection monitoring and evaluation systems. Robust national statistical systems on social protection are a necessary condition to ensure adequate monitoring of progress at the national level. Likewise, the capacity of the international community to track progress on social protection at the global level hinges on the capacity of national statistical systems to produce robust and timely data. The COVID-19 crisis has exposed the great urgency of improving the monitoring of progress in the development of social protection systems.

This webinar gave greater visibility to the range of social protection tools and data available in the ILO World Social Protection Data Dashboards and familiarised potential users with the functionalities of the dashboards.

**Panellists:**

- Pedro Conceição, UNDP
- Camila Arza, CONICET/CIEPP
- Stephen Kidd, Development Pathways
- Gloria Siaca, National Institute for Social Action, Mozambique
- Chompoon Sirithorn, Social Security Organization, Thailand
- Laura Alfes, WIEGO
- Marcelo Caetano, ISSA

- Rafael Diez de Medina, ILO
- Fabio Duran, ILO
- Valeria Nesterenko, ILO

**Moderator:** Shahra Razavi, ILO

**Registrants:** 641

**Attendees:** 322

**YouTube views:** 300

#### **14. Trajetórias entre estudo e trabalho: velhos e novos desafios para a juventude**

26 November 2020

Ipea, IPC-IG

This webinar aimed to discuss the various difficulties faced by youth in their study and work trajectories. First, based on qualitative and quantitative data collected in Recife/2018, the panellists drew a diagnosis of youth trajectories and dilemmas between study, work, and family life. Later, they discussed how the COVID-19 pandemic can affect or aggravate the challenges faced at this stage of life.

**Panellists:**

- Joana Costa, Ipea and GeFam
- Ana Luiza N.H. Barbosa, Ipea and GeFam
- Enid Rocha, Ipea

**Moderator:** Nadya Araujo Guimarães, USP

**Registrants:** 46

**Attendees:** 24

**YouTube views:** 39

#### **15. Social Protection in Response to COVID-19 and Beyond - Emerging Lessons on the Foundations of Delivery Systems**

3 December 2020

World Bank

The global demand for the delivery of shock-responsive social protection has perhaps never been greater. During the continuing COVID-19 pandemic, governments around the world are responding to the socioeconomic shocks with social safety nets and expanded benefits for millions of households. Nearly 200 countries and territories have introduced forms of social protection to compensate workers for lost income. The systems used to assess, enrol, provide, and manage benefits often make the difference in quick, effective responses. Beyond the current crisis, delivery systems can be a key to resilient longer-term provision of social protection.

This webinar highlighted some of the emerging lessons from country experiences with delivering social protection benefits in response to the pandemic and broader experiences on the importance of delivery systems to help build back better, drawing from ongoing programmes and the World Bank's publication, the *Sourcebook on the Foundations of Social Protection Delivery Systems*.

**Panellists:**

- John Blomquist, World Bank
- Inés Rodríguez Caillava, World Bank

**Moderator:** Margaret Grosh, World Bank

**Registrants:** 266

**Attendees:** 98

**YouTube views:** 241

**16. From practice to policy: Book Launch- Social Protection- Lands of Blossoming Hope and lessons for policy influencing for stronger COVID response**

17 December 2020

UNICEF, SOAS University of London, EPRI, Network Capital

Lessons from implementation seldom feed back into practice of influencing policy within a time span where they are still relevant. It is rare for a book to be written almost in real-time. But “Social Protection: Lands of Blossoming Hope” comes very close to it. Usha Mishra Hayes, Chief of Social Policy with UNICEF Nepal, boldly put pen to paper during her a break in service from the UN and drew out lessons from her work across six countries to provide topical insights into what works when it comes to moving the proverbial needle of policy.

This webinar brought together key practitioners and thinkers to discuss the book and its lessons for our practice. This is about the confluence of action and reflection, and the implications for our work on policy and programmes, linking practice to policy.

**Panellists:**

- Usha Mishra Hayes, UNICEF
- Michael Samson, Economic Policy Research Institute
- Subir Sinha, SOAS University of London
- Pedro Arruda, IPC-IG
- Abdul Alim, UNICEF Regional Office for South Asia

**Moderators:**

- Hossain Zillur Rahman, BRAC
- Sanjukta Ghosh, SOAS South Asia Institute

**Registrants:** 174

**Attendees:** 73

**YouTube views:** 187

## 17. The social contract and the role of social protection in building trust in government and strengthening the nation-state

14 January 2021

Development Pathways, Act Church of Sweden

A strong social contract, which is built on trust in governments, is a precious resource in any country. Without it, citizens will be reluctant to pay their taxes, making it impossible for governments to collect the revenues they require to offer good quality public services to their citizens. Indeed, one of the main challenges facing countries across the Global South is low government revenues.

This webinar explored how countries across the global South could learn from history and use universal social protection to build a virtuous circle of enhanced trust in government, a stronger social contract, and a greater willingness of citizens to pay taxes so that they can generate the fiscal space that enables progressive governments, over time, to offer high quality universal public services to all their citizens.

### Panellists:

- Stephen Kidd, Development Pathways
- Bo Rothstein, The University of Gothenburg
- Maxine Molyneux, UCL Institute of the Americas

**Moderator:** Gunnel Axelsson Nycander, Act Church of Sweden

**Registrants:** 356

**Attendees:** 181

**YouTube views:** 321

## 18. From COVID-19 response to broader social protection reform—regional experiences

4 February 2021

SDG Fund Joint Programme on Universal Adaptive Social Protection in the Eastern Caribbean, UN Multi-Country Office for Barbados and the Eastern Caribbean

Globally, 212 countries and territories turned to social protection programmes as part of their response to COVID-19 and its socio-economic impacts, including all Eastern Caribbean countries and territories. Governments are entering a new phase: transitioning to more medium-term support, while also rethinking how to strengthen and reform social protection systems overall. In the Caribbean, the Organisation of Eastern Caribbean States (OECS) is developing a regional Social Inclusion and Social Protection Strategy to support its members in these efforts. Some governments, such as in Saint Lucia and Barbados, have already started to review policies related to social protection.

In this sense, this webinar aimed to highlight countries' particular needs and priorities for social protection over the coming months and years, to take stock of obstacles and opportunities in the transition from COVID-19 response to broader social protection reform, and to identify practical approaches to support this transition and strengthen social protection systems.

### Panellists:

- Velda Octave-Joseph, Saint Lucia
- Andrew Pollard, Ministry of People Empowerment and Elder Affairs
- Grace-Ann Cornwall, OECS Commission



**Discussants:**

- Sarah Bailey, World Food Programme
- Christina Dankmeyer, UNICEF

**Moderator:** Lilia Ramjeawan, SDG Fund Joint Programme on Universal Adaptive Social Protection in the Eastern Caribbean

**Registrants:** 208

**Attendees:** 114

**YouTube views:** 264

**19. Interactive learning webinar: Connecting child protection, social protection and humanitarian cash—working together to protect children from the effects of COVID-19 and beyond**

29 October 2020

UNICEF, FCDO, IFRC, The Alliance for Child Protection in Humanitarian Action

The benefits of social protection and humanitarian actors working together in different ways across the ‘nexus’ are well-recognised. To address the wide range of needs (in the last year, often pandemic-related), and particularly those of a socio-economic nature, the use of cash has been the response of choice for governments expanding their social protection systems as well as for humanitarian actors in a range of sectors, including child protection.

This webinar, which was interactive in nature, provided the opportunity to hear from humanitarian and social protection actors as they shared their experiences in linking child protection approaches with humanitarian cash interventions and social protection, drawing on the [recent policy paper](#) published by The Alliance for Children Protection in Humanitarian Action, UNICEF, and Save The Children.

**Panellists:**

- Hani Mansourian, The Alliance for Child Protection in Humanitarian Action
- Alison Sutton, Save the Children
- Julia Grasset, Save the Children
- Hushain Shakir, World Vision Bangladesh
- Kathryn Taetzsch, World Vision International

**Discussant:** Laura Lee, The Alliance for Child Protection in Humanitarian Action/Proteknon Group

**Moderator:** Lois Austin, KML Consultant

**Registrants:** 458

**Attendees:** 215

**YouTube views:** 296

## 20. Taking stock at the one-year mark: Social protection during Covid-19 and beyond

25 March 2021

ODI, GIZ

An unprecedented number of social protection measures have been announced since the onset of the COVID-19 crisis. Policy adjustments and innovations under way include efforts to address social protection gaps and expand support in the short term. They also hold potential to strengthen social protection in the long-term. At the same time, the fallout from COVID-19 is expected to reverse a decade of progress in social and economic gains, with long-term consequences for equity and growth, and growing pressures on social protection systems. A new ODI-GIZ study examines social protection adjustments from the onset of the crisis, their crisis response effectiveness and implications for longer-term social protection system-building efforts.

A year on from the first announcements of lockdown measures to contain the pandemic, this webinar brought together leading experts and policymakers to discuss the findings emerging from the ODI-GIZ study and wider evidence to share lessons learned from policies so far.

### Panellists:

- Francesca Bastagli, ODI
- Bessie Msusa, Ministry of Finance, Malawi
- Sania Nishtar, Government of Pakistan
- Lynette Maart, Black Sash, South Africa
- Ugo Gentilini, World Bank
- Armando Barrientos, University of Manchester

**Moderator:** Ralf Radermacher, GIZ

**Registrants:** 395

**Attendees:** 199

**YouTube views:** 395

## 21. Innovations in extending social protection to rural populations: Perspectives for a common FAO and ILO approach

1 April 2021

ILO, FAO

Social protection is a fundamental human right that is key to realising other economic, social and cultural rights. However, many agricultural workers and other rural populations do not have access to adequate social protection.

The COVID-19 pandemic has exposed the gaps in coverage, comprehensiveness and adequacy of social protection. Although the pandemic has shown once more the critical importance of social protection for protecting lives and livelihoods, most of the measures that have been put in place are temporary.

To address the crisis in a more effective and lasting way and increase resilience, more permanent solutions are necessary to reinforce social protection systems, particularly with respect to ensuring universal access to adequate social protection for all, including rural populations.

In this sense, this webinar aimed to launch a joint report by FAO/ILO and to explore innovative approaches for extending social protection to rural populations and to learn from country experiences.

**Panellists:**

- Ariunzaya Ayush, Minister in Mongolia
- Ezequiel Barbenza, Ministry in Argentina
- Benjamin Davis, FAO
- Cecilia Mbaka, National Social Protection Secretariat, Kenya
- Hazim Rahahleh, Jordanian Social Security Corporation
- Shahra Razavi, ILO

**Discussant:** Christina Behrendt, ILO

**Moderator:** Alejandro Grinspun, FAO

**Registrants:** 347

**Attendees:** 146

**YouTube views:** 240

**22. Paper Launch: Economics of Early Response and Resilience to COVID-19**

8 April 2021

SPACE

The recently published SPACE paper on the “Economics of Early Response and Resilience to COVID-19” builds on the seminal studies carried out for UK Department for International Development (DFID) in 2013 and USAID in 2018 on the Economics of Early Response and Resilience, which changed the way that both donors fund crises. These studies demonstrated the significant economic gains of investing in a more proactive response to crises, estimating the relative cost of a late humanitarian response, and comparing this with the early humanitarian response, a safety net response and a resilience-building scenario.

The SPACE paper uses a similar approach to understand what the economic gains could have been of the COVID-19 social protection and humanitarian response, primarily focusing on the Productive Safety Net Programme (PSNP) in Ethiopia.

This event was a chance to hear about key findings from the paper, and what these might mean for FCDO and USAID.

**Panellists:**

- Courtenay Cabot Venton, SPACE
- Stefan Dercon, University of Oxford
- Greg Collins, USAID

**Moderator:** Fergus McBean, Ethiopia and African Union British Embassy

**Registrants:** 289

**Attendees:** 141

**YouTube views:** 207

### **23. Keeping recipients of humanitarian cash and social protection informed—the importance of outreach and communications**

15 April 2021

UNICEF, IFRC, FCDO

The benefits of social protection and humanitarian actors working together in different ways across the 'nexus' is well-recognised. To address the wide range of needs (in the last year, often pandemic-related), and particularly those of a socio-economic nature, the use of cash has been the response of choice for governments expanding their social protection systems as well as for humanitarian actors in a range of sectors, including child protection. This event provided the opportunity to hear from humanitarian, social protection and communication actors as they share their experiences from Kenya, Nigeria, Serbia, and Somalia.

#### **Panellists:**

- Ana Prodanović, UNICEF Serbia
- Ranko Demirovic, Serbian Red Cross
- Christoph Brummel, GIZ Kenya
- Maximilian Seilern, Ground Truth Solutions
- Elphas Maiyo, Turkana West Sub-County

**Moderator:** Carla Lacerda, UNICEF

**Registrants:** 225

**Attendees:** 93

**YouTube views:** 138

### **24. Key issues of data protection for social protection and implications for linking social protection to sustainable employment**

27 April 2021

SPEC, GIZ, DFAT

Digital technologies are enabling a shift in how social protection systems are designed and implemented and in the delivery of benefits and services. They have the potential to increase efficiency and effectiveness and improve transparency and inclusiveness of social protection programmes. However, they also carry risks and challenges to data protection and privacy, once these programmes collect, store and process substantial amounts of personal data that can be partially sensitive.

Implications are also seen on approaches that link social protection to sustainable employment, with an increased need to collect and process cross-sector data. This makes it indispensable to assess the specific risks for each programme and define requirements for ensuring data protection and privacy.

Against this background, this webinar aimed at discussing and raising awareness on key issues around data protection for social protection, as well as its implications for approaches that link social protection to sustainable employment.

#### **Panellists:**

- Carolina Ferro
- Ben Wagner, TU Delft

- Dr. Maliki, Ministry in Indonesia
- Meer Anwar, BISP Pakistan
- Rodolfo Beazley

**Moderator:** Ralf Radermacher, GIZ

**Registrants:** 159

**Attendees:** 64

**YouTube views:** 168

## **25. Inclusive Social Protection for Migrants, Refugees and Asylum Seekers: Myth or Reality?**

**Date:** 29 April 2021

**Organisers:** IPC-IG, UNICEF

In the MENA region, the numbers of refugees and asylum seekers not only reveal an increase in inflows over recent decades and a sustained necessity to effectively manage them, but also highlight the urgency of evaluating the elements of national policy and legislation against a sound migration governance framework and a more inclusive social protection system.

While the constitutions of many countries in the region do not explicitly recognise the social protection rights of migrants in their territories, several of them are signatory parties to some international conventions that guarantee rights of international migrants, including to social protection. Yet access of international migrants to these interventions is not always observed in practice.

This webinar offered an assessment of global practices on the access of international migrants and their families to national social protection systems and aimed at informing the policy debate on extending these services to international migrants in the MENA region, especially in Egypt.

**Presenter:** Francesca Bastagli, Director, ODI

### **Panellists:**

- Rafael Osorio, IPC-IG
- Marina Andrade, IPC-IG
- Maya Hammad, IPC-IG
- Lucas Sato, IPC-IG
- Samman Thapa, UNICEF MENA
- H. E. Nevine El-Kabbag, Minister in Egypt
- Mrittika Shamsuddin and Rovane Battaglin Schwengber

**Moderator:** Luigi Peter Ragno, UNICEF Egypt

**Registrants:** 210

**Attendees:** 99

**YouTube views:** 209

## 26. New OECD Database: Informality and Social Protection (KIlbIH)—Launch & discussion

11 May 2021

OECD Development Centre

Informality persists as a widespread phenomenon in labour markets worldwide. As countries look to tackle the vulnerability challenge in the informal economy, it is essential to consider the context of their households and to monitor informality at both the individual and household levels. Monitoring household-level characteristics is essential to provide answers to a range of issues needed to develop an effective social protection extension strategy and to tackle vulnerability among groups exposed to informality.

The OECD Key Indicators of Informality based on Individuals and their Households (KIlbIH) is a new dataset that builds upon household surveys to provide comparable indicators and harmonised data on informal employment and the well-being of informal workers and their dependents in 42 countries.

The webinar introduced the KIlbIH as a new tool to help policymakers design relevant policy interventions for informal workers, which considers the domestic trends of their countries.

### Panellists:

- Alexandre Kolev, OECD
- Justina La, OECD
- Johannes Jutting, PARIS21
- Florence Bonnet, ILO
- Francoise Carre, WIEGO
- Edgar Vielma Orozco, INEGI
- Rodrigo Negrete, INEGI

**Moderator:** Henri-Bernard Solignac-Lecomte, OECD

**Registrants:** 344

**Attendees:** 177

**YouTube views:** 166

## 27. Emerging practice on coverage and inclusion of migrant workers in social protection systems in Asia-Pacific during COVID-19

18 May 2021

ADB, IPC-IG

The COVID-19 pandemic is pushing millions worldwide into precarity and poverty. Persons already vulnerable are hit even harder—among them the migrants, especially those who are undocumented and low-skilled migrant workers engaged in the informal sector. They are often excluded from government relief and stimulus packages, paid sick leave and unemployment benefits, among many other benefits.

This webinar discussed the importance of social protection and emerging practice on coverage and inclusion of migrants in Asia-Pacific's social protection systems. The discussion outlined the role of regional cooperation networks in increasing access to social protection by migrants, measures adopted by specific countries, and implications involving migrants' access to vaccines.

This webinar is the first in a series on economic migration that the ADB is hosting under its role as the current senior chair of the Multilateral Development Banks (MDB) Platform on Economic Migration and Forced Displacement.

**Panellists:**

- Nuno Cunha, International Labour Organisation, ILO
- Pitchanuch Supavanich and Nicola Nixon, The Asia Foundation
- Azusa Sato, Asian Development Bank/Center for Global Development
- Eduardo Banzon, Asian Development Bank, ADB

**Moderator:** Maya Hammad, IPC-IG

**Registrants:** 164

**Attendees:** 72

**YouTube views:** 181

## **28. Child Care Services and Women's Work**

20 May 2021

**WIEGO, ECDAN, Public Services International, International Domestic Workers Federation, UN Women, Nelson Mandela Foundation**

The COVID-19 pandemic has exposed the global childcare crisis as day-care centres and kindergartens closed to contain the virus. Most childcare work shifted onto women at home and has threatened women workers' employment and livelihoods in both the formal and informal economies. Simultaneously, many childcare workers were locked out of employment. The childcare sector worldwide is characterised by informal employment or vulnerable formal employment for women from marginalised groups.

Nevertheless, there is growing awareness that childcare investments are essential for economic recovery—aimed at increasing women's labour force participation and reducing child poverty rates. Investing in public childcare services that meet the needs of children and their caregivers is challenging. However, research from UN Women and the ILO shows that this investment can be partially recovered through new decent work opportunities. In this sense, this webinar was intended as a space for various actors to discuss common approaches for more public investment in quality childcare services.

**Panellists:**

- Isabella Sekawana, Department of Social Development—South Africa
- Elizabeth Lule, Early Childhood Development Action Network
- Selma Núñez Parada, National Confederation of Health Service Professionals of Chile (Fenpruss)
- Fish IP, International Domestic Workers Federation
- Shiella Estrada, Progressive Labor Union of Domestic Workers in Hong Kong (PLU)

**Discussant:** Silke Staab, UN Women

**Moderator:** Rachel Moussié, WIEGO

**Registrants:** 218

**Attendees:** 109

**YouTube views:** 245

## 29. Building back better: How can adaptive social protection ensure better preparedness for future shocks?

25 May 2021

GIZ, World Bank, IPC-IG

The use of social protection systems in managing covariate shocks is usually framed conceptually under the term 'adaptive social protection' (ASP). While conceptual approaches to ASP exist, its practical operationalisation and learnings from the field are not sufficiently distilled, built on and shared among the sectors and actors involved.

Against this background, the global programme Social Protection Innovation and Learning (SPIL) applies a multi-stakeholder strategy to disseminating, implementing and developing the ASP concept via three interrelated areas of action. In one of them, SPIL fosters global knowledge exchange through a series of webinars, bringing together practitioners to share and exchange perspectives on ASP.

This first webinar started off with a presentation on the ASP building blocks analytical framework as developed by the World Bank, and featured voices from practitioners in civil society, academia, international community, and the State to comment on the conceptual ASP approach by sharing their concrete experiences.

### Panellists:

- Christian Bodewig, World Bank
- Ahmad Hamad Abuhaidar, Jordan Ministry of Social Development
- Sarah Bailey, WFP
- Ben Hayes, AWO

**Moderator:** Ralf Radermacher, GIZ

**Registrants:** 326

**Attendees:** 141

**YouTube views:** 278

## 30. VOICES of Africans affected by the COVID-19 crisis: Experiences on the impacts of COVID-19 on the incomes, livelihoods and wellbeing

1 June 2021

African Union, APSP, HelpAge International, WIEGO, Save the Children, Friedrich Ebert Foundation, ILO

To provide a platform for an engaging conversation between African governments, civil society organisations and people affected by COVID-19 on how to address critical social protection gaps exposed by the pandemic and progress towards inclusive and rights-based social protection, several partners decided to organise a virtual dialogue made up of three connected webinars. The conversation revolved around the voices of affected populations, the actions of governments to expand social protection during COVID-19, and Africa's visions for social protection as part of an inclusive recovery.

In this session, children, workers in the informal economy and older people from different African countries were heard directly regarding how the COVID-19 pandemic has impacted their lives, livelihoods and access to education and wellbeing. These voices were contextualised with evidence on the impacts of the health crisis on various population groups across the life-course and in different African countries.

**Presenter:** Francesca Bastagli, ODI



**Panellists:**

- Jane Marie Ongolo, African Union Commission
- Annie Diouf, Confederation Nationale de Travailleurs du Senegal (CNTS), StreetNet International
- Ignasio Mpaka
- Precious Ng'onga, FES—Zambia
- Lefhoko Kesamang, AU Commission
- Kijala Shako, Save the Children

**Moderator:** Simon Nhongo, APSP

**Registrants:** 232

**Attendees:** 94

**YouTube views:** 137

### **31. Actions of African governments to expand social protection during COVID-19**

8 June 2021

African Union, APSP, HelpAge International, WIEGO, Save the Children, Friedrich Ebert Foundation, ILO

To provide a platform for an engaging conversation between African Governments, civil society organisations, and people affected by COVID-19 on how to address critical social protection gaps and progress towards inclusive and rights-based social protection, this webinar is one of three virtual dialogue sessions that revolved around the voices of affected populations, the actions of governments to expand social protection during COVID-19, and Africa's visions for social protection as part of an inclusive recovery.

This session examined the state of social protection in Africa and social protection responses to the COVID-19 crises taken by governments across the continent. In an engaging conversation, governments detailed the actions taken to expand social protection to various population groups during the crisis and what lessons they will take moving forward. They also answered to direct questions from participants.

**Panellists:**

- Dramane Batchabi, ILO
- John Gachigi, Government of Kenya
- Mr Apera Iorwa, NASSCO Nigeria
- Dr Gift Dafuleya, SASPEN
- Carole Agengo, HelpAge International

**Moderator:** Simon Nhongo, APSP

**Registrants:** 344

**Attendees:** 98

**YouTube views:** 133

### 32. Africa's VISION to expand social protection and build forward better from COVID-19

Date: 15 June 2021

African Union, APSP, HelpAge International, WIEGO, Save the Children, Friedrich Ebert Foundation, ILO

To provide a platform for an engaging conversation between African Governments, civil society organisations, and people affected by COVID-19 on how to address critical social protection gaps and progress towards inclusive and rights-based social protection, this webinar is one three sessions of virtual dialogue that revolved around the voices of affected populations, the actions of governments to expand social protection during COVID-19, and Africa's visions for social protection as part of an inclusive recovery.

This final episode was dedicated to sharing stakeholders' forward-looking visions for rights-based social protection in Africa, hearing from representatives of the African Union, governments and civil society organisations. They talked about the importance of Africa's social protection frameworks and priorities in guiding collective efforts to expand social protection, and what actions different actors are taking to realise these ambitions.

#### Panellists:

- Oumar Diop, AU Commission
- Pakwanja Desiree Twea, Government of Malawi
- Rita Owusu-Amankwah, Government of Ghana
- Naima Hrouche, Government of Morocco
- Sheila Nkunika, Save the Children Nigeria
- Pamhidzai Bamu, WIEGO
- Carole Agengo, HelpAge International
- Sergio Falange, APSP
- Laura Alfes, WIEGO
- Sabelo Mbokazi, AU Commission

**Moderator:** Simon Nhongo, APSP

**Registrants:** 437

**Attendees:** 109

**YouTube views:** 120

### 33. Linking humanitarian cash and social protection—ECHO's vision and practical examples from Somalia and Jordan

17 June 2021

UNICEF, IFRC, FCDO

The benefits of social protection and humanitarian actors working together in different ways across the 'nexus' are well-recognised. To address the wide range of needs (in the last year, often pandemic-related), and particularly those of a socio-economic nature, the use of cash has been the response of choice for governments expanding their social protection systems as well as for humanitarian actors in a range of sectors.

This webinar, which was structured as a panel discussion, provided an opportunity to hear from one of the world's leading humanitarian donors—the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO)—

and partners regarding implementing its vision for linking humanitarian cash and social protection in two different contexts. The expert speakers provided insights into two different mechanisms that are being adopted to forge these linkages.

**Panellists:**

- Isabelle Pelly, DG ECHO
- Quentin Le Gallo, DG ECHO
- Alessandro Bini, The Somalia Cash Consortium
- Massimo La Rosa, DG ECHO
- Manuel Rodriguez Pumarol, UNICEF Jordan
- Meredith Byrne, ILO Jordan

**Discussant:** Lois Austin, KML Consultant

**Moderator:** Nupur Kukrety, UNICEF

**Registrants:** 220

**Attendees:** 105

**YouTube views:** 259

### **34. Towards shock-responsive social protection: lessons from the COVID-19 response in six countries**

24 June 2021

Maintains, OPM

Almost all countries have adapted their social protection systems to support households and mitigate the economic impact of the COVID-19 pandemic. The responses varied wildly and included both the development of new social protection programmes and the expansion and adaptation of existing programmes.

The research “Towards shock-responsive social protection” examines how the social protection programmes, processes, and delivery systems in the six Maintains programme countries have been used to respond to the COVID-19 crisis and to understand the factors that have enabled successful responses, as well as the factors that have constrained them.

This webinar presented the main findings from the research and facilitated a discussion between Maintains researchers, FCDO Kenya, and SPACE to situate the findings within the broader context of examined countries and the global literature on shock-responsiveness from before COVID-19 and lessons from social protection responses to COVID-19 in other countries.

**Panellists:**

- Alexandra Doyle, OPM
- Jana Bischler, OPM

**Discussants:**

- Anthony Njage, FCDO Kenya
- Valentina Barca, SPACE
- Madhumitha Hebbar, Maintains

**Moderator:** Rodolfo Beazley, Maintains

**Registrants:** 269

**Attendees:** 120

**YouTube views:** 172

### **35. Increased resilience in the face of Covid-19: RCT results from the Graduation programme *Emprendiendo una Vida Mejor* in Honduras**

29 June 2021

SPEC, Fundación Capital, IDB, Government of Honduras, UNIANDES

One year after the end of the Graduation programme *Emprendiendo una Vida Mejor* in Honduras, researchers went back to the field to collect the endline results of the programme's randomised controlled trial (RCT). However, during this interval, participant families had to face the Covid-19 pandemic and a series of natural disasters. Would the expected positive outcomes be sustained despite these new compounded shocks?

This webinar presented the fresh results of the *Emprendiendo una Vida Mejor* RCT, a Graduation programme implemented through a partnership between the Government of Honduras, the IDB, and Fundación Capital. The evidence shows how Graduation programmes can build resilience and support the economic recovery of families in the face of major shocks. The panellists discussed the results of the programme, its challenges and achievements from different points of view—government, academia and practitioners, and the broader implications of the results for public policy in the region.

#### **Panellists:**

- Luis Tejerina, IDB
- Jorge Maldonado, UNIANDES
- Carolina de Miranda, *Fundación Capital*

**Moderator:** Aude de Montesquiou, BRAC Institute of Governance and Development

**Registrants:** 133

**Attendees:** 46

**YouTube views:** 137

### **36. School Feeding Programmes amidst the COVID-19 pandemic in Asia and the Pacific**

1 July 2021

WFP, OPM

Prior to COVID-19, an estimated 129 million children received daily school meals in Asia and the Pacific. School feeding programmes have served diverse purposes, such as addressing short-term hunger among school-age children and incentivising school enrolment, attendance, and permanence, among others. As part of COVID-19 containment measures, in April 2020, schools were closed in the entire region, resulting in significant disruptions to school feeding programmes.

Against this backdrop, the WFP's Regional Bureau for Asia and the Pacific (RBB) commissioned Oxford Policy Management (OPM) to do a review of school feeding programme adaptations in light of school closures.

This webinar presented the findings of the study. It provided insights into the alternative measures undertaken by governments and partners to mitigate the impacts of the school closures on school feeding programmes, the lessons learned, and what the implications are for school feeding amidst the ongoing pandemic.

**Panellists:**

- John Aylieff, WFP
- Maham Farhat, OPM
- Donald Bundy, London School of Hygiene and Tropical Medicine
- Brenda Barton, WFP Philippines
- Martin Parreno, WFP Philippines
- Kamani Gunaratne, Government of Sri Lanka

**Moderator:** Carmen Burbano, WFP

**Registrants:** 388

**Attendees:** 189

**YouTube views:** 162

**37. Lessons learned from the COVID-19 crisis: moving towards inclusive social protection for persons with disabilities?**

8 July 2021

UNICEF, ILO, UNPRPD, IDA, DFAT

More than a year after the start of the pandemic, and in the middle of the ongoing crisis in many low- and middle-income countries, the event sought to take stock of the social protection responses in support of persons with disabilities, the lessons learned based on case studies, consultation, and engagement with social protection professionals and organisations of persons with disabilities.

This webinar provided the participants with: an overview of the trends in social protection responses for persons with disabilities and the lessons learned about the readiness of social protection systems; an overview of ongoing initiatives that can contribute to making social protection systems more shock-responsive and more supportive to persons with disabilities ; a reflection on the evolution of the engagement of persons with disabilities and their representative organisations, as well as steps required to foster participation; and an update about normative framework evolution and upcoming consultations on technical guidance development.

**Panellists:**

- Charles Knox-Vydmanov, ILO-UNICEF-UNPRPD project
- Amba Salelkar, IDA
- Alexandre Cote, UNICEF
- Quynh Anh Nguyen, ILO

**Moderator:** Felicity O'Brien, DFAT

**Registrants:** 177

**Attendees:** 67

**YouTube views:** 113

### **38. Leveraging South-South and triangular cooperation in advancing child and adolescent mental health in the context of COVID-19**

15 July 2021

UNICEF, PAHO-WHO, IPC-IG

This webinar provided an updated review on the challenges and opportunities for countries of the global South in sustaining delivery of child and adolescent mental health services in the context of COVID-19 crisis and in the post-pandemic period. The session presented three case studies to promote country-to-country learning based on experiences, lessons learned and practical knowledge to bolster mental health and psychosocial support within primary health care, universal health care and other health services. The session also presented discussions on how governments, development agencies, international organisations, and other stakeholders can build strong partnerships to leverage South-South and triangular cooperation in advancing child and adolescent mental health to help countries of the global South build back better in the context of COVID-19 and similar global crises.

#### **Panellists:**

- Batool Fatima, Department of Mental Health and Substance Use, WHO
- Ahmad Hajebi, Ministry of Health and Medical Education, Iran
- Liliana Ensisa, Ministry of Health, Argentina
- Xu Jiannong, National Youth Hotline Call Center and Beijing Youth Legal and Psychological Counseling Service Center, China
- Anselm Hennis, Department of Noncommunicable Diseases and Mental Health, PAHO/WHO

**Moderator:** Andrés Franco, Public Partnerships Division, UNICEF

**Registrants:** 260

**Attendees:** 103

**YouTube views:** 96

### **39. When to do a social protection systems review: How can ISPA's CODI (the Core Diagnostic Instrument) help?**

29 July 2021

ISPA

CODI, the Core Diagnostic Instrument, is an innovative tool developed by leading experts from international organisations that aims to build a rapid diagnostic of the performance of social protection systems. The tool allows for a comprehensive review of key areas to identify the strengths and weaknesses of a system through a participatory process that engages relevant stakeholders. It is arranged along three modules: policy, programme design, and programme implementation, and provides entry points for policy dialogue with a set of common and agreed-upon vocabulary, definitions, and framework.

This webinar presented the opportunity to hear more about this tool, the upcoming updates, and pose crucial questions to the Inter-Agency Social Protection (ISPA) Secretariat.

#### **Panellists:**

- Veronika Wodsak, Social Protection Policy Specialist, ILO
- Adea Kryeziu, Social Protection Specialist, World Bank

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

**Registrants:** 152

**Attendees:** 55

**YouTube views:** 84

#### **40. Adaptive social protection, decentralisation, localisation: challenges and opportunities for good governance in social protection delivery**

3 August 2021

GIZ, World Bank, SPACE, IPC-IG

The framing presentation of this event built on a study by SPACE, followed by two country case presentations: the experiences of the *Auxilio Emergencial* programme in Brazil and the case of the Philippines in decentralisation and localisation efforts for the provision of social protection in response to COVID-19.

This was the second session of the ASPECTS Practice Exchange on Adaptive Social Protection webinar series and is particularly related to building block 1 “Institutional arrangements and partnerships” of the World Bank’s Adaptive Social Protection framework.

##### **Panellists:**

- Andrew Wyatt, Consultant, SPACE
- Tiago Falcão, former secretary of Bolsa Familia Programme in Brazil, World Bank Consultant
- Vilma Cabrera, former undersecretary of the Department of Social Welfare and Development, Philippines

**Moderator:** Emily Wylde, SPACE

**Registrants:** 306

**Attendees:** 129

**YouTube views:** 227

#### **41. Findings from a Social protection system diagnostic: experience in Uzbekistan using CODI**

5 August 2021

ISPA

The report “Assessment of the social protection system in Uzbekistan” was prepared by a joint team from the ILO, UNICEF, and the World Bank based on CODI. The report provides a review of the social protection system in the Uzbekistan, including an inventory of the country’s main social protection programmes as well as an analysis of their appropriateness, effectiveness, responsiveness, cost-efficiency, and fiscal and financial sustainability. The report, published in 2020, identified the main strengths and weaknesses of the system and offered recommendations on strengthening the social protection system with the aim of informing the fast-moving reform of programmes.

This webinar went in-depth on how the tool was adapted to fit the country’s context, some of the key findings, and a look into the social protection system after the exercise was completed in 2020.

**Panellists:**

- Marina Novikova, Social Protection Specialist, World Bank
- Adea Kryeziu, Social Protection Specialist, World Bank

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

**Registrants:** 63

**Attendees:** 27

**YouTube views:** 76

**42. Changing the mindset—turning the theory into practice: Incorporating gender-sensitivity into linked humanitarian cash and social protection interventions**

19 August 2021

UNICEF, IFRC, FCDO, WFP

This webinar, which was structured as a panel discussion, provided the opportunity to hear from a range of humanitarian cash and social protection experts on the myths, challenges, gaps, and blockages that appear to be standing in the way of moving from theory to the practical implementation of linked or aligned gender-sensitive humanitarian cash and social protection responses. Despite a growing number of resources and tools promoting the application of gender-sensitive approaches both in humanitarian cash and social protection responses, there is a need for improved understanding of how to put this into practice in linked interventions.

**Panellists:**

- Opper Maravanyika, Senior Technical Advisor for Gender, Food Security and Resilience, CARE USA
- Kathleen Beegle, Research Manager and Lead Economist in the Human Development Team of the World Bank's Development Research Group, World Bank
- Juan Gonzalo Jaramillo Mejia, Social Protection Programme Policy Officer, WFP
- Ruth Graham Goulder, Social Protection & Gender Adviser, UNICEF
- Rachel Slater, Professor of International Development, University of Wolverhampton
- Evelyn Vallejo Salcedo, Oficial Senior de Protección, Género e Inclusion/Protection—Gender and Inclusion Senior Officer, IFRC
- Lucia Steinberg, Regional Cash Delegate, IFRC

**Registrants:** 264

**Attendees:** 99

**YouTube views:** 109

**43. “We don’t do a lot for them specifically”: diverse SOGIESC (aka LGBTIQ+) inclusion in social protection and cash-based assistance**

24 August 2021

Edge Effect, DFAT



This learning event explored the barriers for people with z (SOGIESC) to accessing government and non-government social protection programmes in response to COVID-19 and in normal times. Edge Effect worked with CSO partners Bandhu, Rainbow Pride Foundation, and CRM to undertake case studies in Bangladesh, Fiji, and Indonesia. We heard from these organisations on experiences during the pandemic.

**Panellists:**

- Victor Madrigal-Borloz, UN Independent Expert on Sexual Orientation and Gender Identity
- Emily Dwyer, Edge Effect
- Anna Arifin, Edge Effect, and Edison Butar Butar (CRM)
- Shale Ahmad, Bandhu Social Protection Society
- Lavetanalagi Seru, Consultant

**Moderator:** Felicity O'Brien, DFAT

**Registrants:** 223

**Attendees:** 102

**YouTube views:** 70

#### **44. Leveraging the potential of safety nets to prevent gender-based violence—emerging experience from Mozambique and Sierra Leone & beyond**

26 August 2021

World Bank, FCDO, UNICEF

This panel discussed emerging practice on how to leverage safety nets to prevent GBV. The session included highlights from Safety First—a World Bank operational toolkit which provides detailed design and implementation guidance to maximise the preventive effect of safety nets. The panel also featured policymakers and practitioners from Mozambique and Sierra Leone, who shared recent practices on mitigating, responding to and reducing the risks of GBV through their social protection work.

**Panellists:**

- Angélica Magaia, National Director for Children, Mozambique
- Charlotte Coles, Head of the Ending Violence Team, FCDO
- Ruth Graham-Goulder, Social Policy Specialist, UNICEF
- Alessandra Heinemann, Senior Social Protection Specialist and Gender Lead, World Bank

**Moderator:** Lauren Rumble, Principal Advisor, Gender, and Chief of Gender and Rights Section, UNICEF

**Registrants:** 197

**Attendees:** 84

**YouTube views:** 73

## 45. SPEC Webinar 13 - resilience building and adaptability of the Graduation approach: Experience of and evidence from BRAC's Ultra-Poor Graduation Programme in responding to COVID-19 shocks in Bangladesh

31 August 2021

SPEC, BRAC

This webinar shared evidence on the adaptability of and resilience built by the Graduation approach based on the experience of BRAC's Ultra-Poor Graduation (UPG) programme in Bangladesh. This was the second webinar organised by SPEC on the effectiveness of the Graduation approach against a large shock like COVID-19, following the webinar on Honduras' Graduation programme.

### Panellists:

- Rozina Haque, Programme Head, Ultra-Poor Graduation programme, BRAC
- Imran Matin, Executive Director, BRAC Institute of Governance and Development, BRAC University
- Mohammad Mukhlesur Rahman Sarker, Joint Secretary, Local Government Division, Ministry of Local Government Rural Development and Co-operatives and National Project Director, SWAPNO
- Palash Das, Director, Ultra-Poor Graduation programme, BRAC

**Moderator:** Lisa Hannigan, Senior Social Protection Specialist/Director, Social Protection Section, Australian Department of Foreign Affairs and Trade, Canberra

**Registrants:** 1507

**Attendees:** 691

**YouTube views:** 36

## 3.5 ONLINE COMMUNITIES

Through Online Communities, the platform's members can create or join public, private or semi-private groups on different social protection topics, contributing to discussions, sharing materials, information, opportunities, and ideas. Besides fostering knowledge sharing and capacity building, the communities promote networking among professionals from different areas, such as international organisations, governments, research centres, and academia from all over the world.

Important synergies happen within the 60 existing Online Communities<sup>4</sup>, which have more than 3,300 members<sup>5</sup>. Currently, there are 43 different stakeholders administrating these groups, in addition to individual consultants. These diverse and rich environments directly contribute to enhance collaboration and coordination among different actors, maximising discussions and initiatives on social protection.

This feature, which was considered useful or extremely useful by 60 per cent of respondents of the 2021 User Satisfaction Survey, is constantly being updated to better serve the needs of users. Throughout this past year, socialprotection.org has implemented several improvements, including a new layout and menu interface to make navigation easier and more user friendly, including an adjustment to the communities' timelines to automatically display the groups' latest activities. An improved management area was also implemented, allowing administrators to independently manage membership requests and members' contributions, as well as access the community's mailing list.

4. This number encompasses all community types (active, low, inactive, archived, repository and working groups). During the report's period 03 new OCs were created.

5. The same person can be a member of multiple communities at the same time.

As the notification system is currently deactivated for technical adjustments,<sup>6</sup> the socialprotection.org team is still adopting the temporary solution of sharing Newsletters with members whenever requested by the administrators. The content is selected by the community administrators and socialprotection.org's team is responsible for its structure and dissemination. The members of four Online Communities are currently receiving updates on their activities.

The socialprotection.org team offers constant management and strategical support to OCs' administrators, who are the main responsible for keeping the groups active by uploading materials, promoting activities, starting discussions, and engaging members.

There are currently 9 active<sup>7</sup> OCs in socialprotection.org, as shown on Table 2.

**TABLE 2. LIST OF ACTIVE COMMUNITIES**

Online Community	Stakeholders	Language	Number of members	Date of creation
Social protection responses to COVID-19 [Task force]	IPC-IG, GIZ, DFAT	English	161	23/03/2020
Digital Innovations for Economic Inclusion	BRAC Institute for Governance and Development	English	34	31/03/2021
<i>Plateforme régionale de la Protection Sociale en Afrique de l'Ouest et du Centre</i>	UNICEF; ILO; World Bank; FAO; WFP; CaLP; Oxfam; Save the Children; Action Against Hunger	English; French	89	03/07/2017
Social protection in crisis contexts	OPM, UNICEF, European Commission	English	291	23/05/2016
Asia-Pacific Social Protection Online Community	Asian Development Bank	English	99	25/01/2021
Forecast-based Action and Shock-responsive Social Protection Community of Practice, Nepal	Nepal Red Cross Society and UNICEF	English	7	28/06/2021
TRANSFORM Master Trainers	TRANSFORM	English	41	12/10/2017
Social Protection in the Middle East and North Africa region (MENA)	UNICEF; IPC-IG	English	90	21/12/2017
Community of Practice on SSC for Children (CoP-SSC4C)	UNICEF; UNOSSC; IPC-IG	English	190	16/02/2018

One of the Online Communities highlights during the report period was the [Asia-Pacific Social Protection Online Community](#), launched in March 2021. It brings together practitioners, experts, and advocates of social protection to discuss issues of relevance to the region, promoting the power of social protection as an investment towards inclusive growth. Administered by the ADB and the socialprotection.org team, it disseminates biweekly newsletters with relevant materials on the region.

Bringing together practitioners and researchers working on social protection across the humanitarian-development nexus, the [Social Protection in Crisis Contexts](#) has remained in the spotlight since its creation. Created to promote exchange,

collaboration, and mutual learning on the subject, it has very active community administrators, including individual

6. That term involves finding possible solutions which will be implemented as soon as possible.

7. Active OCs are those which were updated with content / activities within the last three months.

consultants and experts from OPM, UNICEF, and the European Commission. Due to their ability to map and disseminate content, this community has been seen as an example of best practices in community maintenance.

Aiming to achieve the SDG and advance the rights and welfare of children, the *Community of Practice on SSC for Children (CoP-SSC4C)*, an initiative by UNICEF, UNOSSC and the IPC-IG, brings together practitioners, experts, partners, and individuals from different sectors who promote and support South-South and triangular cooperation. The community has a three-way role: as a repository of good practices in delivering the SDGs for children; as an incubator of ideas on how best to utilise the power of South-South cooperation for children's welfare and reducing inequities; and as a global platform to bring together actors engaged in South-South and triangular cooperation.

The Online Communities—including those not explicitly mentioned in this section—are key to promoting and disseminating specific social protection topics, as well as to fostering collaboration and integration within the social protection community.

### 3.6 ONLINE COURSES

During the report period, the demand for e-learning has reached new levels—as have other online activities—due to the pandemic. socialprotection.org has been investing in its e-learning capabilities since 2018 by bringing specialist consultants to the team, acquiring new technologies for its courses and adopting innovative methodologies to promote high quality learning.

Therefore, this area of activity has experienced steady growth through the production of courses implemented in partnership with external stakeholders. Our team now provides comprehensive and specialised assistance to the development of training and e-learning programmes, from the elaboration of content to course delivery, promotion, and evaluation.

#### TRANSFORM

e-TRANSFORM is socialprotection.org's flagship e-learning initiative. The platform has been working with ILO since 2017 to adapt and offer the TRANSFORM comprehensive training package, with support from different stakeholders. During the report period, the sixth and seventh runs of TRANSFORM were offered through the platform, gathering 94 people from 46 different countries. Additionally, funded by the UNDP Regional Service Centre for Africa (RSCA), the second run of the training of e-facilitators was offered to 10 Master trainers.

e-TRANSFORM's overall success also lies on socialprotection.org's careful administration, which includes the constant monitoring of e-facilitators' activities.

As part of its pandemic response, in February 2021, a pilot e-TRANSFORM training on shock-responsive social protection was also offered on socialprotection.org. Featuring synchronous and asynchronous activities, it trained 18 people from Malawi and Zambia, including four TRANSFORM Master Trainers.

#### MICRO-COURSE SERIES ON SOCIAL PROTECTION

In April 2020, sponsored by GIZ, socialprotection.org launched its first micro-course featuring content developed internally. Over the past year, the Social Protection Fundamentals and Topics Series has produced four micro-courses on a variety of topics. The micro-courses are free, open, and self-paced, with a duration ranging from one to five hours:

- [Integrated and Digital Social Protection Information Systems](#)

Launched in January 2021, it aims at building capacities, explaining integrated and digital social protection

information systems, and discussing their design and implementation challenges and risks.

- **Adaptative Social Protection**

Launched in March 2021, it explores social protection programmes delivered to the poorest and most vulnerable households, focusing on strengthening people’s resilience to covariate shocks.

- **Social Protection and Rural Poverty**

Launched in April 2021, it focuses on the multiple dimensions and drivers of rural poverty and inequality and on how social protection can make rural transformation more inclusive.

- **Systèmes d’Information Intégrés et Numériques de Protection Sociale**

Launched in May 2021, it is the French version of our Integrated and Digital Social Protection Information Systems micro-course.

The five micro-courses offered during the report period account for a total of 1,811 enrolments on the *Virtual Campus*, our Moodle-based platform, as shown in Figure 14. The Figure also shows the number of people certificated per course. A total of 469 people have been certificated as of August 2021, which means an average of 26 per cent of certificated participants per course.

**FIGURE 14. NUMBER OF PARTICIPANTS AND CERTIFICATES PER MICRO-COURSE**

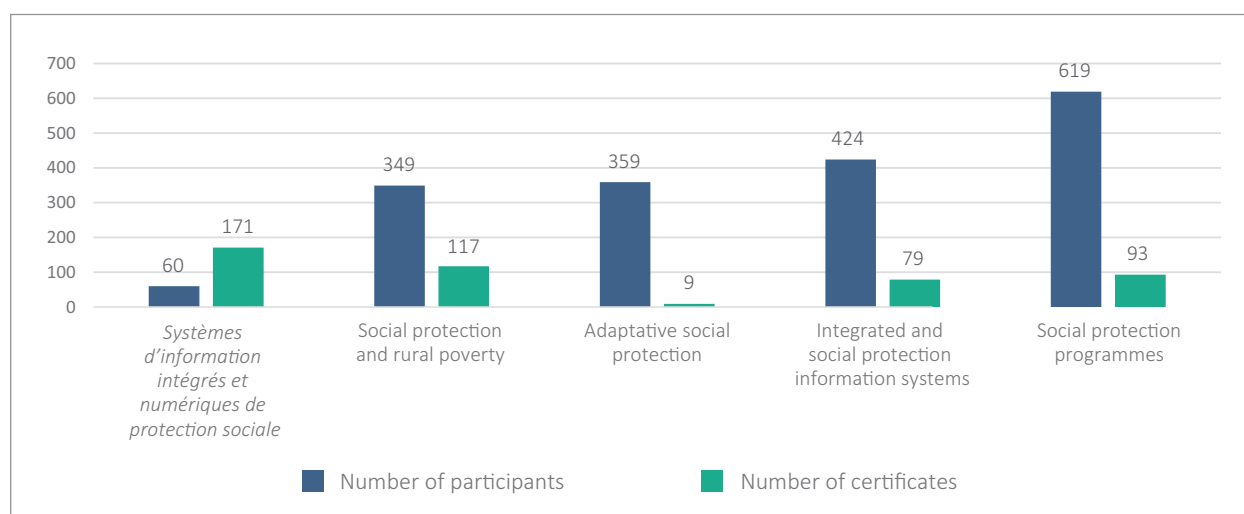


Figure 14 shows the number of participants and certificates issued per course during the report period. The courses combined have certificated 469 people as of August 2021, which stands to an average of 26 per cent of certified participants per course.

### MENASP AND OTHER E-LEARNING INITIATIVES

socialprotection.org has also been working in partnership with the Middle East and North Africa Social Policy Network (MENASP) and the University of Bath (United Kingdom) to develop a course focused on the intersections between conflict prevention and social protection. The platform hosted an online survey in June 2021 to assess the needs of potential participants. The results are currently under analysis and will be used to guide the development of the course, scheduled to start in late 2021.

Additionally, the team is also working on the adaptation of FAO's course "Strengthening the use of Poverty Analysis to Achieve SDGs 1 and 2 to Eastern Africa", as well as an e-course in partnership with WFP entitled "Shock-Responsive Social Protection in the Caribbean", to be hosted by and offered through [socialprotection.org](https://socialprotection.org) in the coming months.

### 3.7 PODCASTS

The popularity of podcasts has been rising sharply in recent years, particularly after the emergence of audio streaming services. Although this medium is a practical way to learn new things and catch up on important news and developments, until recently, there was no podcast focusing solely on social protection. Leveraging the novelty of the format, [socialprotection.org](https://socialprotection.org) launched its [Social Protection Podcast](#) in March 2021.

Developed by the [socialprotection.org](https://socialprotection.org) team in collaboration with an independent consultant, the Social Protection Podcast contains episodes up to 35 minutes long. The first part of each episode features the main interview or discussion, while the second part, called 'Quick Wins', brings a guest to share interesting resources with our audience and any positive news coming from the field of social protection.

New episodes are launched monthly, featuring interviews, discussions and stories aiming to highlight new research and bring a range of perspectives to both controversial debates as well as areas of growing consensus in the field of social protection. Each episode also aims for an equal distribution of viewpoints, bringing at least one participant from the global South and maintaining a strong focus on gender and ethnic diversity.

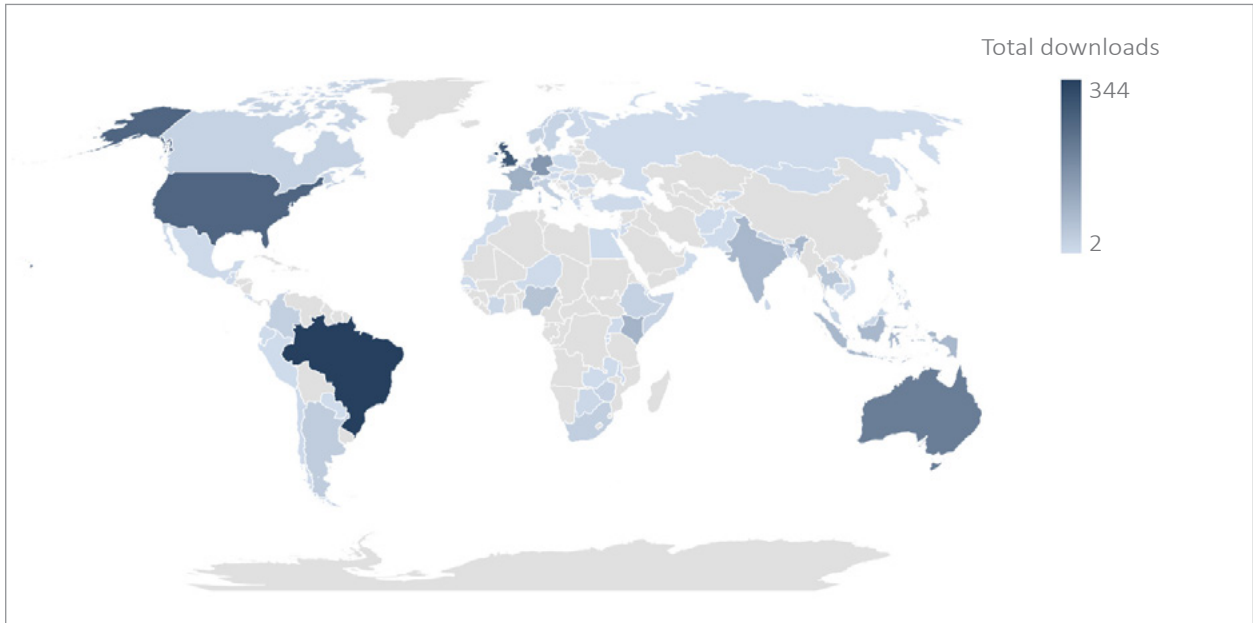
With the creation of this new content type, [socialprotection.org](https://socialprotection.org) is now offering its partners a new way to promote their work and share knowledge. Although episodes are fully produced and edited by the [socialprotection.org](https://socialprotection.org) team, partners can suggest an episode topic based on their work or even co-create an entire sub-series within the Social Protection Podcast.

Even though the podcast is quite new, it is already garnering significant interest in the community and requests for episodes and partnerships. On 18 June 2021, [socialprotection.org](https://socialprotection.org) launched its first podcast series, [Covid-19: a turning point for social protection?](#), developed in partnership with ODI and GIZ. The six episodes in the series reflected on the emerging evidence and learning from social protection measures adopted in the early months, and within the first year, of the onset of the COVID-19 crisis. It questions how effective social protection responses to COVID-19 have been so far, especially for some of the hardest-hit groups, including refugees, women, informal workers and people living in urban areas?

Each episode refers to one thematic area covered by the ODI-GIZ study, which encompasses six thematic areas with a dedicated paper: gender, financing, refugees, informal workers, operational lessons from national cash transfer programmes and urban cash transfers. Guest host Francesca Bastagli (ODI) is joined by the lead author of one of the papers and an expert discussant in each episode to try and answer the guiding question: "Is COVID-19 a turning point for social protection?"

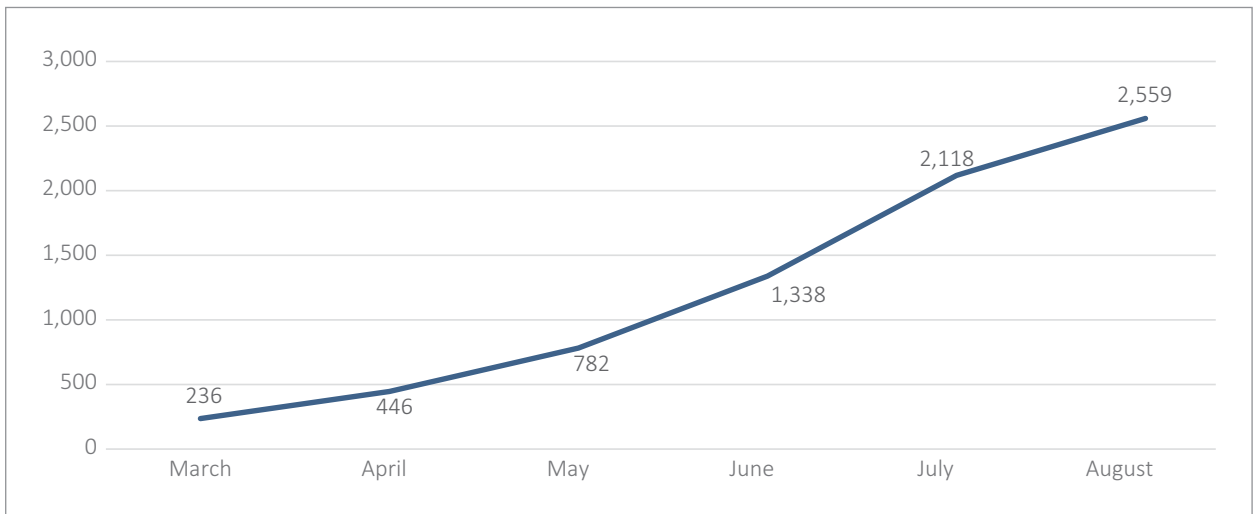
So far, [socialprotection.org](https://socialprotection.org) has produced 10 podcast episodes, attracting a total of 170 subscribers and resulting in 2,559 downloads across over 100 countries.

**PODCAST AUDIENCE BY COUNTRY**



Source: Australian Bureau of Statistics, Geonames, Microsoft, Navinfo, ToTom, Wikipedia.

**FIGURE 15. PODCAST DOWNLOADS**



The episode list below includes detailed information on each podcast’s focus, participants and total downloads.

**LIST OF PODCAST EPISODES**

**1. Ep. 1 | Women in Leadership during the COVID-19 crisis**

26 March 2021

Number of downloads: 383

The first episode of the Social Protection Podcast looked at the challenges and lessons of COVID-19 from a practitioner perspective. It brought four women leaders in the social protection community, who have spent the last year responding to economic, employment and health crises wrought by the pandemic.

**Featuring:**

- Cecilia Mbaka, Government of Kenya
- Carmen Roca, WIEGO, Peru
- Sri Kusumastuti Rahayu, Secretariat for the National Team for Accelerating Poverty Reduction, Indonesia
- Dr Hania Sholkamy, American University, Egypt

**Quick Wins guest:** Charlotte Bilo, IPC-IG

## **2. Ep. 2 | Scaling up economic inclusion**

30 April 2021

**Number of downloads: 328**

Economic inclusion programmes typically target the poorest people and seek to address the many barriers to escaping poverty by providing multiple, complementary interventions. These generally include providing cash transfer assets, but also training, mentoring, access to finance and so on. In this episode, guests bring real life examples and discuss recent findings to illustrate the challenges, lessons learned and best practices on graduation programmes.

**Featuring:**

- Lauren Whitehead, BRAC Ultra-Poor Graduation Initiative
- Colin Andrews, World Bank, Social Protection and Jobs Global Practice

**Quick Wins guest:** Fazley Elahi Mahmud, DFAT, Social Protection Hub

## **3. Ep. 3 | Global trends in (near) universal child grants**

28 May 2021

**Number of downloads: 243**

In this episode we explored the debates around universality and investment in early childhood in the US. We compare them with those in upper-middle income Argentina, which has had near-universal child allowances since 2009. Moreover, we talk about how these developments fit with global trends.

**Featuring:**

- Sophie Collyer, Center on Poverty and Social Policy at Columbia University
- Oscar Cetrangolo, Faculty of Economics at the University of Buenos Aires
- David Stewart, UNICEF

**Quick Wins guest:** Keetie Roelen, Institute of Development Studies



#### 4. ODI series Ep. 1 | Social protection provisions to refugees during the COVID-19 pandemic

18 June 2021

Number of downloads: 314

Even before COVID-19, refugees were among the most marginalised groups in their host countries, with restrictions to their access to employment, social protection, health care and other public services. This left them especially exposed to the impacts of the pandemic. How effective have been the efforts to expand social protection provision to refugees? What are the emerging lessons and is this a turning point for inclusion measures becoming permanent?

Featuring:

- Jessica Hagen-Zanker, ODI
- Andrew Mitchell, Division of Resilience and Solutions, UNHCR

#### 5. ODI Series Ep. 2 | National cash transfer responses to COVID-19: operational lessons

25 June 2021

Number of downloads: 265

The pandemic has increased the operational challenges for social protection systems, due to both lockdown measures and risk of transmission, as well as the stark increases in demand for assistance among millions of people in need of support. Amid these crisis conditions, operational adjustments and innovations were adopted, including through an increased reliance on digital approaches. How well have the measures worked so far, especially for those previously excluded from social protection systems? Do the innovations adopted promise to support inclusive, adaptive social protection going forward, or risk perpetuating gaps and inequities?

Featuring:

- Christy Lowe, ODI.
- Madhumitha Hebbar, MAINTAINS project, Independent Consultant

#### 6. ODI Series Ep. 3 | Covid-19: crisis as opportunity for urban cash transfers?

02 July 2021

Number of downloads: 211

When COVID-19 hit, the existing provision of urban social assistance was limited in many LMICs. The crisis quickly exposed this gap, with urban dwellers facing a high risk of infection and livelihoods losses as the virus spread. In response to these urgent needs, emergency measures were widely taken to step up assistance in urban areas. Do the COVID-19 measures hold potential to help address gaps in provision in the longer term?

Featuring:

- Keetie Roelen, Institute of Development Studies
- Ugo Gentilini, World Bank

#### 7. ODI Series Ep. 4 | Have social protection responses to Covid-19 undermined or supported gender equality?

09 July 2021

Number of downloads: 127

The COVID-19 pandemic has deepened many gender inequalities, with women more likely to experience job and livelihood losses than men. How have the social protection measures deployed since the onset of COVID-19 fared in providing

adequate support to women negatively affected by the crisis? Does the emerging evidence point to these initiatives having undermined or supported gender equality? What policy lessons are emerging to help ensure social protection and crisis response are gender-responsive moving forward?

**Featuring:**

- Rebecca Holmes, ODI and SPACE
- Hoodah Abrahams-Fayker, Black Sash South Africa

## **8. ODI Series Ep. 5 | ODA financing for social protection: lessons from the Covid-19 crisis response**

16 July 2021

Number of downloads: 194

Both before and during the pandemic, Official Development Assistance (ODA) has played a critical role in supporting social protection provision in many LMICs. The COVID-19 response has prompted adjustments in ODA flows, instruments and processes. What lessons are emerging for the equitable and sustainable provision of social protection going forward?

**Featuring:**

- Anna McCord, ODI
- Michal Rutkowski, World Bank

## **9. ODI Series Ep. 6 | Covid-19 crisis: opportunities and risks for extending social protection to informal workers**

23 July 2021

Number of downloads: 190

Prior to the crisis, many informal workers were faced with little to no access to social protection and health care, insecure earnings and precarious work conditions. What social protection measures have been taken to try to extend provision to informal workers during the crisis? How well have these policy measures and adjustments worked to support informal workers throughout the course of the pandemic? And what trade-offs, risks and opportunities do the crisis and subsequent policy adjustments present for filling historic gaps in social protection for informal workers on a permanent basis?

**Featuring:**

- Laura Alfes, WIEGO
- Gautam Bhan, Indian Institute of Human Settlements

## **10. Ep. 4 | Bolsa Família | Flagship Special Episode**

27 August 2021

Number of downloads: 137

In this episode, we spoke with three designers and implementers of Brazil's *Bolsa Família* programme, one of the world's most renowned conditional cash transfers. Top-of-mind programmes such as Bolsa Família are often thoroughly researched and evaluated the social protection community. However, while you may know their main features, you will probably be less familiar with the points of contention, compromises that had to be made and the overall evolution that has made them what they are today.

**Featuring:**

- Luis Henrique Paiva, Ipea

- Ricardo Paes de Barros, Center of Research for the Development of Educational Public Policy at INSPER.
- Tereza Cotta, Ministry of Economy of the Federal Government of Brazil

Quick Wins guest: Fábio Veras Soares, IPC-IG

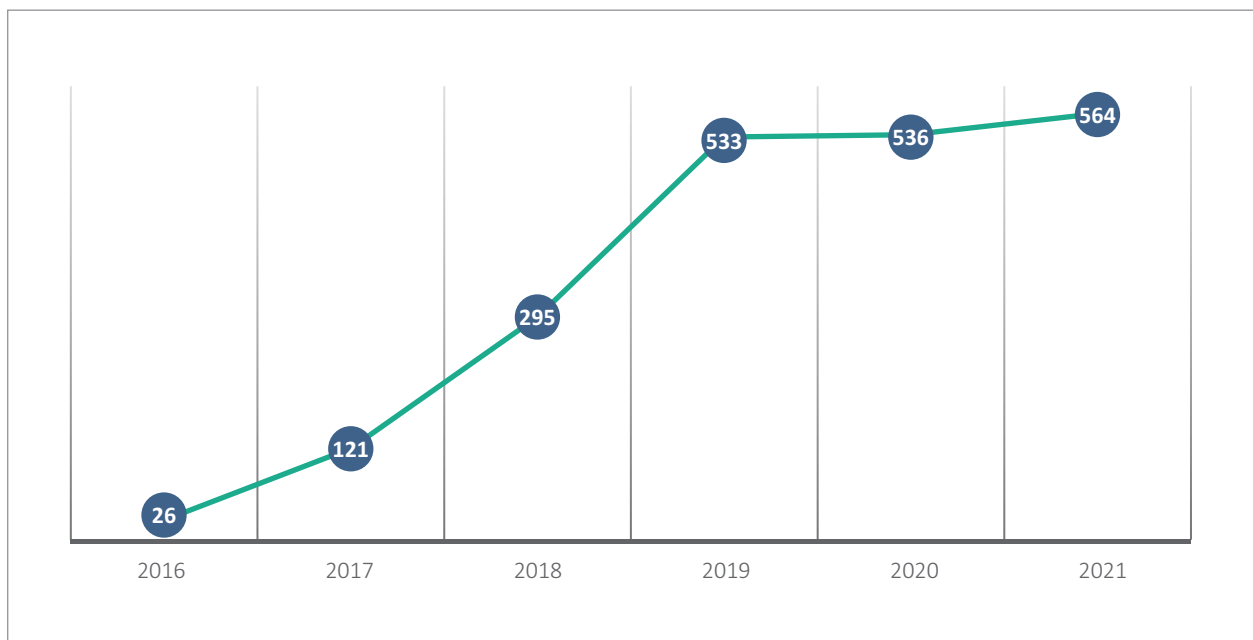
### 3.8 PROGRAMMES

The [Programme Profiles](#) area is of key importance in a context of information overflow: it aims to provide simplified and reliable information on social protection programmes from all over the world, allowing researchers and policymakers to easily reach specific information, along with updated references for further analysis.

Considering this potential to provide easy information in a crisis context such as the COVID-19 pandemic, socialprotection.org conducted strategic improvements to this content type during the report period, including a layout redesign to rearrange information and facilitate reading.

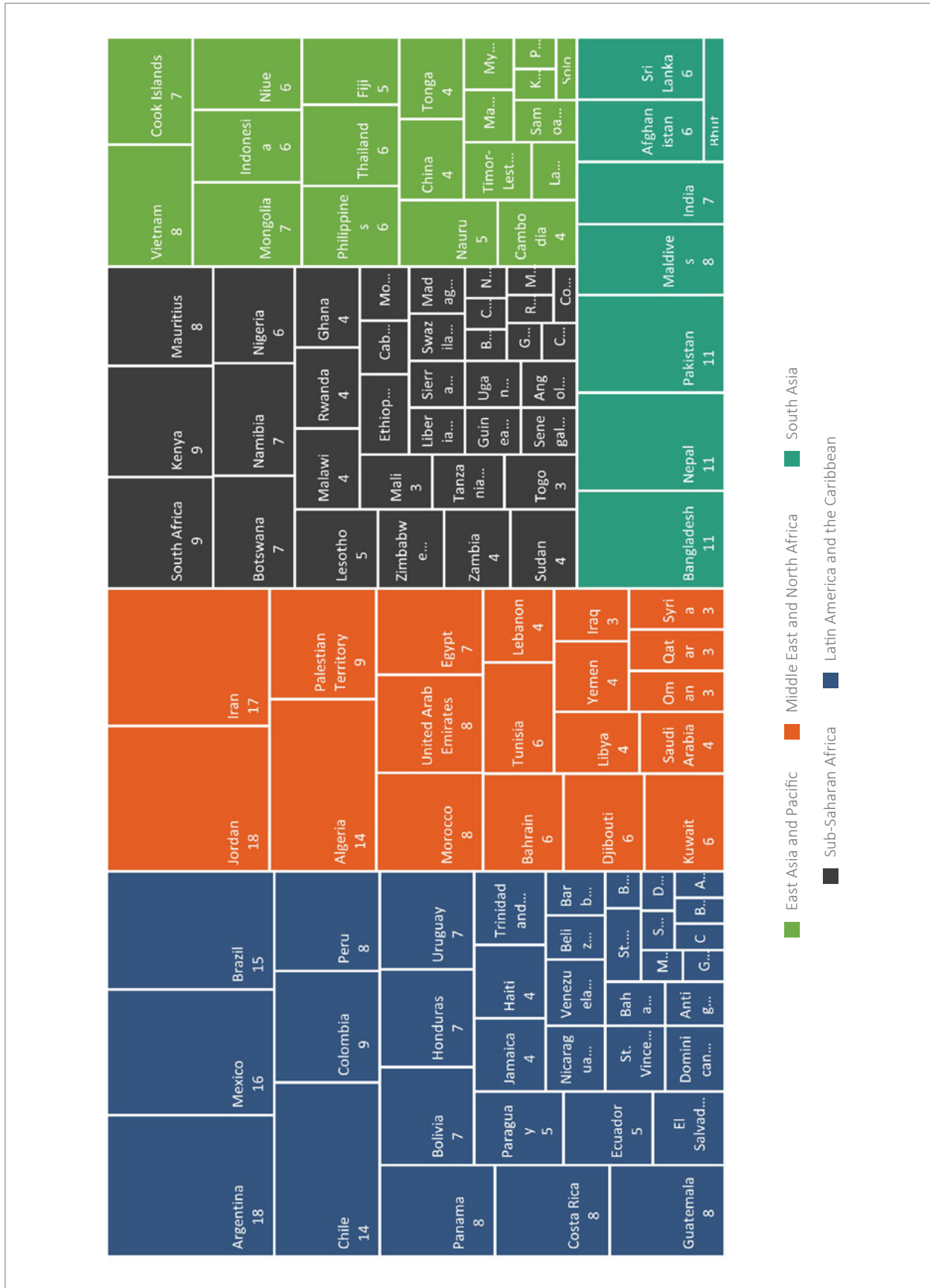
Aiming to leverage this momentum and keep the programmes as updated as possible during these volatile times, socialprotection.org partnered with IPC-IG researchers to add and update programmes from South Asia, reflecting on their recent research and mapping of social protection responses to COVID-19. In addition, a partnership with the United Nations Economic Commission for Latin America and the Caribbean (ECLAC) led to new and updated programmes in Latin America. As a result, 138 programmes were updated and 28 new programmes were included, adding up to a total of 564 Programme Profiles.

**FIGURE 16. NUMBER OF PROGRAMME PROFILES**



Moving forward, the socialprotection.org team will continue to aim for a better balance between regions. Nonetheless, the contrasts within the total number of programmes give us an idea of how much work remains to be done in some regions and countries. Figure 17 highlights some of these contrasts across different regions.

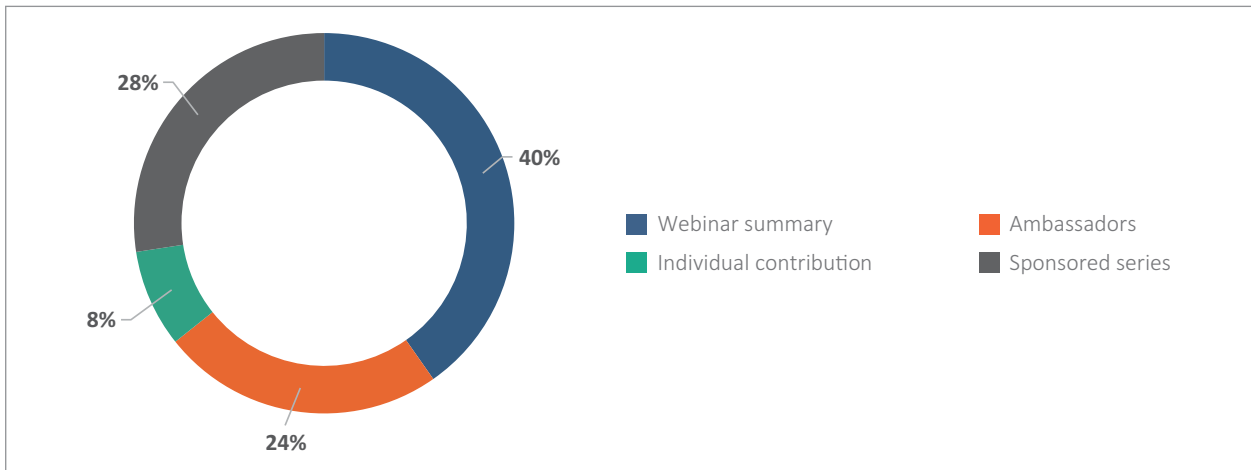
FIGURE 17. TOTAL PROGRAMME PROFILES BY COUNTRY AND REGION



### 3.9 BLOGS

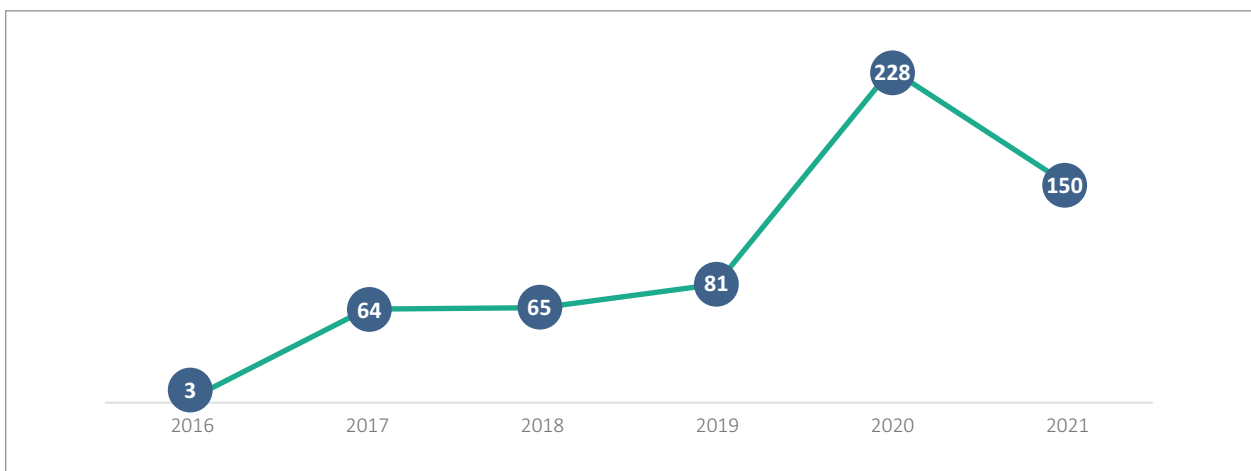
socialprotection.org's Blogs are one of its most popular content types, catering to users that want brief and concise information on a given topic. This feature experienced significant growth over the last 12 months, with members looking to share their analyses and insights regarding the COVID-19 crisis. Although members' blog contributions increased during the report period, the number of individual contributions is still the lowest compared to other types:<sup>8</sup>

**FIGURE 18. BLOGS BY TYPE**



During the report period, 150 new blogs were added to the platform, which can also be thought of as a new blog post being added every couple of days. Although the number of posts decreased compared to last year, it is worth noting that a large part of last year's increase was due to the fact that webinar summaries from the [Social Protection Responses to COVID-19 Webinar Series](#) were translated into Spanish and French, with each translation generating a different blog post. Compared with 2019, there was a significant increase in the number of blog posts per year.

**FIGURE 19. NUMBER OF NEW BLOG POSTS PER YEAR**



8. Sponsored series are multiple posts on a single subject produced by partner organisations.

By August 2021, the platform had a total of 591 blog posts. As will be detailed further on, in Chapter 5, the Ambassadors Programme has a large impact on the number of published blogs, as well as their popularity.

Leveraging this popular and easy format, several organisations partnered with socialprotection.org during the report period to develop various blog series (a sequence of blogs on similar subjects or by the same authors).

From October to December 2020, a series was developed in partnership [SPACE](#), yielding five blog posts covering COVID-19 response, humanitarian interventions and how to determine the optimal value of cash transfers.

From December 2020 to February 2021, socialprotection.org launched a special blog series in the context of the [Turning the COVID-19 crisis into an opportunity: What's next for social protection?](#) e-Conference, inviting organisers of the side events to write about the main outcomes and takeaways from their sessions, which resulted in [nine different blog posts](#).

In addition, in January 2021, the three-part blog series [Social Protection in Latina America series](#), featuring renowned experts such as Armando Barrientos, highlighted some of the results of a recent book edited by Gibrán Cruz-Martínez, titled “Welfare and Social Protection in Contemporary Latin America”. The series explored the role of actors shaping social protection development and inclusion and the most recent debates regarding social protection and welfare in Latin America.

Three of the most read blog posts published during the reported period were part of the SPACE Blog Series:

1. [Transfer Values—how much is “enough”? \(Part 1\)](#) (29 October 2020) by Ludovico Carraro (496 pageviews).
2. [Turkey's Labor Market Policy in 2020: Success or Failure?](#) (04 March 2021) by Godze Meseli Teague (458 pageviews).
3. [Transfer Values—how much is “enough” \(Part 2\)](#) (29 October 2020) by Calum McLean (383 pageviews).
4. [UNICEF and IPC-IG paper series on Covid-responsive Social Protection Landscapes in South Asia](#) by Pedro Arruda (278 pageviews).
5. [10 recommendations for social protection in prolonged recession](#) (04 November 2020) by Edward Archibald (271 pageviews).

Having a dedicated space for blog posts in the platform is important to allow diverse voices within the social protection community to encapsulate and easily disseminate ideas, sometimes independently from their organisations.

### 3.10 E-CONFERENCES

The e-Conferences are a new feature of socialprotection.org, catering for the online events that the platform started to organise since the onset of the pandemic. Making use of its extensive experience in producing webinars and leveraging the growing demand for online events due to the COVID-19 pandemic and its massive impacts on face-to-face gatherings, the platform started offering its expertise to cater for initiatives that are more complex than webinars, livestreams and smaller events that were already showcased in the platform.

#### **“Turning the COVID-19 crisis into an opportunity: What's next for social protection?”**

One of the biggest e-Conferences during this period was the [“Turning the COVID-19 crisis into an opportunity: What's next for social protection?”](#) Global Conference, organised by socialprotection.org with support from GIZ, DFAT and the IPC-IG. As mentioned earlier in this report, the conference marked the platform's 5th anniversary and built on the efforts of the [Social Protection Responses to COVID-19 Task force](#). It was held between 5 and 8 October 2020 and took place across three different time zones, gathering 2,150 attendees in 72 different sessions. The conference had over 180 speakers and the collaboration of 55 partner institutions, creating a space that gathered attendees from 112 different countries.

Each day of the event had a specific focus with a different approach. On the first day, high-level panels assessed various regional social protection responses, discussing the best practices of selected countries.

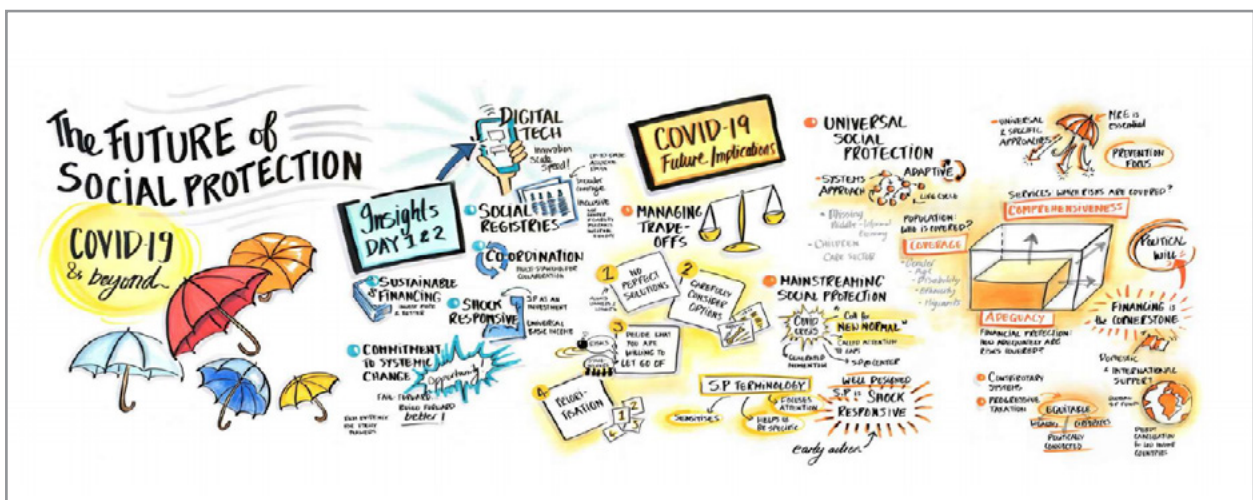
### GRAPHIC HARVEST BY SONJA NIEDERHUMER FOR REGIONAL DISCUSSIONS



The second day applied a thematic approach to address issues related to COVID-19. Round tables provided a space for debates and reflections between experts and the audience, while innovative learning formats, such as expert clinics and virtual booth talks, focused on specific questions from participants and social protection projects.

The third day of the e-Conference was dedicated to nine side events organised by socialprotection.org's partners. On the final day, special guests took stock and reflected on the discussions, lessons learned and conclusions of the previous days. Two final panels tackled the implications of the COVID-19 crisis for the future of adaptive and shock-responsive social protection and universal social protection. These topics gathered the most attendees throughout the e-conference, demonstrating the importance of these topics to the community, especially in terms of preparing for future shocks.

### GRAPHIC HARVEST BY SONJA NIEDERHUMER FOR EXPERT PANEL DISCUSSIONS



In these panels, experts stressed how asymmetrical social protection responses to COVID-19 have been and highlighted that countries with stronger social protection systems were always best positioned to respond to the crisis. Reflections pointed to how the pandemic worked as a 'big revealer' of gaps and necessary improvements in coverage, adequacy and response times. Building programmes that work together across social insurance and social assistance is a crucial step towards resilience.

Participants were also able to share their experience, submit questions, engage in discussions, and share results during and after the event. Additionally, they were invited to engage in a [self-reflection activity](#) regarding their country's response and share practical actions they could pursue in their [commitment](#) to social protection.

As seen in Table 3, attendees were based in various regions and countries. The US had the most attendees (635); with UK coming in second, with 347 participants, followed by Brazil with 225. In fourth place we saw impressive attendee turnout from Kenya, with 136 people—more than Germany or Italy, each of which had 123 attendees during the conference.

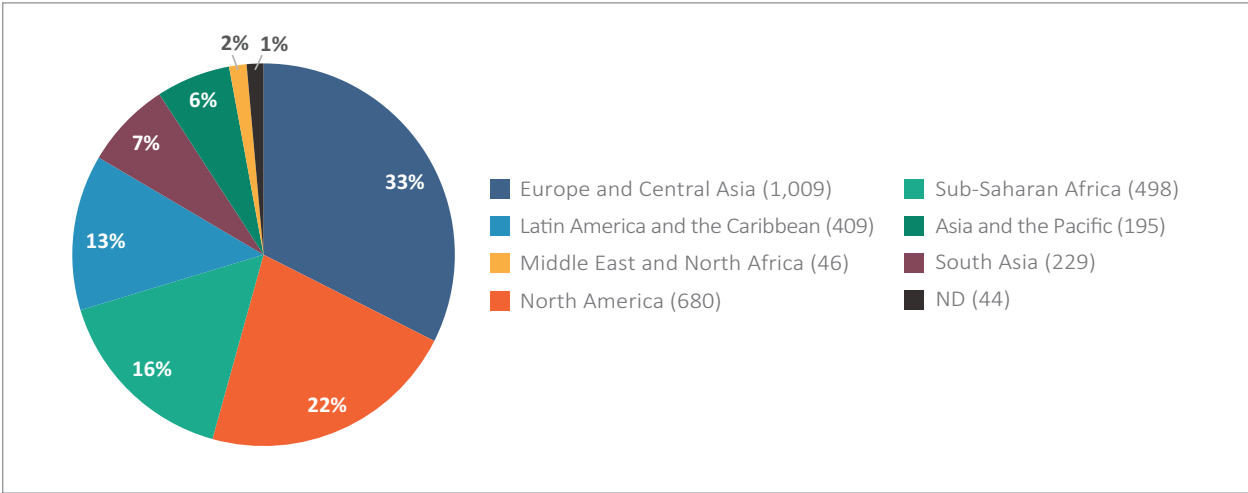
**TABLE 3. NUMBER OF CONFERENCE ATTENDEES BY COUNTRY**

Countries	Attendees
1st United States of America	635
2nd United Kingdom	347
3rd Brazil	225
4th Kenya	136
5th Germany	123
6th Italy	123
7th Pakistan	96
8th Sweden	75
9th France	75
10th Nepal	71
11th Switzerland	57
12th Indonesia	47
13th Zambia	46
14th Belgium	45
15th India	45
16th Canada	43
17th Spain	43
18th Chile	39
19th Malawi	38
20th Philippines	34
21st Netherlands	30
22nd Benin	29
23rd Uganda	28
24th Ghana	27
Other	653



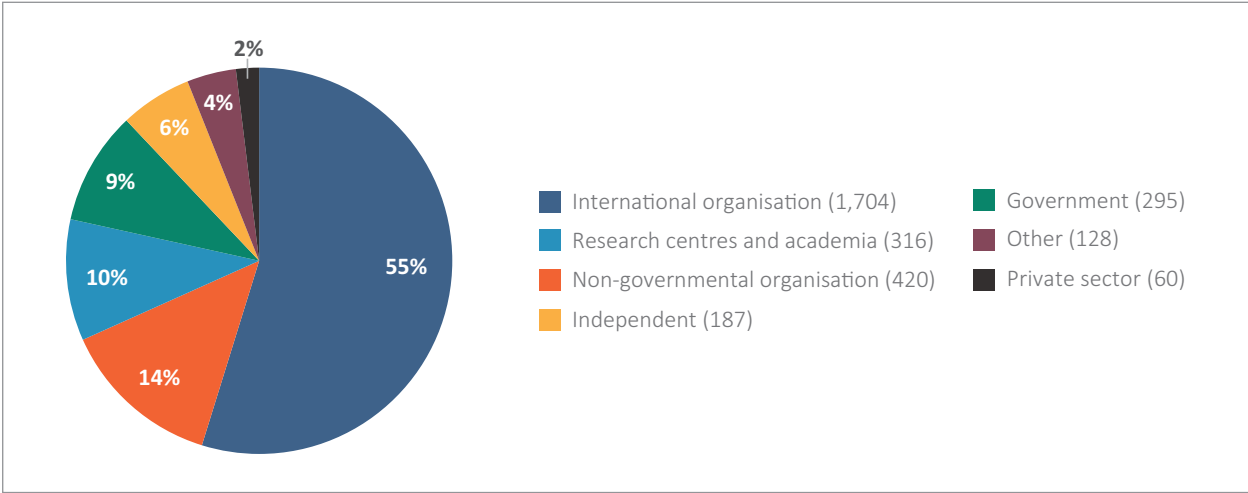
The event's attendance reveals a good distribution among all seven regions of the planet. Europe and Central Asia had the most attendees (33 per cent), followed by North America (22 per cent), sub-Saharan Africa (16 per cent), and Latin America and the Caribbean (13 per cent), both with over 400 attendees.<sup>9</sup>

**FIGURE 20. CONFERENCE ATTENDANCE BY REGION**



Attendees were distributed among 7 different types of institution but mostly belonged to international organisations (55 per cent); followed by non-governmental organisations (14 per cent) and research centres and academia (10 per cent). Government representatives also had a significant turnout, with 295 people present.

**FIGURE 21. CONFERENCE ATTENDANCE BY INSTITUTION TYPE**

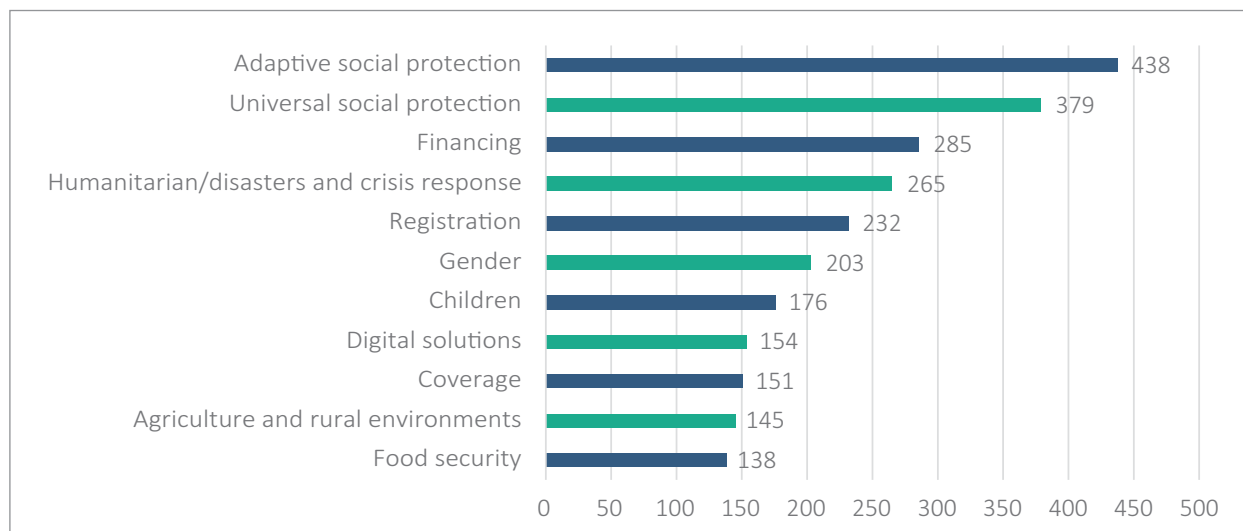


Regarding audience per topic, the sessions which gathered the most attendees were the ones related to adaptive social protection and universal social protection. The topics' popularity reflect the interest and needs of a world in the middle of

9. Note that 44 participants did not disclose information about their country.

an unprecedented crisis. More than 815 people gathered in different sessions to discuss adaptive social protection and universal social protection during the COVID-19 pandemic.

**FIGURE 22. SESSION AUDIENCE BY TOPIC**



The overall evaluation of the Global e-Conference was significantly positive. With 118 respondents in total, the survey showed that 96 per cent of the attendants found the event good (45 per cent) or excellent (51 per cent).

The survey also revealed that 96 per cent of respondents agreed or strongly agreed that they had learned knowledge or skills that may help them in their work. These are very positive results that indicate that the conference had a significant impact on attendants' jobs.

## OUTCOMES

The e-Conference generated valuable debates, brought up important ideas and facilitated the exchange of information about several relevant social protection topics. To build on this important material, socialprotection.org prepared a series of products to further disseminate the event's outcomes:

- A video series focusing on the main results of the event was produced. Four short videos disseminate the takeaways of key discussions topics for social protection: adaptive social protection, universal social protection, gender, and financing social protection.
- Two editions of the Policy in Focus Magazine:
  - What's next for social protection in light of COVID-19: country responses.
  - What's next for social protection in light of COVID-19: challenges ahead.
- A blog series to promote and disseminate the discussions and results of each side-event.

Considering the figures and outcomes presented above, as well as the fact that it was the first global week-long event for social protection to take place across different time zones, this event was a great accomplishment for the platform and its team.

## Extending social protection to migrant workers in Africa: A South-South Virtual Conference

In addition to the Global e-Conference mentioned above, the platform also held another conference on September 2020, in collaboration with ILO. Extending social protection to migrant workers in Africa: A South-South Virtual Conference aimed at enhancing the coordination of South-South cooperation towards improving the implementation of continental, sub-regional and national frameworks (such as bilateral and multilateral agreements) that seek to extend access to social protection and portability of social security benefits to migrant workers and their families, especially in times of crisis.

This conference, held in English with simultaneous interpretation in French, gathered over 230 participants, mobilising government representatives, participants from international organisation, experts, and social protection practitioners.

The post-event survey showed that 98 per cent of respondents strongly agreed or agreed that the sessions were very useful to their work. Some of the comments left on the survey showcase the participants' satisfaction with the event:

- *"The conference was perfectly organised. Very informative sessions."*
- *"The virtual meeting covered very critical aspects necessary for national and regional policy and legal reforms in an endeavour to address issues of migrant workers."*
- *"It is a useful learning session, especially for us from Kenya. Most Kenyan migrant workers are in countries in the Middle East and continue to go there, due to a shortage of jobs at home. Low skilled workers are very vulnerable, exploited, mistreated, and abused, even more so the COVID 19 pandemic."*



# 4.

## Communications strategy

Observing the global trends on social media, as well as engagement levels in the platform's channels, the focus of socialprotection.org's communications strategy during the report period was threefold: produce more multimedia content, invest in summarising activities rather than just promoting them; and continue to widely integrate communications into the platform's activities.

In this past year, the platform invested in the production of short animated videos and elaborated graphic design cards for the dissemination of socialprotection.org's activities across its five social media channels: Facebook, Twitter, LinkedIn, YouTube, and Instagram. This focus has paid off, as will be seen in further detail later in this report.

The team also noticed increased interest in posts that summarised key discussions and ideas from socialprotection.org's activities, rather than those that were designed in a merely informative manner. This knowledge management effort within communications is essential to producing curated material that fosters knowledge sharing in addition to engagement, instead of just focusing on the latter.

Key examples of content produced targeting these goals include:

- a series of posts on the fundamentals of social protection, to keep promoting the self-paced micro-courses produced in 2020 and 2021;
- weekly announcements of the Social Protection Podcast, including teaser posts with quotes and key messages;
- the series of monthly posts "Become a member", aimed at inviting the public to register at the platform, showing how to do it and the advantages of registering;

- the “#SPforall” monthly post series, which disseminates and makes basic social protection concepts more accessible through videos and cards;
- monthly videos that explain the subject of the newsletter and invite the public to access it. The video produced for the August newsletter had over 214,213 plays on Instagram, reaching 239,467 unique users on that social network;
- carousel posts (with multiple photos that can be viewed by swiping or clicking left) that highlight the main points of each monthly newsletter ;
- monthly posts that invite people to subscribe to podcasts alerts by e-mail;
- weekly carousel posts that publicise job openings in the social protection area;
- a campaign of cards, carousel posts and videos to promote the platform’s annual satisfaction survey;
- carousel posts and short videos to promote new webinar series; and
- weekly posts, comprising contributions from the socialprotection.org’s Ambassadors.

In addition, the team has been using social media tools to further engage with its audience—such as polls, Instagram reels and stories.

Making content inclusive has also been a concern. To meet different needs, the investment in accessibility increased with the production of subtitles and transcripts for webinars and podcasts, as well as more posts including narration and audio quotes.

The team continues to produce social media kits<sup>10</sup> shared with partner organisations to enhance the platform’s reach on social media. In addition, it is conducting significant improvements to its monthly reports of social media and newsletters, which now include infographics, podcasts and webinar announcements, as well as more detailed figures and tables.

## 4.1 SOCIAL MEDIA

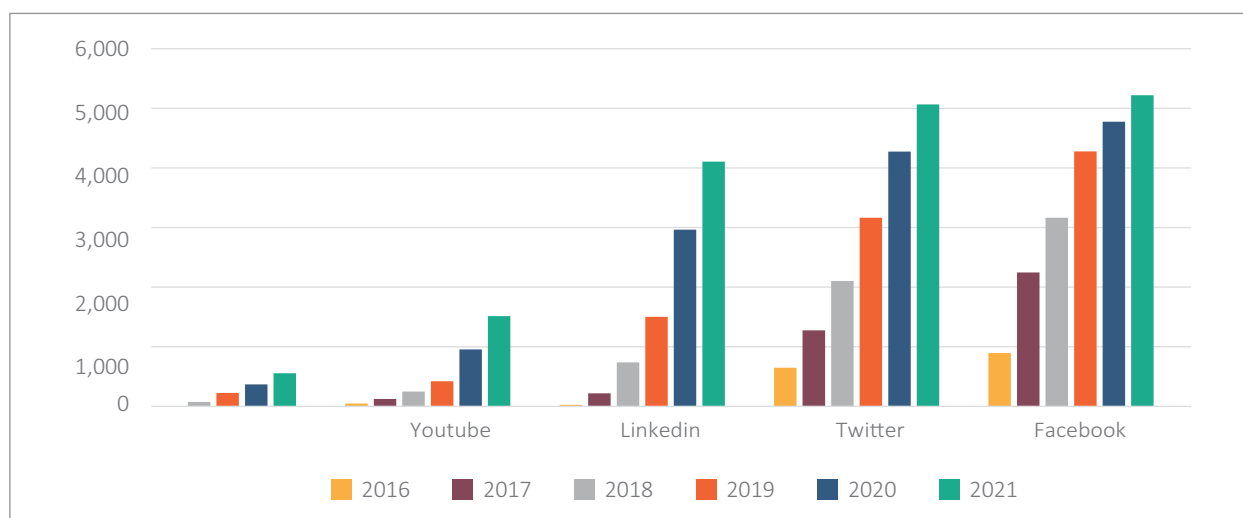
Over the past five years, socialprotection.org has seen a steady increase in followers and engagement, reflecting the effectiveness of its communications strategies. The communications team is always attentive to global trends on social media, adapting its strategy as needed to drive further engagement.

Facebook is socialprotection.org’s largest social media presence, with more than 5,200 followers. Over the past year, this channel has attracted 508 new followers, representing an increase of 11 per cent during. Twitter comes next, with 5,066 followers. In the past year alone, more than 974 users have started following the platform’s account—an increase of 23 per cent. LinkedIn is the social media channel that has gained the most followers in absolute figures: 1,574 people started following us during the reported period, which represents an increase of 53 per cent. In total, socialprotection.org currently has 4,518 followers in that network.

Created in 2018, Instagram is socialprotection.org’s most recent social media account and registered the largest percentage increase among our channels (90 per cent), adding up to 700 followers. As mentioned earlier, the team has been focusing on the creation of multimedia content for Instagram—and the numbers show the strategy is working, with some publications reaching a high number of plays and views. The post produced for the August newsletter, for example, had over 214,213 plays, reaching 239,467 unique users.

10. Posts and cards prepared with the visual identity of the event, establishing guidelines on how dissemination should be carried out.

**FIGURE 23. SOCIAL MEDIA FOLLOWERS**



Finally, socialprotection.org’s YouTube channel registered a percentage increase of 69 per cent, with 655 new subscribers over the past year. By August 2021, socialprotection.org had a total of 1,610 subscribers, which tend to increase after the platform’s recent efforts of subtitling and producing new multimedia content.

## 4.2 NEWSLETTER

Since December 2015, socialprotection.org has been issuing a monthly newsletter to provide its subscribers with an overview of the platform’s progress and activities. Each issue also includes curated and relevant content in different formats, including news, events, upcoming webinars, livestreams, and online courses.

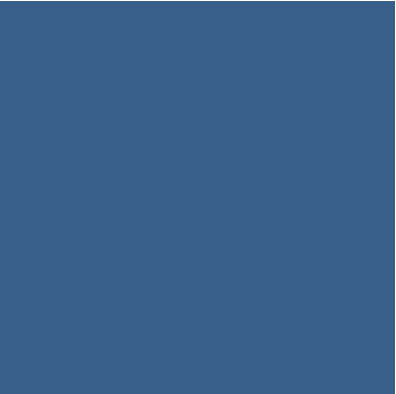
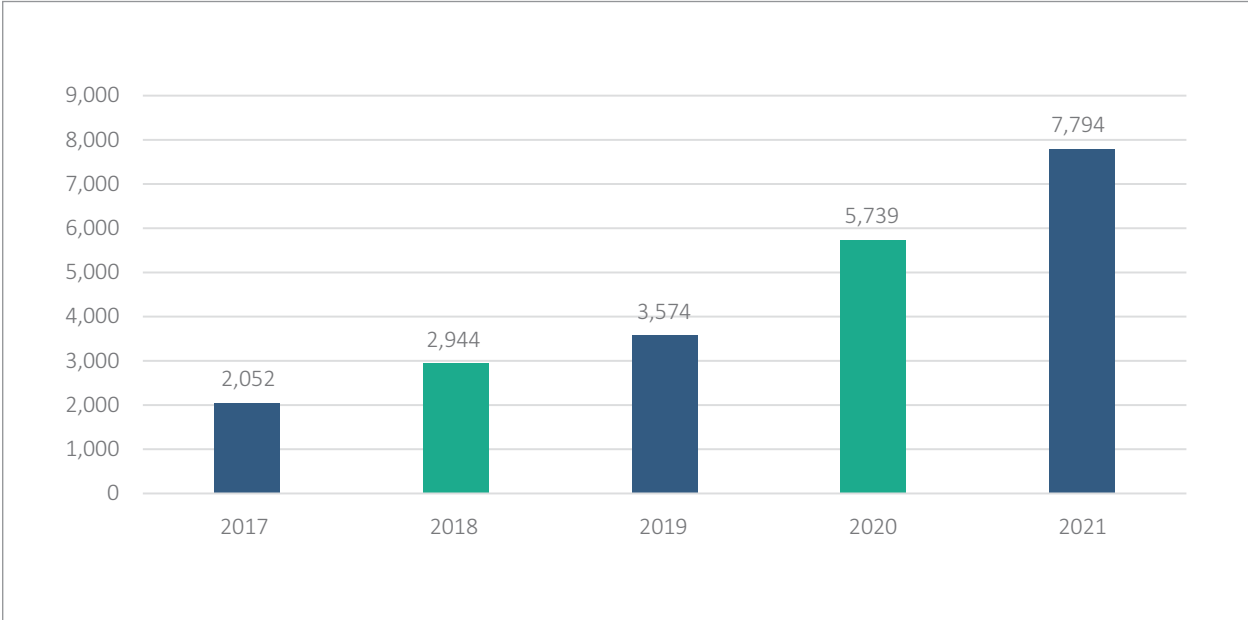
Thematic monthly newsletters have been produced since 2020, featuring the most prominent topics on social protection. Table 5 lists last year’s issues.

**TABLE 5. SOCIALPROTECTION.ORG MONTHLY NEWSLETTERS**

August 2021	Linking humanitarian assistance and social protection during COVID-19 and beyond
July 2021	Adaptive social protection: building resilience to shocks and reducing negative impacts of global challenges
June 2021	Enhancing food security during shocks
May 2021	Informal workers and social protection: it’s time to rethink labour inequalities
April 2021	How to strengthen the capacity of countries to scale up Universal Social Protection policies?
March 2021	How can social protection respond to gender intersecting inequalities?
February 2021	Digital solutions for Social Protection!
January 2021	The highlights of 2020!
December 2020	Universal Health Coverage and Social Protection
November 2020	Child-sensitive Social Protection
October 2020	Disability-inclusive social protection
September 2020	It’s socialprotection.org’s 5th anniversary!

During the report period, the number of subscribers increased 37 per cent (2,113 new subscribers), adding up to 7,852 subscribers by 31 August 2021.

**FIGURE 24. NUMBER OF NEWSLETTER SUBSCRIBERS PER YEAR**



# 5.

## Outreach and engagement

### 5.1 EVENTS AND MEETINGS

To promote the platform's features and activities, the team is constantly engaging in the participation and promotion of knowledge-sharing activities through meetings and events. These activities are crucial to enhance the reach of the platform and to improve our network of collaborators and partnerships.

Due to the COVID-19 crisis, most of the events planned by the social protection community were postponed or replaced by remote interactions. The team attended a few meetings until March 2020 and continued to participate virtually in international events to promote socialprotection.org and its activities:

- 15-16 September 2020: The socialprotection.org platform supported the e-conference "Extending social protection to migrant workers in Africa: A South-South Virtual Conference", organised by ILO and the African Union. The meeting was held exclusively online in collaboration with socialprotection.org.
- 24 September 2020: Mariana Balboni attended WFP's remote event "Digitizing Global Models for South-South/Triangular Cooperation Knowledge Brokerage".
- 5-8 October 2020: In celebration of socialprotection.org's 5-year anniversary, the platform organised the global e-conference "Turning the COVID-19 crisis into an opportunity: What's next for social protection?"
- 10 November 2020: socialprotection.org attended the 13th meeting of the SPIAC-B. Remote.
- 2 December 2020: Arthur Andrade made a presentation at the MENSAP-CP project's virtual launch event.



- 2 March 2021: socialprotection.org participated in the 2nd USP2030 Membership Assembly, which aimed to exchange experiences and advance thinking on two key issues for USP2030: sustainable financing and digitalisation. It also aimed to report on USP2030 activities to date and lay the foundations for its future work, including discussing and approving the workplan for 2021 and approving changes in the Steering Committee.
- 25 March 2021: The socialprotection.org team participated remotely in the workshop “Towards a strategic partnership for global development between Brazil-United Kingdom-Africa: design of a pilot initiative for trilateral cooperation in demographic data”, organised by the African Union Development Agency (AUDA)-NEPAD, “Articulação Sul”, Institute of Development Studies, FCDO, and the Brazilian Cooperation Agency (ABC).
- 12 July 2020: Mariana Balboni presented at the 2021 HLPF side event: “South-South Cooperation for More Inclusive and Sustainable Social Protection Systems in COVID-19 Recovery and Achievement of the 2030 Agenda”, organised by the United Nations Economic and Social Commission for Western Asia (ESCWA) and the United Nations Office for South-South Cooperation (UNSSOC).

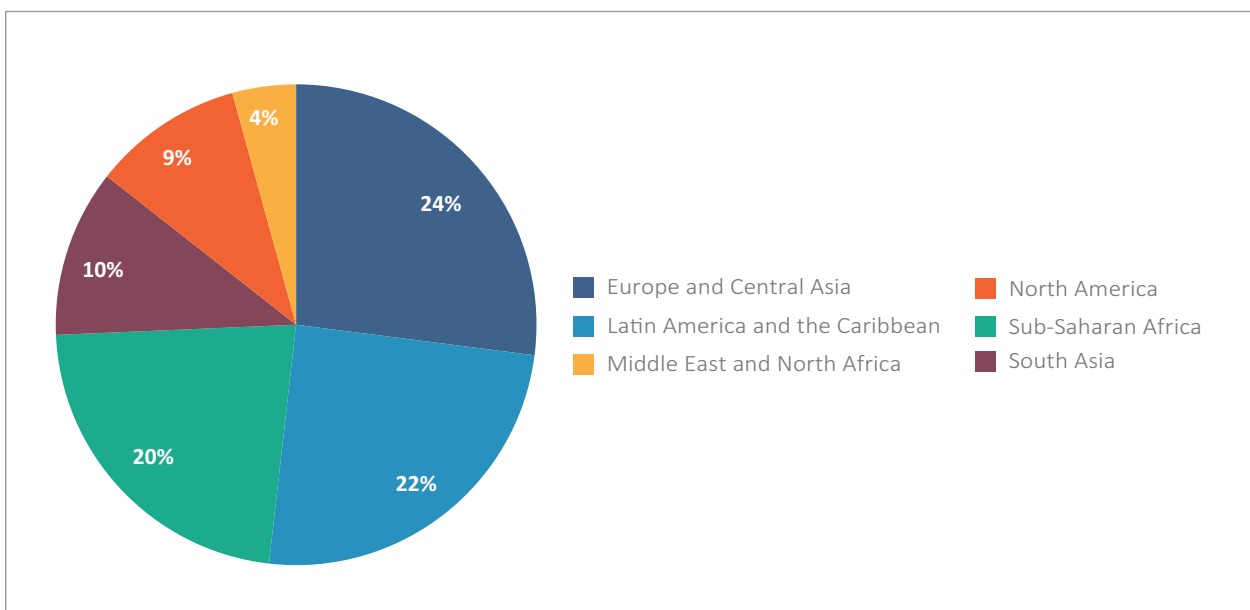
In addition to these events, the team also participates periodically in meetings of USP 2030, SPIAC-B’s Gender Working Group, and SPIAC-B’s Digital Social Protection Working Group.

## 5.2 AMBASSADORS PROGRAMME

The Ambassadors Programme is an online volunteering programme that selects young professionals and students of social protection from all over the world to engage with socialprotection.org through various activities. The programme is currently in its 8th edition, which selected 27 participants from different 24 countries out of 401 applications.

Since the first edition of the programme in September 2015, socialprotection.org has enlisted 209 volunteers from 64 different countries. The programme always aims to have a fair geographical distribution and gender balance among its selected volunteers. Two of the selected volunteers (one in the current edition and one in the previous) were people with disabilities, which are helping make the programme and the platform more inclusive.

**FIGURE 25. AMBASSADORS BY REGION**



The Programme is a key component of socialprotection.org's outreach and engagement strategy, and aims to accomplish three main objectives:

- Ensure that up-to-date and relevant content concerning the Ambassadors' regional or thematic interests are available on the platform;
- Promote and provide opportunities for engagement with socialprotection.org's interactive features
- Increase socialprotection.org's visibility within the Ambassadors' region and/or network.

Ambassadors are encouraged to explore and promote all areas of the platform, as well as engage with socialprotection.org's media channels, which increases the number of visits to the platform, the interactions in our social media channels and also the number of active members.

In their words, the Ambassadors' expectations towards the Programme are "to acquire in-depth knowledge about social protection measures in order to be able to apply them in the future" and "to contribute to raising awareness of social protection".

In the current edition, Ambassadors are divided into three different groups according to their time zones, which facilitates both the support from socialprotection.org and interaction between participants. After a month of common training through the platform's e-learning courses, each group takes up a different task every month and then rotates with another group in the following month, allowing all groups to eventually complete the same tasks.

#### AMBASSADORS PROGRAMME—8TH EDITION



Ambassador alumni from previous instalments were selected to support this edition as group leaders, providing guidance and orientation in addition to those provided by the socialprotection.org team. This strategy also aims to keep active participants of previous editions engaged with the platform and its community. The activities expected from the Ambassadors in the current edition are:

- **Completion of socialprotection.org's e-courses and sending feedback**

This activity aims to ensure that all participants have a basic knowledge of social protection before completing the programme's remaining tasks. In addition, this task is helpful for the identification of typos and points of improvements in the platform's learning activities.

- **Social media engagement**

Ambassadors are required to share and engage with the platform's social media content, as well as produce posts related to their regions and contexts.

- **COVID-19 mapping**

To ensure that the platform is updated weekly with content from each of the Ambassadors' regions, participants are required to map content related to COVID-19 in their regions

- **Blog posts**

Each Ambassador will choose a topic on social protection of their preference to write about, contributing to the knowledge-sharing purpose of the Programme as well as the platform itself, as the blogs from ambassadors are the most viewed blog posts.



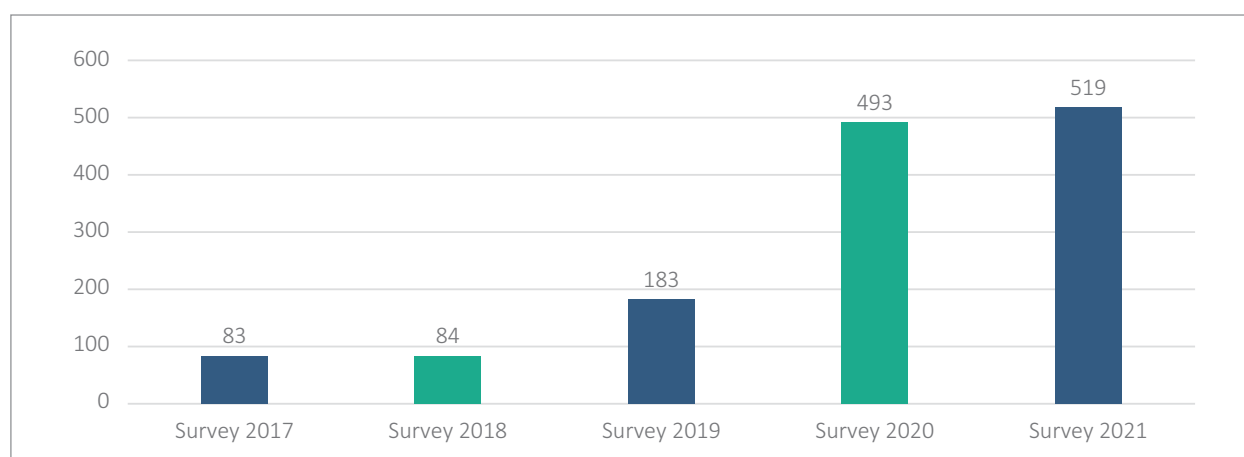
# 6.

## User satisfaction survey

The user satisfaction survey has been carried out every year since 2017, in an effort to obtain consistent feedback from the platform's users. The results support the identification of areas for improvement, further understanding of what has been working well, setting priorities, obtaining insights on users' interests, and suggestions for future initiatives.

This year, the survey was made available in English, French and Spanish from 6 June to 5 July 2021. Users were invited to respond across various channels, such as Mailchimp, social media and regular e-mail, in addition to a pop-up with the survey link on socialprotection.org's home page. As shown in Figure 26, a total of 519 people answered the questionnaire, an increase of 5 per cent compared to the past survey.

**FIGURE 26. NUMBER OF RESPONDENTS PER YEAR**



**6.1 RESPONDENTS' PROFILE AND PERCEPTIONS**

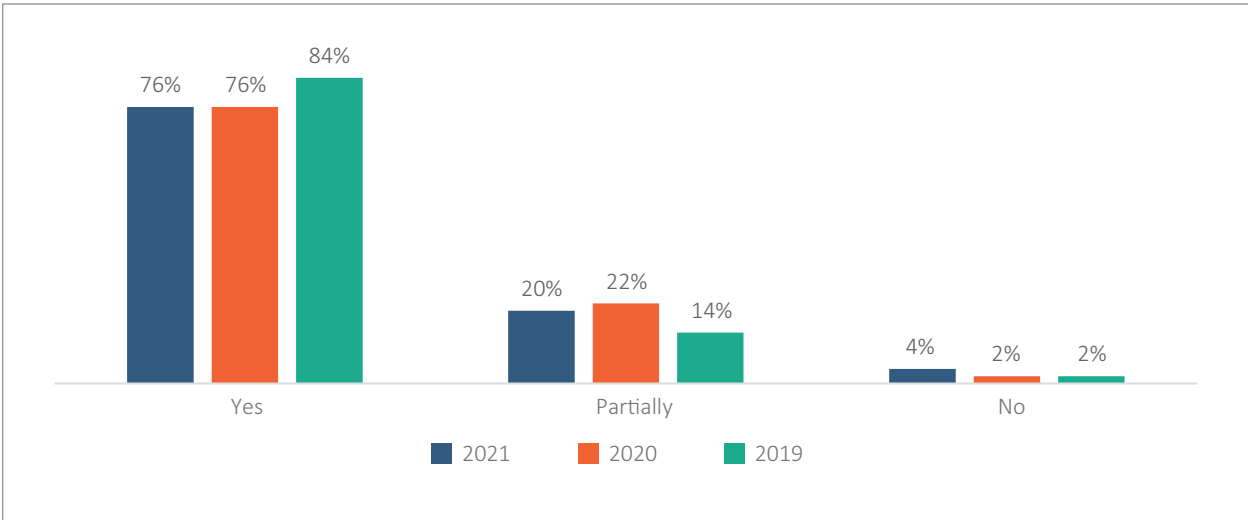
Professionals working in different areas answered the survey. Most respondents work for governments (26 per cent), international organisations (23 per cent) and non-governmental organisations (15 per cent). This is the first year that the share of respondents from governments is higher than those from international organisations, which aligns with our goal of having more policymakers using the platform. This diversity is illustrated in Figure 27.

**FIGURE 27. RESPONDENTS BY INSTITUTION TYPE**



Among respondents, 58 per cent were registered members of socialprotection.org and 31 per cent were not registered yet, while 11 per cent did not know to inform their status. It is important to mention that almost all the content and resources of the platform are available for non-members, which potentially discourage people from registering and could explain the high rate of non-registered users. Being a member is only a requirement for joining Online Communities and sharing content. The team is working internally to revisit this strategy.

**FIGURE 28. PERCENTAGE OF USERS WHO FELT THAT THE PLATFORM HAS HELPED EXPAND THEIR KNOWLEDGE OF SOCIAL PROTECTION**



Throughout the years, the socialprotection.org platform has been consolidating itself within the social protection community as one of the main hubs for obtaining information on the topic. This is corroborated by respondents, as 65 per cent of them consider the platform their main source of information about social protection.

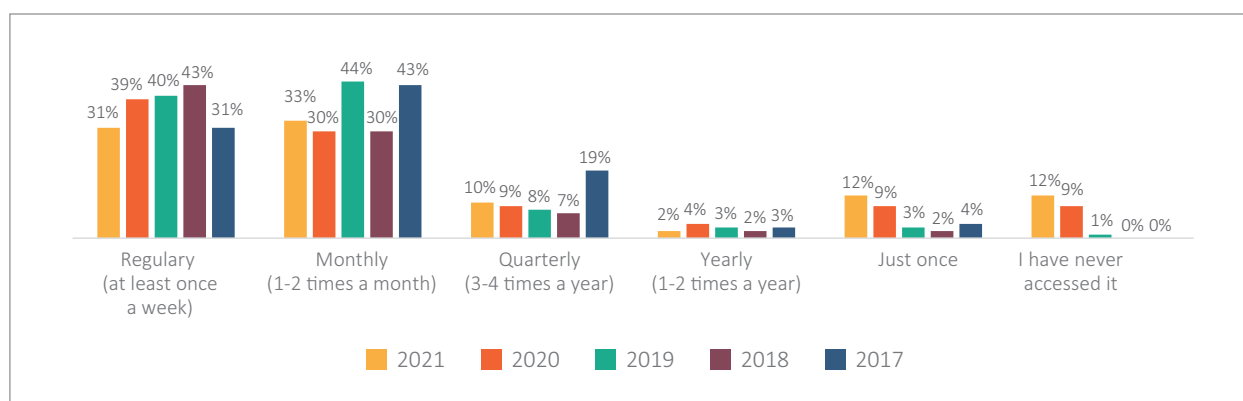
Additionally, socialprotection.org is hosting relevant discussions that could directly influence innovation and policymaking on social protection, according to the perception of 93 per cent of respondents. For 76 per cent, the platform has also helped expand their knowledge of social protection, as illustrated in Figure 28. It shows that the platform is directly contributing to users' learning and capacity-building endeavours.

The results are positive and show that the platform has been increasingly recognised by professionals from the social protection field as an impactful, useful and necessary space that gathers information, facilitates knowledge sharing and promotes initiatives, supporting their work and possible improvements in the field.

## 6.2 FREQUENCY AND PURPOSE OF ACCESS

When it comes to the frequency of access, 33 per cent of respondents stated accessing the platform monthly, while 31 per cent access it regularly (at least once a week). If compared to past years, the percentage of people who accessed the platform only once or have never accessed it has slightly increased, as illustrated in Figure 29. Popular services offered by socialprotection.org, such as webinars, e-courses and podcasts, are hosted outside the platform—users are not required to actually be on the socialprotection.org website to access them, which may explain this increase.

**FIGURE 29. FREQUENCY OF ACCESS**

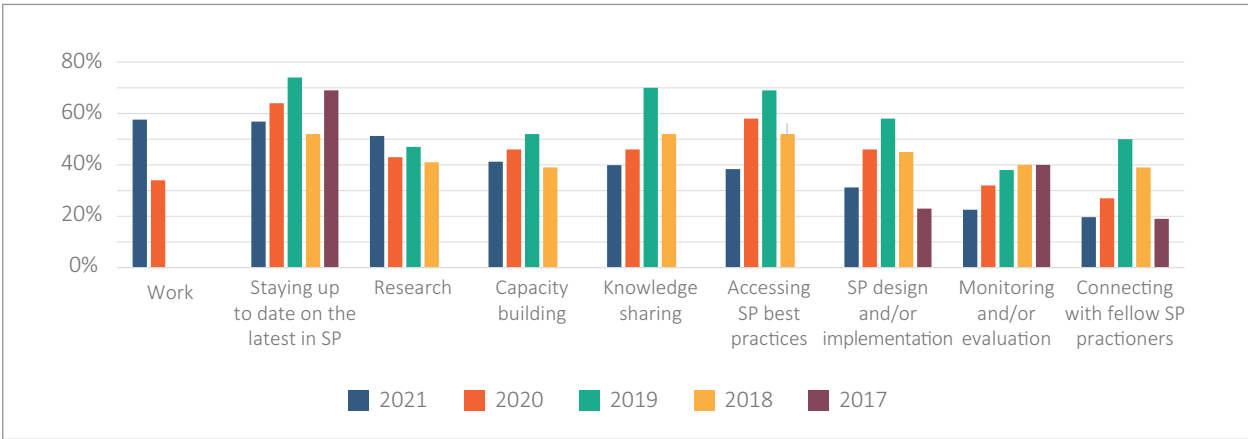


Understanding the reasons why users access the platform is also important, so that the team can make sure to offer relevant content and services in adequate formats to meet users' needs.

According to 58 per cent of respondents, the main reason they access the platform is related to "work", followed by "staying up to date on social protection" (57 per cent), "research" (51 per cent), "knowledge sharing" (40 per cent) and "accessing social protection best practices" (38 per cent).

Figure 33 shows increased interest in accessing the platform for "work" and "research" purposes compared to last year, demonstrating that the platform is increasingly being used to support professionals in their daily labour tasks. We also observed considerably less interest in accessing the platform for "accessing social protection best practices" and "social protection design and/or implementation". These changes in preference can be partially explained by the different profile of this year's respondents, who are mainly from governments. Interest in "monitoring and evaluation of social protection" has been progressively decreasing since 2018.

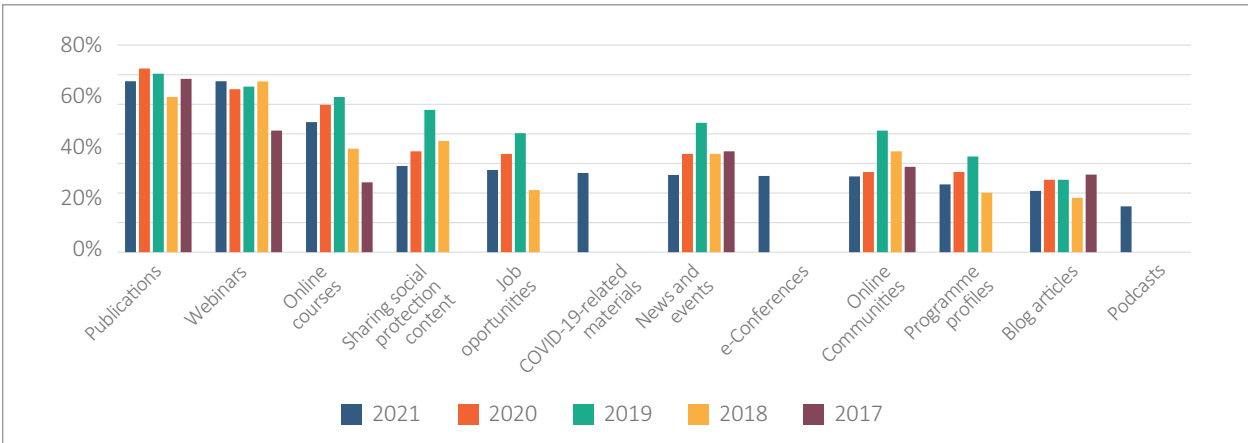
**FIGURE 30. REASONS FOR ACCESSING THE PLATFORM (MULTIPLE ANSWERS)**



**6.3 MOST POPULAR FEATURES AND SOCIALPROTECTION.ORG ATTRIBUTES**

Users were also asked to inform us about the features that capture their interests the most. Results show that while “publications” and “webinars” remain the most popular features for 66 per cent of respondents, there has been a slight decrease in interest for “online courses” and “news and events” compared to past years. The interest in “sharing social protection content,” “Online Communities,” “job opportunities,” “programme profile” and “blog articles” did not change significantly, remaining almost the same, as shown in Figure 31.

**FIGURE 31. FEATURES GARNERING THE MOST USER INTEREST (MULTIPLE ANSWERS)**



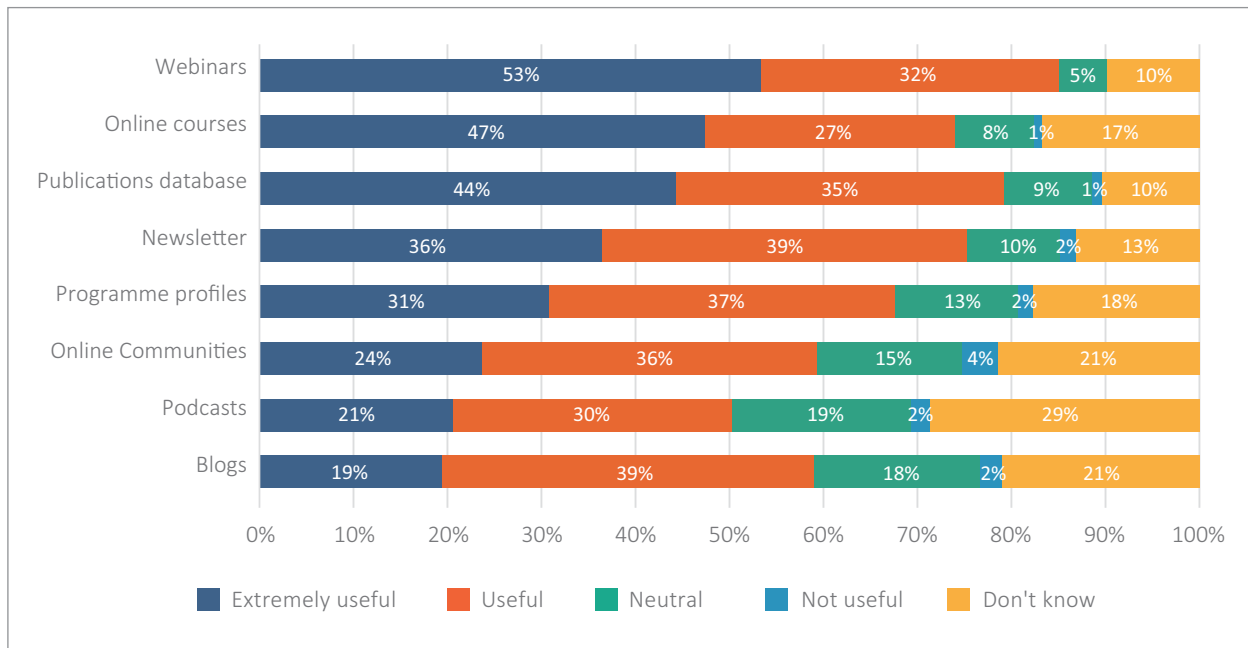
Three new response options were introduced this year: “e-conferences,” “podcasts” and “COVID-19 materials”, which were highlighted by 29 per cent, 18 per cent and 31 per cent of respondents, respectively. Predictably, results show that the COVID-19 pandemic has influenced people’s preferences. They are still interested in accessing materials about the social protection responses to the pandemic and in attending virtual events—which can also explain the decreased interest for “news and events”.

The diminished interest for “online courses”—from 57 to 50 per cent of respondents—could be related to people’s lack of awareness about their existence in the platform. In one of the survey’s questions, participants were asked to inform whether they had completed any self-paced micro-courses developed by the socialprotection.org team, to which 64 per cent of respondents answered no. Of these, 60 per cent stated that they were not aware of them.

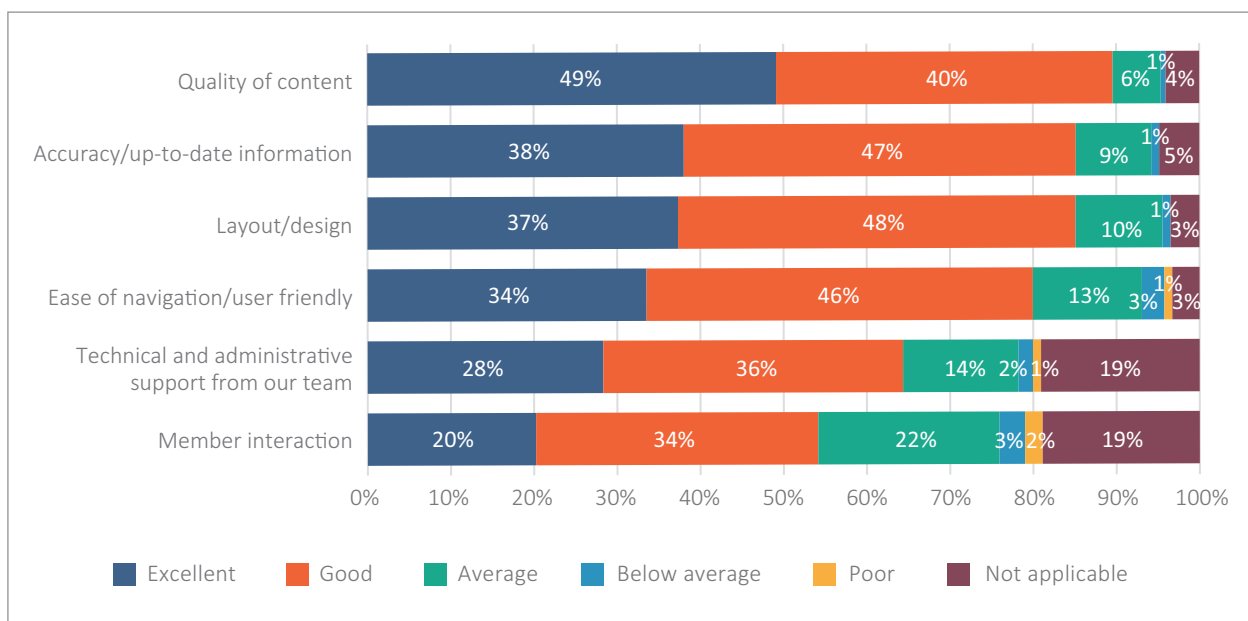
Despite this slight decrease, “online courses” was ranked as the second most useful feature by 47 per cent of respondents, as illustrated in Figure 32. As in past years, webinars continue to be the most useful feature according to the survey’s participants (53 per cent). The publications database is ranked third, with 44 per cent.

“Podcasts” and “Blogs” were the features which fielded the least interest in users. As podcasts were only recently introduced in the platform, users are probably still getting to know it. In general, results are positive and show that users are interested in the available features, which were considered “extremely useful” or “useful”, on average.

**FIGURE 32. RATING OF SOCIALPROTECTION.ORG'S FEATURES (%)**



**FIGURE 33. RATING OF SOCIALPROTECTION.ORG'S ATTRIBUTES (%)**



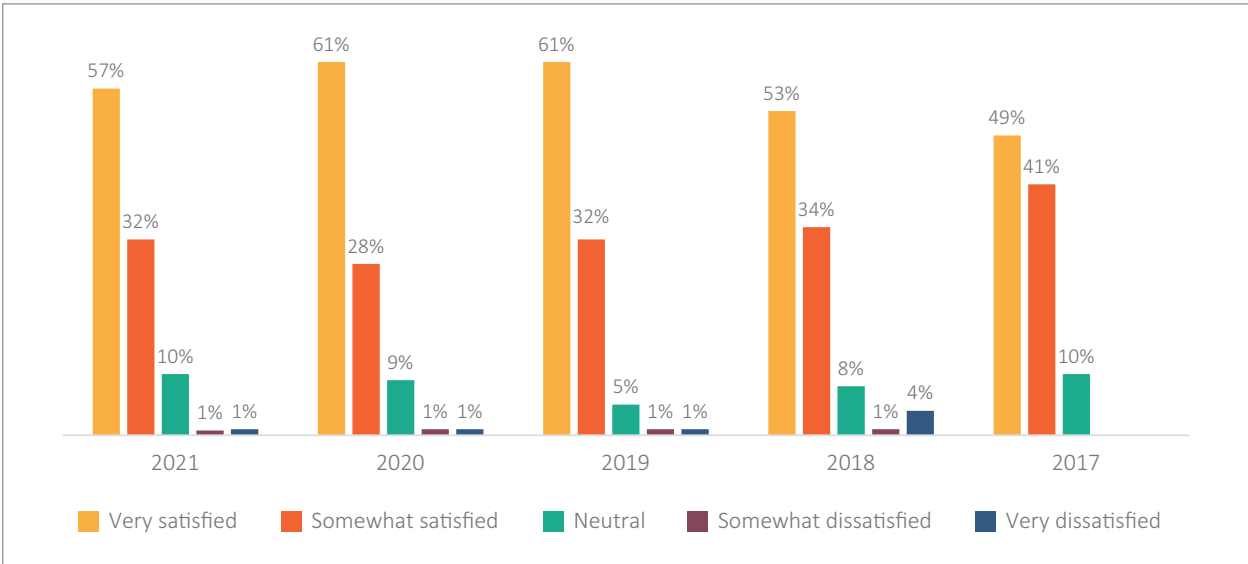


In addition to the features, the platform’s attributes were also evaluated. “Quality of content” stood out, being considered “excellent” by 49 per cent of respondents, followed by “accuracy/up-to-date information” (38 per cent), and “layout/design” (37 per cent), as shown in Figure 33. As in past years, “member interaction” ranked the lowest, demonstrating that the platform needs to enable a more collaborative space for users. The team is already planning some significant changes in this regard by investing on tools and new strategies. Overall, the attributes were mainly rated as “excellent” or “good”, which is positive and shows that respondents are satisfied with the services offered.

**6.4 OVERALL USER SATISFACTION**

Fifty-seven per cent of respondents are “very satisfied” with socialprotection.org, as illustrated in Figure 34. This satisfaction is reflected on the overall results presented in this section, which shows that platform’s services, features and attributes meet users’ expectations and that the content, debates and products developed in the platform are directly contributing to the social protection community. The team is working to improve some aspects of the platform according to suggestions by members and stakeholders.

**FIGURE 34. OVERALL USER SATISFACTION (%)**



**USER COMMENTS RECEIVED REGARDING THE SURVEY:**

“I think socialprotection.org’s services are quite unique and ideal for academics, and so should be institutionalised for academic work.”

“Think about strategies to involve decision-makers in the platform.”

“To offer more opportunities to connect with others working within the same field.”

“I am learning a lot from socialprotection.org and can safely say I am becoming an expert in social protection thanks to the platform. Perhaps consider grouping countries regionally and let them share experiences through webinars.”

# 7.

## The way forward

As a web-based platform, socialprotection.org has always dealt with the challenges of maintaining and improving its medium in a constantly changing field. Working with technology requires a highly flexible team that is aware of shifting trends. Throughout the years, these features have allowed the platform to rapidly respond to the needs of the social protection community.

socialprotection.org's work during the COVID-19 outbreak is quite representative of that spirit: during a period of unprecedented uncertainty—albeit essential to social protection like never before—the platform stepped up and organised multiple activities (and a massive online event) to provide its users with the information and networking they needed.

These efforts were key to solidifying the platform's role within the social protection field, placing it as an essential tool for the community. Our goal, however, is to go even further: not only to provide support for social protection activities, but to become an essential resource for research and policy on the subject.

This enormous task also has the added challenge of technological update. As mentioned early in this report, socialprotection.org will have to be migrated to a new content management system within the next two years. This means, in short, that the team will have to plan, build, test, and implement a new platform while maintaining its regular activities.

In this context, socialprotection.org has been reorganising, introducing new tools and work methodologies to increase its efficiency and prepare for this challenge. Most importantly, however, we have been carefully developing a new strategy to guide and orient our work in the future.

socialprotection.org aims to become a powerful unbranded platform for knowledge sharing and capacity building, with a focus on low- and middle-income countries. It aims to be a space that promotes relevant content and discussions aimed at fostering social protection and South-South learning.

The platform seeks support and engagement from the community to continue providing access to relevant and updated content to its users. This section details the lessons learned during the report period, as well as the upcoming challenges for socialprotection.org.

## 7.1 LESSONS LEARNED

Some of the valuable lessons gained throughout this period included:

- COVID-19 has demonstrated that the platform (along with its team and collaborators) needs to be flexible to adapt to changing demands and priorities. This adaptability, however, can only be achieved with high levels of organisation and coordination.
- The team can respond better to this environment of constant change when properly trained, equipped and prepared.
- The team's multidisciplinary skills are not only useful, but essential to ensure the platform's adaptable nature.
- When making difficult decisions regarding technology, the platform must always take time to properly evaluate the impact of changes, as well as the community's responses to new tools and software.
- Accurate and consistent monitoring of the platform is essential not only for reporting purposes, but to properly identify users' needs and priorities.
- The development of strategies and activities is always enriched by collaboration—the platform must save time and foster interactions between its team and partners.

## 7.2 UPCOMING CHALLENGES

socialprotection.org encountered many challenges during the past year and will face a significant one soon, with the platform's migration. Some of them include:

- Planning the migration carefully to ensure it runs smoothly and cost-efficiently, (re)building features that are relevant for the community and up to date with existing tools and best practices.
- Continuing to stay up to date with the latest research and discussions on social protection worldwide and finding new and innovative ways to translate them into content that is easier to access and consume.
- Expanding and improving successful features such as e-courses, webinars and Online Communities by integrating new tools and expanding their reach.
- Strengthening new features and services, such as podcasts and e-conferences.
- Securing financial support for both human resources and the platform's future technical developments and improvements.



# 8.

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